

MARCH 2020



CRANicles

Communications Regulatory Authority of Namibia



Content

04

FORWARD BY THE CEO

06

WINDHOEK SHOW
VILLAGE-STYLE

08

ICTS DRIVE SDGS AT
NATIONAL ICT SUMMIT

10

CRAN SHINES AT OATF

12

CRAN GOES COASTAL

14

AFRICACOM LAUNCHES
AFRICATECH ZONE

16

CRASA COMMITTEES

18

SADC MINISTERS
APPROVE FRAMEWORKS

20

FREQUENCY DISCUSSIONS
IN EGYPT

22

EFN HOSTS
JOURNALISM AWARDS

24

TYPE APPROVAL
AMENDMENTS

28

CRAN PLAYS A CRUCIAL ROLE
IN CHILD ONLINE PROTECTION

Editorial

GREETINGS

Since August 2019, CRAN's Corporate Communication department travelled the country to stand face to face with consumers at various trade fairs and share CRAN's purpose and mission.

The Authority focused on gazetting the amendments to the Regulations in respect of Type Approval and Technical Standards and connecting with SADC and international counterparts to drive regulation and growth in ICT.

In these few months CRAN travelled to the Erongo Region, Zimbabwe, Tanzania and as far as Egypt. In this edition are some highlights for your reading pleasure. I trust that you will find this edition of the CRANicles informative and I encourage you to send us your views, comments and/or queries by sending an email for the attention of the Editor to communications@cran.na.

Jairus Kapenda

Senior Corporate Communication Practitioner



01

Welcome to this year's 1st edition of "the CRANicles."

On behalf of the Board of Directors, the Management Team and the entire CRAN family, I wish to extend my appreciation to all ICT stakeholders for their commitment towards contributing to the vision and mission of CRAN. It is without doubt that 2019 was an eventful year, which saw CRAN hosting and attending various events.





Fostering and regulating the ICT sector requires not only local operational and legal effort but also, international discussion and consensus. CRAN engaged various international stakeholders and regulatory bodies to drive innovation and inclusive regulation.

Namibia held the second National Conference on Child Online Protection in 2019. Emilia Nghikembua, Head: Legal Advice, had the opportunity to present at this conference on "The role of CRAN in combatting Online Child Sexual Exploitation and Abuse". This is a very important topic for CRAN as it speaks to advocating for and protecting our most vulnerable consumers while also equipping them with the knowledge and tools to excel in the future that awaits them economically and socially.

Continuing with consumer advocacy and stakeholder engagement, CRAN participated at numerous trade shows and exhibitions. My highlight was seeing CRAN receive

the Best Exhibitor Award in the ICT category at the OATF, a Bronze Certificate for the Best Indoor stand at the WIAS and the Best Exhibitor Award in the Gold Sponsorship Category at the National ICT Summit.

Finally, CRAN will continue to be a self-sustaining organisation by being prudent in managing its resources and by broadening the revenue base through other revenue streams, such as Postal Licensing fees. Therefore, as an independent regulator, the nature and operations of CRAN remains unique in regulating the ICT and Postal sector for the socio-economic benefit of all Namibians.

CRAN wishes you a joyous, productive and prosperous 2020.

Festus K. Mbandeka
Chief Executive Officer

WINDHOEK SHOW VILLAGE-STYLE



Hilya Mhani, Stanley Kavetu and Rackel Shikongo engaging consumers



02

CRAN attended various trade fairs between August and November 2019.

Trade fairs provide an ideal platform for CRAN to engage meaningfully with ICT consumers on matters pertaining to Consumer Protection and ICT consumer rights and responsibilities. ICT consumers were provided valuable information on “who we are & what we do” and how to submit a consumer complaint with CRAN.

CRAN participated in the Windhoek Industrial and Agricultural Show (WIAS), which took place from 30 September to 05 October 2019, under the theme “The Big Reveal”. While CRAN was a frontrunner in embracing innovation through technology, the stand boasted a “traditional village look and feel”. This concept enabled CRAN to be relatable, approachable and thus provided for meaningful engagement through dialogue with consumers. CRAN received a Bronze Certificate award for the Best Indoor Exhibitor by the Windhoek Show Society (WSS).

ICT DRIVES **SDGs** AT NATIONAL ICT SUMMIT

03



Mr. Heinrich Gaomab II, Chairperson: CRAN Board of Directors and Rackel Shikongo, Corporate Communication Assistant

The National ICT Summit was established to create a platform for the ICT industry to discuss the trends and challenges globally and in Namibia, to encourage ICT industry players to showcase their products and solutions, and to expose the youth to latest ICT trends. The 2019 Summit, which took place from 07 to 09 October, was held under the theme “Accelerating Digital Transformation.”



