



# CRANicles

Communications Regulatory Authority of Namibia

## Retirement Announcement



**CRAN bid farewell to one of its longest serving colleagues, Jochen Traut, founding Chief Operations Officer.**



[www.cran.na](http://www.cran.na)

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RADIO DAY 2022

# EDITORIAL

GREETINGS ESTEEMED ICT STAKEHOLDERS.

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**A**llow me to wish you all a prosperous 2022!

We are delighted to present yet another content rich edition of our newsletter, the CRANicles, which highlights news and events pertaining to Communications Regulatory Authority (CRAN) as undertaken from October 2021 through to February 2022.

As we all battled with the Coronavirus (COVID-19) pandemic over the past two years, you will agree that it was indeed a challenging period for us all. Despite the numerous challenges and adjusting to our “new normal”, CRAN continued to fruitfully engage its stakeholders through various platforms such as hosting online consultative meetings, as much was expected from our industry during these unprecedented times.

In this edition we shall share some information on the CRAN Board of Directors and Executive Committee member’s briefing meeting with the Minister of ICT, Hon. Dr. Peya Mushelenga, which discussed and presented governance and market development matters. The full story is on page 6.

The Authority hosted a public consultative meetings on SIM Registration Conditions, Spectrum Assignment strategy workshop, World Radio Day 2022 celebrations, World Safer Internet Day and Infrastructure Sharing benefits for consumers just to mention a few. We share the full stories in this edition.

I trust that 2022 is going to be an exciting year for CRAN and all industry stakeholders, and we look forward to working with you all as we strive to deliver the best services and products for our consumers.

Enjoy this edition of the CRANicles and I encourage you to provide us with your views, comments and/or queries by sending an email, for the attention of the Editor, to [communications@cran.na](mailto:communications@cran.na)

*Hilya Mhani*  
*Corporate Communications Practitioner*



# 01

## Welcome to the 1<sup>st</sup> edition of the CRANicles newsletter for 2022!

“The Authority will continue to implement our mandate, to ensure that all Namibians have access to ICT services and products, so that Namibians from all walks of life can benefit equally from the numerous opportunities offered by this vibrant industry.”

Greetings valued Stakeholder,

Allow me on behalf of CRAN Board of Directors, Management and entire CRAN family to extend our appreciation to all our Information and Communication Technology (ICT) stakeholders for your support throughout 2021. Your support will see CRAN and our industry achieve our various individual mandates and collective efforts in providing high quality ICT products and services for ICT consumers in Namibia.

Despite the numerous challenges posed by the Coronavirus (COVID-19) pandemic, it is pleasing to note that we have successfully hosted various public consultative meetings and stakeholder engagement events.

The topic that is receiving our attention at present is the SIM Registration Conditions which are soon to be imposed on telecommunications service licensees. As you may all be aware, the Government of the Republic of Namibia through the Ministry of Information and Communication Technology (MICT) issued a policy directive that all







# 10<sup>th</sup> CRAN

Communications Regulatory Authority of Namibia  
YEAR ANNIVERSARY CELEBRATION

SIM cards in Namibia must be registered, in line with the provisions of Section 77 of the Communications Act (No. 8 of 2009). The regulations provide that the Authority may, after consultation with the Minister of Information and Communication Technology, impose further conditions on service providers to regulate in more detail anything prescribed in the regulations. The consultation has been completed and we will be meeting all licensees on 28 March 2022 to finalize the implementation timelines.

Moreover, CRAN hosted a Spectrum Assignment Strategy workshop which focused on reviewing the Authority's Spectrum Assignment Strategy, with a purpose to utilise spectrum to support sustainable development goals in Namibia. The Strategy has been finalized and issued to industry for input until 12 April 2022.

On another front, CRAN bid farewell to one of its longest serving colleagues, Jochen Traut, founding Chief Operations Officer and who is no stranger to our industry. Mr. Traut has relentlessly worked for the

Authority for 10 years and greatly contributed towards the growth and expansion of CRAN and the ICT industry in our country.

Lastly, the Authority will continue to implement our mandate, to ensure that all Namibians have access to ICT services and products, so that Namibians from all walks of life can benefit equally from the numerous opportunities offered by this vibrant industry.

My wish is that this edition of the CRANicles will provide you with valuable information on the various activities and achievements as attained by CRAN through the active participation and support of all industry players.

*"Pushing ICT Forward!"*

Emilia Nghikembua  
**Chief Executive Officer**

# 02

## ICT MINISTER'S BRIEF

The CRAN Board of Directors and Executive Management held a briefing meeting with Honourable Dr. Peya Mushelenga, Minister of Information and Communication Technology (MICT) on 31 January 2022 at Avani Hotel in Windhoek.

The purpose of the meeting was to brief the Minister and seek approval regarding the following Governance Matters:

- CRAN's Budget for the financial year 2022 – 2023;
- CRAN's Audited Financial Statements for the period ended 31 March 2021;
- The improved financial position of CRAN;
- The revised Organisational Structure; and
- The Board performance milestones and performance evaluation.

Additionally, the team also engaged the Minister on the following Market Development Matters:

- SIM Registration Conditions in terms of Section 72 (4) of the Communications Act (No. 8 of 2009);
- The Universal Service & Access Fund and study document; and
- Telecommunications Market Data Study.

The meeting further provided strategic direction for MICT and CRAN for the achievement of CRAN's mandate and governmental policy objectives. The mutually beneficial relationship between MICT and CRAN leads to the development and promotion of quality, affordability and access for all Namibians.