Festus K. Mbandeka, Chief Executive Officer, engaging various stakeholders

CRAN's Chief Executive Officer, Festus K. Mbandeka, gave a presentation titled; "The Importance of Digitisation: Bridging the Economic Gap". While, the economic advantages of the digital economy include the availability of digital goods and services, a rise in e-commerce, and transparency in the handling of money, Mr. Mbandeka highlighted some of the social impacts anticipated, such as; quality education, good health and wellbeing, gender equality. This socio-economic make ICTs "catalytic drivers that enable the achievement of all Namibia's Sustainable Development Goals (SDGs)." Jochen Traut, Chief Operations Officer, gave a remarkable presentation during a break-away session

on "The Role of the Regulator in a Converging ICT Environment." CRAN ensured that 120% mobile penetration rate in Namibia was reached through established regulatory framework that created an environment that promotes fair competition. CRAN also facilitated the extension and digitising of ICT infrastructure and the introduction of the 4th generational (LTE) technology in Namibia.

The Authority values discourse within the ICT industry and so sponsored the Summit with a N\$70 000 donation. CRAN's exhibition stand won the Best Exhibitor Award in the Gold Sponsorship Category.



ICT consumers visited the CRAN stand to receive information on Adjudication, Enforcement and Litigation, whilst playing the traditional and digital "Owela" game



CRAN SHINES AT THE OATF

04

The Ongwediva Annual Trade Fair (OATF) is an exhibition platform for businesses and organisations at large, hosted annually by the Ongwediva Town Council. In 2019, the event was held from 23 to 31 August. During the 19th OATF awards ceremony, CRAN was awarded the Best Exhibitor in the ICT Industry category.



CRAN GOES COASTAL



Lydia Metaatu, Paralegal and Helvi Haludilu, Manager: Corporate Advice, Legislative Drafting and Sector Reform, engaging coastal consumers



Erongo Business and Tourism Expo

05

CRAN took advantage of the opportunity to engage consumers and industry players located in the Erongo Region on the topic of consumer advocacy and rights. By participating in the Namport Erongo Business and Tourism Expo from 30 October to 02 November 2019 at the Walvis Bay Municipality Hall. This expo is an annual event that offers local, national and international businesses the opportunity to exhibit their products and services in a dynamic and professional venue.

AFRICACOM CONFERENCE LAUNCHES AFRICATECH ZONE



06

CRAN attended the AfricaCom conference from 12 to 14 November 2019 at the Cape Town International Convention Centre. Regarded as the largest technology exhibition in Africa, the event brought together approximately 15,000 attendees, 450 speakers and 500 exhibitors.

AfricaCom launched a brand-new zoned event called AfricaTech. In this zone, innovators and architects at the forefront of Africa's journey towards the Fourth Industrial Revolution met to share knowledge of enterprise transformation and the digital future. The zoned exhibition area was dedicated to the IoT, AI, blockchain, fintech, cloud technology and cybersecurity. It enabled an innovative space to showcase the latest technologies and trends while offering a host of networking opportunities.

CRAN was exposed to the latest innovations and technology trends. This exposure will enable CRAN, through consumer advocacy campaigns, to empower consumers of ICT services in Namibia to make the best use of ICT products and services while remaining protected and within the law.

CRAN was represented by Katrina Siken, Head: Corporate Communication; Stanley Kavetu, Legal Advisor: Regulatory Compliance; and Geneva Hanstein, Legal Advisor: Corporate Advice, Legislative Drafting and Sector Reform.



CRASA COMMITTEES

The Communications Regulators' Association of Southern Africa (CRASA) renewed its commitments to CRAN. CRASA is an important stakeholder as ICT Policy and Regulation always has international ripple effects.



FINANCE AND AUDIT COMMITTEE

CRASA held its first Finance and Audit Committee meeting in Gaborone, Botswana, from 14 to 16 August 2019. The main aim of the meeting was to give an update on the implementation of action items of the 8th Annual General Meeting and operational plan for 2019/2020. In addition, the meeting also considered the Management Accounts for the quarter ended 30 June 2019, the updated CRASA Risk Register and the CRASA Internal Audit Plan for 2019/2020.

ELECTRO MAGNETIC FIELDS WORKSHOP AND 1ST CRASA CONSUMER COMMITTEE

CRAN attended CRASA's Electro Magnetic Fields (EMF) and Accessibility to Mobile Communications Workshop and the 1st Consumer Committee meeting which were held from 09 to 13 September 2019 in Victoria Falls, Zimbabwe. The events were hosted by the Postal and Telecommunications Regulatory Authority of Zimbabwe (POTRAZ).

The EMF and Accessibility to Mobile Communication workshop aimed to broaden the understanding of the concepts of EMF and its impact on consumers health. Updates were provided on international exposure recommendations and standards by the International Commission on Non-Ionizing Radiation Protection (ICNIRP). The



CRASA delegates and attendees of the EMF and Consumer Committee meeting

workshop debated issues relating to the implementation of successful accessibility features, services, business practices, policies and regulatory programmes in SADC. Delegates also received information on interrogating the impact of counterfeit electronic communications products on economies and consumer protection.

The inaugural Consumer Committee meeting zeroed in on policies and regulatory initiatives for consumers with special needs. The Committee presented a position paper for the Southern African Development Community (SADC) guidelines in this regard. An assessment report has also been developed on ICT accessibility policies and initiatives within SADC.

The Committee commenced with the development of a position paper on the Impact of Counterfeit Products on Consumer Protection and Economy and the development of Consumer Protection guidelines on EMF. Furthermore,

guidelines on the development of a position paper on Internet of Things (IoT) and the impact of Consumer protection guidelines was achieved during the meeting.

The workshop was attended by CRASA member countries, namely; Namibia, Zimbabwe, Botswana, Zambia, Tanzania, and the Democratic Republic of Congo (DRC). The Committee elected the DRC as the new Chairperson of the CRASA Consumer Committee (for the next three years) and the Vice Chair is Tanzania.

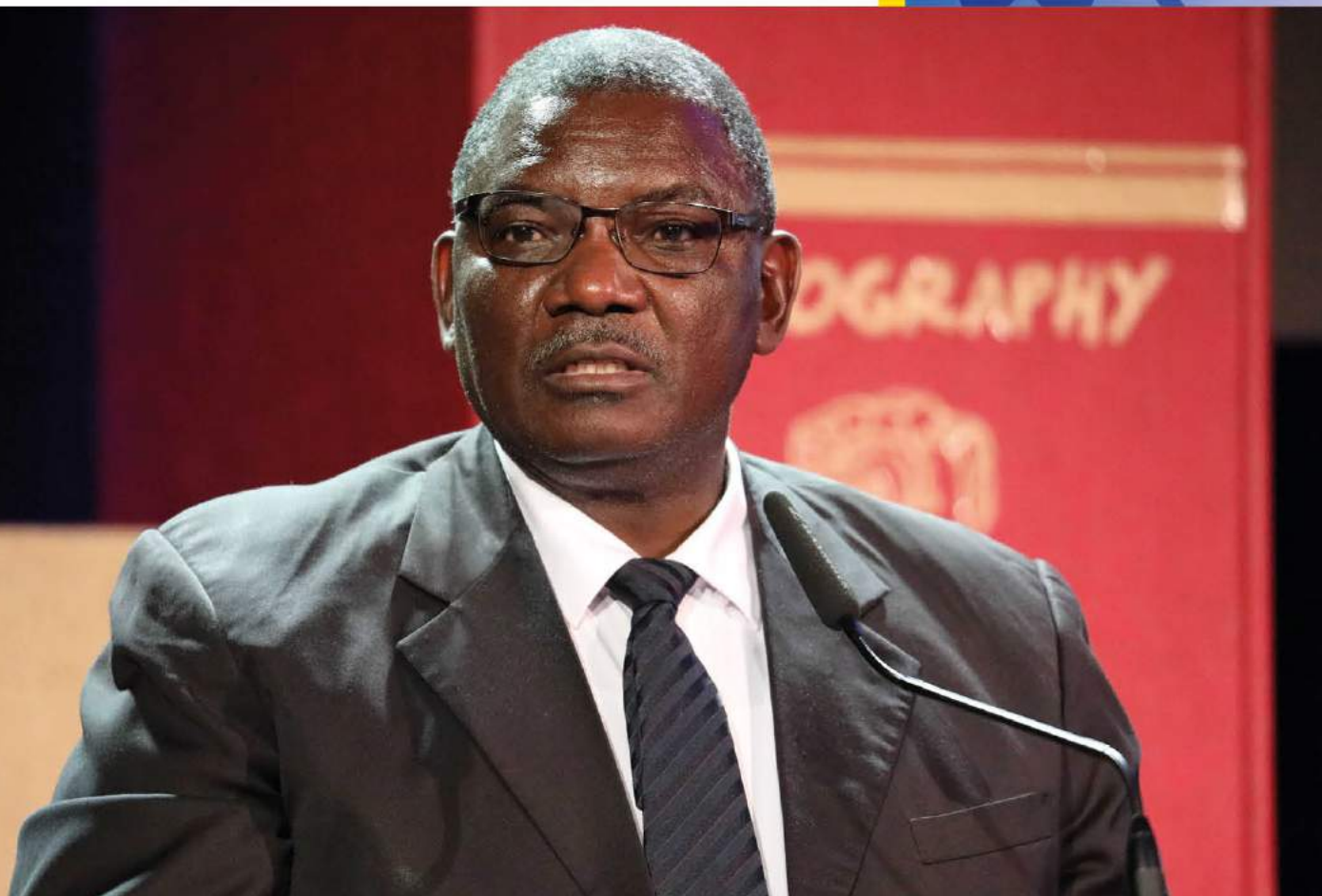
CRAN was represented by Katrina Siken, Head: Corporate Communication; Hilya Mhani, Corporate Communication Practitioner; and Phillipus Shilongo, Legal Advisor: Adjudication, Enforcement and Litigation who all positively contributed to the development of a position papers for SADC guidelines.

SADC ICT MINISTERS APPROVE FRAMEWORKS

08

**Southern African
Development Community
(SADC) Ministers meeting**

Keeping in the SADC area, CRAN attended the SADC Ministers meeting for ICT, Public Information, Transport and Meteorology from 19 to 20 September 2019 which was held in Dar es Salaam, United Republic of Tanzania. Delegates deliberated on several issues of importance to the region in relation to infrastructure in support of regional integration.



Honourable Stanley Simataa, Minister of Information and Communication Technology

The meeting was attended by representatives from the SADC partners and implementing agencies from the four sectors. It was preceded by a meeting of Senior Officials from the ICT, Public Information, Transport and Meteorology sectors and a SADC High Level Ministerial Round Table Dialogue on Innovative and Emerging High Capacity Broadband Access Technologies.

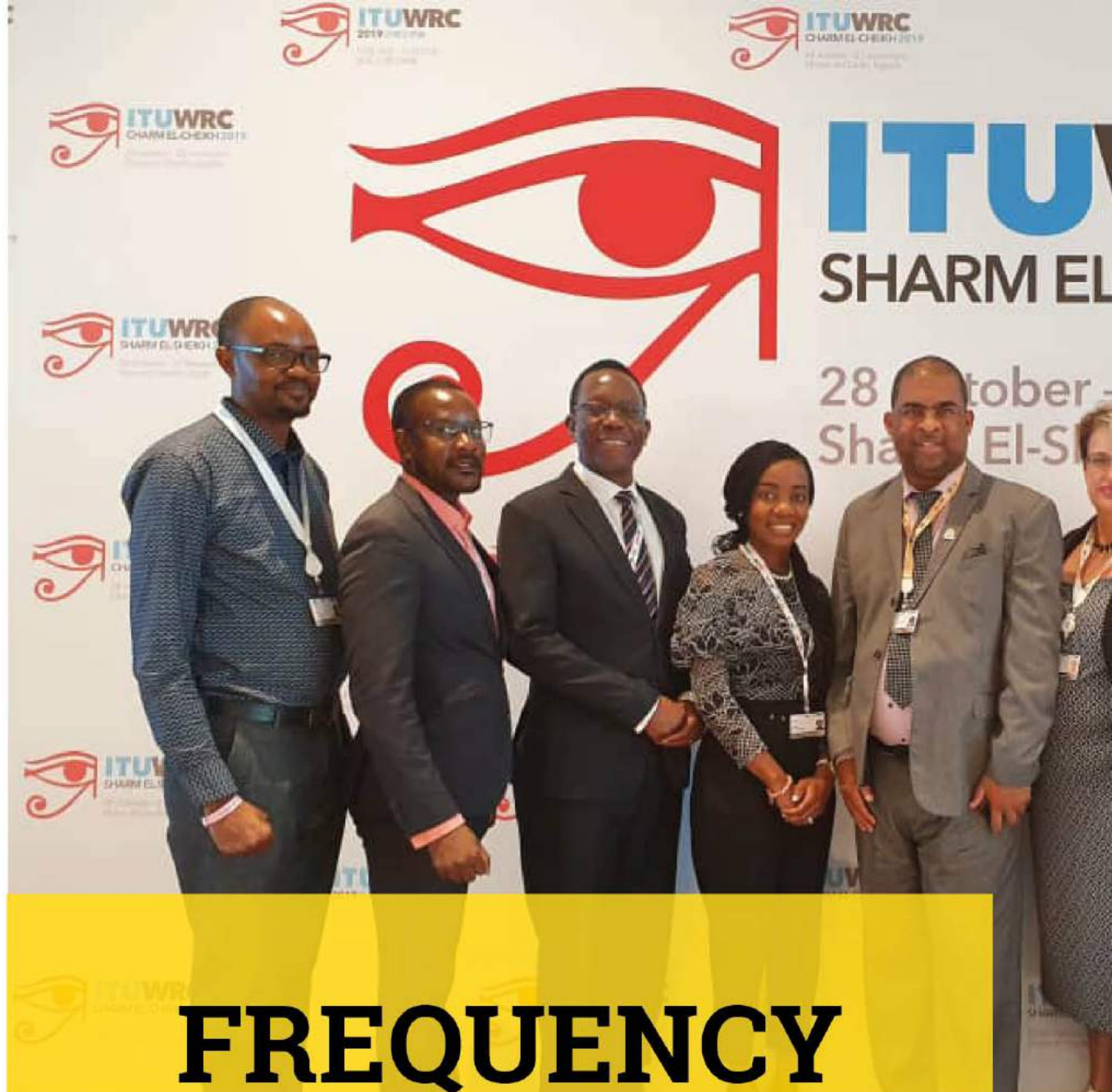
Namibia was represented by the Minister of ICT (MICT), Honourable Stanley Simataa; Minister of Works and Transport (MOWT), Honourable John Mutorwa; as well as the Executive Director of MICT, Mr. Mbeuta Ua-Ndjarakana and the Executive Director of MOWT, Mr. Willem Goeieman. CRAN was represented by Jochen Traut, Chief Operations Officer and Ronel Le Grange, Head: Electronic Communications.

The Ministers in the ICT and Information sectors approved the Multi-Stakeholder Intraregional and Trade Facilitation Project. This project is aimed at promoting and facilitating the participation of Small, Medium and Micro Enterprises (SMMEs) in the regional e-commerce ecosystem. Member States were urged to provide access to their national public television channel online

and through a mobile app to enhance information dissemination. They were also urged to consider ratifying the African Union Convention on Cyber Security and Personal Data Protection which has set out obligations for businesses and organisations that collect, process and store individuals' data.

The Ministers approved several frameworks and guidelines for implementation which included;

- The SADC Mobile Broadband Gap Analysis Guidelines;
- Framework for Setting up the SADC Regional Computer Incident Response Team (CIRT);
- Framework for SADC Shared Satellite Programme;
- Competition Assessment Framework for Communications Sector in SADC;
- SADC Universal Postal Service and Access Regulatory Guidelines;
- SADC Postal E-commerce and Trade Facilitation Guidelines;
- SADC Regional E-commerce Hub Framework; and
- Action Plan 2019 on SADC Women and Youth Empowerment in ICT.



FREQUENCY DISCUSSIONS IN EGYPT (WRC-19)





CRAN team members travelled as far as Egypt to represent CRAN at the International Telecommunications Union's (ITU) World Radiocommunication Conference (WRC-19) from 28 October to 22 November 2019 in Sharm el-Sheikh.

Attendees of the WRC-19 in Egypt. From left to right - Fillemon Johannes, MICT Deputy Director: IT Infrastructure Development; Lukas Nangolo, Manager: Spectrum Management, CRAN; Festus K. Mbandeka, Chief Executive Officer, CRAN; Emilia Nghikembua, Head: Legal Advice, CRAN; Honourable Engelbrecht A. Nawatiseb, MICT Deputy Minister; Ronel le Grange, Head: Electronic Communications, CRAN; Jochen Traut, Chief Operations Officer, CRAN; and Thomas Mbome, CRAN Board Member

09

The general scope of the agenda of WRCs is established four to six years in advance, with the final agenda set by the ITU Council two years before the conference, with the concurrence of a majority of Member States. These Conferences are held after every three (3) to four (4) years.

It is the purpose of WRC to review and revise, if necessary, the Radio Regulations, the international treaty governing the use of the radio-frequency spectrum and the geostationary-satellite and non-geostationary-satellite orbits. Revisions are made on the basis of an agenda determined by the ITU Council, which takes into account recommendations made by previous WRCs.

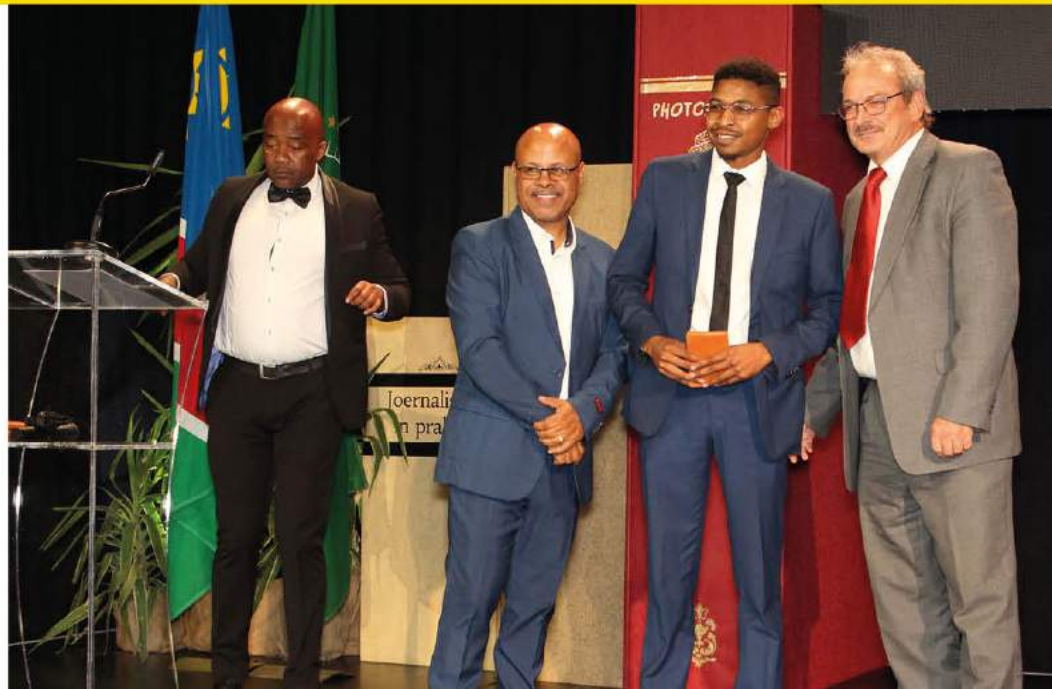
Under the terms of the ITU Constitution, a WRC can:

- Revise the Radio Regulations and any associated frequency assignment and allotment plans;
- Address any radiocommunication matter of worldwide character;
- Instruct the Radio Regulations Board and the Radiocommunication Bureau, and review their activities; and
- Determine questions for study by the Radiocommunication Assembly and its Study Groups in preparation for future Radiocommunication Conferences.

CRAN was represented by Jochen Traut, Chief Operations Officer; Ronel le Grange, Head: Electronic Communications; Festus K. Mbandeka, Chief Executive Officer; Thomas Mbome, Board Member; Emilia Nghikembua, Head: Legal Advice; and Lukas Nangolo, Manager: Spectrum Management.



One Africa TV Reporter Isai Sipunga receiving his award. He is flanked by Christof Maletsky, EFN's Treasurer (L); and Jochen Traut, CRAN's Chief Operations Officer (R)



From left to right, Neville Basson, Director of Ceremonies; Christof Maletsky, EFN's Treasurer; Isai Sipunga, One Africa TV Reporter; and Jochen Traut, CRAN's Chief Operations Officer

EFN HOTST JOURNALISM AWARDS

The Editors Forum of Namibia (EFN) hosted the Journalism Awards on 03 October 2019 at the Safari Hotel in Windhoek. The theme was "Celebrating Journalism Excellence and the International Day for Universal Access to Information (IDUAI)." The EFN awarded 11 journalists and broadcasters in categories ranging from investigative to podcast journalism.

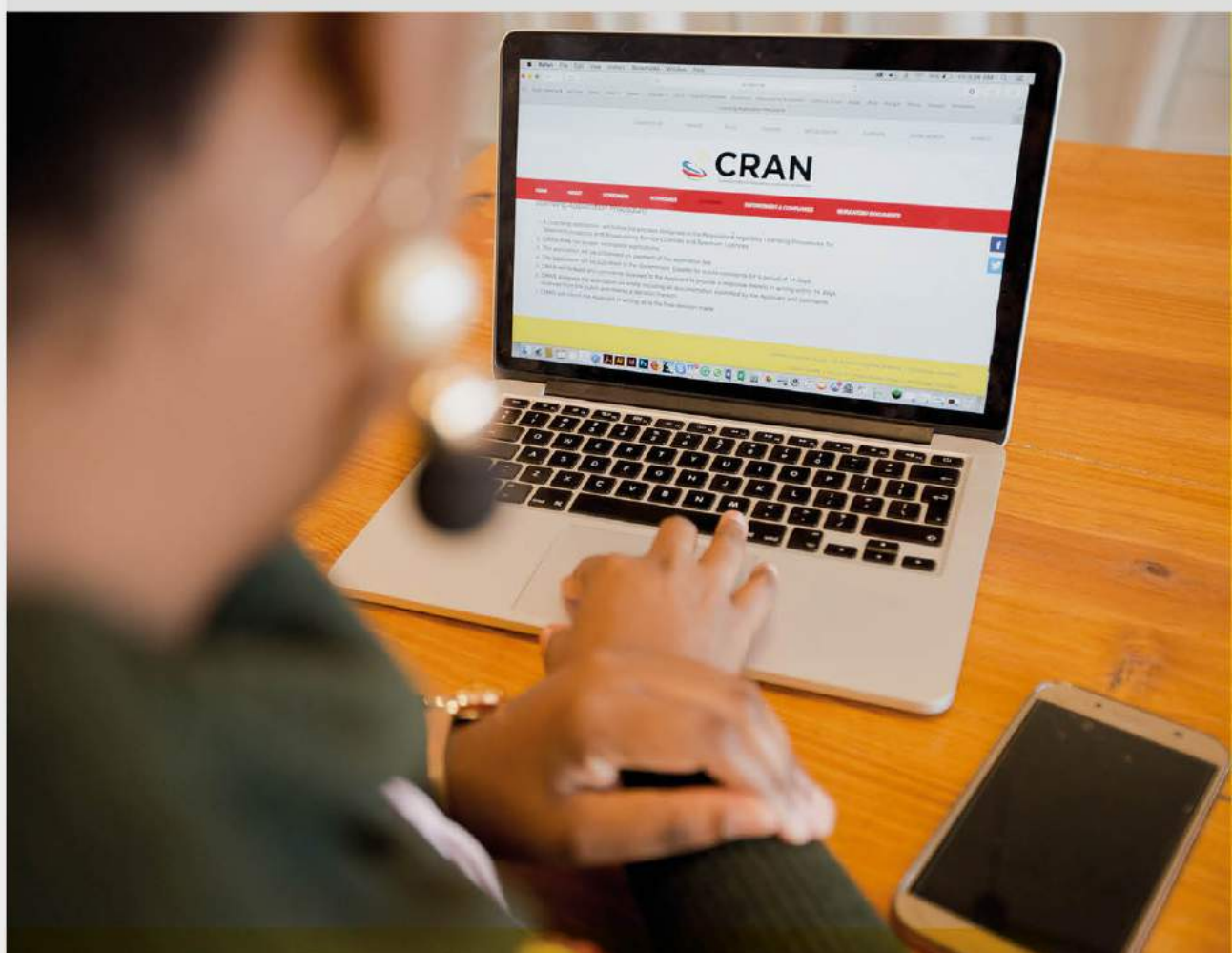
In support of the NDP5 goal (building a knowledge-based economy), CRAN's corporate social investment drive is focused on the value created by technology. Integrating ICT into all sectors of the mainstream economy is a critical success factor for accomplishing the transformation of Namibia into a knowledge economy. A 'knowledge economy' is an economy in which growth is not dependent on the means of production, but rather the quantity, quality, and accessibility of the information available.

In this vein, CRAN sponsored the category Videography Journalism Award, which was won by One Africa Television's Isai Sipunga's production entitled "After school centre." The Journalist of the Year Award was scooped by Nomhle Kangootui, for her article about "Hepatitis E and how communities in Windhoek's Katutura suburb are dealing with this sanitation related disease."

The other nine (9) winners in their respective categories are as follows:

- Investigative Journalism Award – Mathias Haufiku for "Intelligence Extravaganza – Villas, Lodges, Hotels and Farms galore";
- Agriculture and Environment Journalism Award – Cathrine Sasman for "Illegal harvesting of timber in the Kavango regions";
- Business and Innovation Journalism Award – Lazarus Amukeshe, Shinovene Immanuel & George Turner for "Langer Heinrich dodged N\$219 million tax";
- Health and Social Welfare Journalism Award – Tuyeimo Haidula for "Hearing Impaired students do extraordinary things";
- Community Journalism Award – Tuyeimo Haidula for "In the shadows of independence celebrations";
- Education Journalism Award – Jana Smith for "Free your mind through work";
- Podcast Journalism Award – Kirsty Watermeyer for "Community perspective in lion conservation";
- Sports Journalism Award – Sheefeni Nikodemus for "COSFA triggers NFA confessions"; and
- Photo Journalism Award – Hesron Kapanga for a striking photograph of Sandro Diergaardt taking the long jump at the African Union Council Region Five, U/20 Youth Games in Gaborone, Botswana.

TYPE APPROVAL AMENDMENTS



11

Back in Namibia, CRAN published General Notice No. 361, dated 11 September 2019, in Government Gazette No. 6992. This notice is a statement to amend the Regulations in Respect of Type Approval and Technical Standards for Telecommunications Equipment, Communications Act (No. 8 of 2009).

In terms of the Regulations, 'telecommunications equipment' is defined as "communications or networking equipment with an interface to public network or wide area network services and includes, but not limited to, telecommunications terminal equipment, information technology equipment (including but not limited to a digital set-top box decoder), radio communication equipment powered by means of an internal or external electrical AC/DC energy source and electronic communications network equipment."

The aim of the statement is to provide a person or entity that intends to connect any equipment to an electronic communication network in Namibia for the purpose of electronic communications, or use, sell or offer for sale or re-sale telecommunications equipment in Namibia that is not type approved or exempted from type approval, to apply on the prescribed form and submit the telecommunications equipment specifications to the Authority.

Thus, equipment which are not telecommunications equipment as per the definition and that do not require type approval, including those listed in Schedule 1 of the Gazette, are as follows;

CONTINUES ON NEXT PAGE >

SCHEDULE 1 CT DAY

LIST OF TELECOMMUNICATIONS EQUIPMENT EXEMPTED FROM TYPE APPROVAL

EQUIPMENT TYPE	DESCRIPTION	SPECIFIED TECHNOLOGIES	OPERATING FREQUENCY BAND
Broadcasting Receivers	Smart TV	Receiver-Only (With short range radio technology such as Wi-Fi, Bluetooth & LAN Card/Adapter, with built-in digital set-top box)	2400 – 2483.5 MHz
Receiver only transmitter RTTE embedded in personal computers and related equipment	Laptops/ desktop computers/ Wireless Mouse/ Wireless Keyboards, Cameras	With short range radio technology such as Wi-Fi, Bluetooth	2400 – 2483.5 MHz
IT Networking Equipment	Servers, Switches, Routers, Firewalls, Modems, PABXs, Printers, Scanners, Fax Machines, Monitors, Programmable Logic Controllers (PLC)	Connects to any Network via a LAN Card/Adapter	None
IT Networking Equipment	LAN card modules	Wired and wireless LAN Module/ adapter	2400 – 2483.5 MHz
NFC tag/ card readers		With Maximum radiated power limit of 10mW erp	
Toys	Toys and miscellaneous devices	With short range radio technology such as Bluetooth, etc, with maximum radiated power limit of 10mW erp	2400 – 2483.5 MHz
Medical Implants	Active Medical Implants and their peripherals	With short range radio technology with maximum radiated power limit of 25µW erp	402 – 405 MHz
Antennas	Passive	Metal rods, parabolic dishes	
GPS	Receivers	Only receives, without transmitting capability	1563.42-1587.42 MHz
Chargers	Wireless charger	With short range radio technology	110kHz – 205 kHz
Tablets	Non GSM modules	Short range devices connect via WLAN, BT, GPS or NFC	2400 – 2483.5 MHz
RFID readers	Scanners/ Metal detectors	With short range radio technology	402 – 406 MHz
Wireless Audio Systems	Wireless Microphones and assistive listening devices	Short range radio technology, with maximum radiated power limit of 10Mw ERP Short range radio technology, with maximum radiated power limit of 2Mw eirp	863 – 865 MHz
		Short range radio technology, with Maximum radiated power limit of 10mW	868.6 – 868.7 MHz 869.25 – 869.3 MHz
173.965 – 174.015 MHz	CT2 cordless telephones	Short range radio technology, with Maximum radiated power limit of 10Mw eirp Short range radio technology, with Maximum radiated power limit of 10Mw eirp	864.1 – 868.1 MHz 46.61 – 46.97 MHz 49.67 – 49.97 MHz
	CTO cordless phones		
Alarm Systems		Short range radio technology, with maximum radiated power limit of 10mW	868.6 – 868.7 MHz 869.25 – 869.3 MHz
Office Telephone Headsets	CT2 cordless telephones CTO cordless phones	Short range radio technology, with maximum radiated power limit of 10Mw erp Short range radio technology, with Maximum radiated power limit of 10Mw eirp	864.1 – 868.1 MHz 46.61 – 46.97 MHz 49.67 – 49.97 MHz



Application for a type approval certificate will still be required for equipment already type approved, however, this will be done through a simplified type approval process. Equipment imported for research and development purposes will

not require a type approval certificate, however authorisation to import such equipment should still be granted by the Authority. Additionally, type approval of equipment will be equipment specific and not per person.

Stakeholders requiring further clarity on this topic are encouraged to contact CRAN. Head Office – Communications House, No. 56, Robert Mugabe Avenue, Windhoek; via telephone (061) 222 666; or via email, TA@cran.na or operations@cran.na.

CRAN PLAYS CRUCIAL ROLE IN CHILD ONLINE PROTECTION

12

Namibia, like other countries, has seen an increase in the use of technology and accessibility to internet services for all. Children have not been left behind in this respect. However, Internet and mobile technologies pose potential risk, especially to children, if they are not managed correctly.

This is a very important topic for CRAN as it speaks to advocating for and protecting our most vulnerable consumers while also equipping them with the knowledge and tools to excel in the future that awaits them economically and socially.

The Ministry of Gender Equality and Child Welfare, in partnership with United Nations International Children's Emergency Fund (UNICEF) and other partners, hosted another National Conference on Child Online Protection in Windhoek from 18 to 19 September 2019. The Conference theme was "Continuing the fight against online child abuse and exploitation".

This event brought together experts from government ministries, civil society, industry partners, academia, the United Nations (UN) stakeholders and children, to discuss the significant progress the country has made in respect of the Framework for Action established in 2016. The Framework for Action was updated to represent the current situation and potential dangers.

The internet and social media platforms are changing the scope, opportunity and forms of violence, abuse and exploitation of children. Emilia Nghikembua, Head: Legal Advice, attended the Conference and presented on the topic "The role of CRAN in combatting Online Child Sexual Exploitation and Abuse". As the regulator of the ICT sector, CRAN is informing and educating consumers through awareness campaigns and engaging with consumers at every touch point. However, Mrs. Nghikembua also emphasised the need for reforms in the law. She proposed reforms to the Communications Act (No. 8 of 2009), the Electronic Transaction Bill, as well as the Cybersecurity Bill.



Emilia Nghikembua, Head: Legal Advice during a panel discussion at the conference

CRAN Board of Directors



Mr. Heinrich M. Gaomab II
Chairperson



Ms. Vivienne E. Katjuongua
Vice-Chairperson



Dr. Tulimevava Mufeti
Board Member



Mr. Thomas Mbome
Board Member



Mr. Gerhard Coeln
Board Member



Ms. Dorethy Smit
Board Member



Communications House | 56 Robert Mugabe Avenue | Windhoek, Namibia
Moth Centre | Unit 3 - 5 | Peter Muller Street | Windhoek, Namibia
Private Bag 13309 | Windhoek, Namibia | 10001
Tel +264 61 222 666 | **Fax** +264 61 222 790
Email Communications@cran.na
Website www.cran.na



@CRANAMIBIA



CRANAMIBIA



Communications Regulatory
Authority of Namibia (CRAN)