*CRAN Board of Directors and Executive Management with Honourable Dr. Peya Mushelenga, Minister of ICT and MICT team during the briefing meeting at Avani Hotel*

# TELECOM NAMIBIA LIMITED AGREES TO SETTLE CRAN LEVIES

—03—



*Dr. Stanley Shanapinda, Telecom Namibia CEO and Emilia Nghikembua, CRAN CEO during the settlement signing ceremony*

CRAN and Telecom Namibia Limited reached an out of Court settlement, closing a longstanding dispute on the payment of regulatory levies for the period 2012 to 2018.

Speaking at the signing ceremony, Emilia Nghikembua, Chief Executive Officer said, “CRAN remains committed to regulating the industry through robust frameworks that are impactful and that benefit the ICT consumers in respect of price, quality and access.”

The parties had been engaged in settlement negotiations over the course of the year in 2021 and eventually settled the matter amicably on 23 November 2021.

Telecom and Mobile Telecommunications Limited (MTC) challenged the validity of Section 23 of the Communications Act (No. 8 of 2009) in the High Court in 2012 in order to determine the constitutionality of the regulatory levies as enforced by CRAN.

Dr. Stanley Shanapinda, Telecom Namibia’s Chief Executive Officer said, “As a Public Enterprise, we are accountable to the public and have a responsibility to ensure resources are optimally and responsibly utilised”. Dr. Shanapinda further added that Telecom’s focus remains on reducing the digital divide in the country and bringing Information and Communication Technology (ICT) services closer to all Namibians.

Telecom Namibia and CRAN are both committed to foster better working relations in the interest of the Namibian ICT services consumer.



# CRAN HOSTS PUBLIC CONSULTATIVE MEETING ON SIM REGISTRATION CONDITIONS



*CRAN Executive Management  
engaging stakeholders virtually*



# 04

CRAN hosted a virtual consultative meeting on the SIM Registration Conditions on 19 October 2021.

Facts on SIM Registration:

- The purpose of the Conditions is to ensure that all active SIM card owners in Namibia are verified and registered;
- The SIM Registration Conditions are as a result of the Regulations in terms of Part 6 of Chapter V of the Communications Act (No. 8 of 2009), as published in the Government Gazette in March 2021;
- The proposed SIM Registration Conditions are derived from the Regulations and have expanded on the manner in which SIM registration should be carried out by service providers and specify the information to be stored to enable lawful interception;
- SIM registration is utilised to address antisocial behaviour, to provide age verification and to assist in addressing mobile fraud, etc.;
- It is a tool that eases and enables digital collaborations between law enforcement agencies, for instances such as investigations of offences;
- The SIM registration process is designed to be practical and reasonable in terms of balancing national security demands, whilst maintaining and protecting citizens' rights as a key priority. While addressing security and criminal activity concerns is important, the overall policy consideration is to ensure that there are appropriate privacy safeguards and effective legal oversight to protect consumers' personal data and privacy.

Note: Part 6 of the Communications Act has not yet been operationalised, and as a result, the Regulations have not yet commenced.

The regulation process will commence on a date as determined by the Minister of ICT, once the Conditions have been finalised.



# 05

# CONSUMERS TO BENEFIT FROM INFRASTRUCTURE SHARING

The Authority recognises Infrastructure Sharing as set out in the Telecommunications Policy of 2009, Broadcasting Policy of 2009, the Communications Act (No. 8 of 2009) and Pillar 4 of the Harambee Prosperity Plan (HPP II) which encompasses Infrastructure Development under Goal 4, (Expanding Coverage for ICT) as a catalyst for economic growth, social progression, lessening environmental impact and a contributor to global competitiveness and investment attraction.

Infrastructure Sharing is an economic arrangement that bears a legal obligation on dominant telecommunications operators to share spare capacity on their network with non-dominant operators. Our Act place the obligation on all carriers (Section 48) i.e. holders of technology service neutral service licences, not only dominant operators.

Section 50 of the Communications Act further sets out the legal requirements for infrastructure sharing by dominant operators, therefore there is no obligation for infrastructure sharing if the dominant operator will utilise the infrastructure for its own purpose and has received such exemption from the Authority. The obligation to share infrastructure is also extended to broadcasters as per the provisions of Section 86 of the Communications Act.

However, any aggrieved operator has recourse in terms of the Communications Act to raise its grievances with the Authority for re-consideration. In addition, the contention that Licensees that do not co-invest in infrastructure may not share, is not legally nor economically correct. The concept denotes that dominant operators have gained an economic advantage over other operators, and must allow other operators to share in that advantage, for the benefit of consumers. The Lessee of infrastructure must pay a sharing fee to the Lessor, therefore this arrangement is not for free.

The Communications Act makes provision for Licence categories that allow operators to only provide an electronic communication service without constructing their own network, with the understanding that they will share capacity with other operators. Cell-C (an operator in South Africa) is one such example, with 10 million customers all receiving network services from other Licensees. Infrastructure sharing is therefore, designed to benefit consumers not Licensees.

Infrastructure Sharing will benefit consumers in many ways. From a telecommunications and economics perspective, infrastructure sharing is designed to primarily benefit consumers by:

- Limiting duplication of infrastructure so that new investments can be geared towards underserved areas and improved customer service;

- Significantly reducing barriers to market entry, which means that more operators can enter the market and consumers will have more choice in terms of products and services, which in turn reduce costs, leading to improved quality of service and lower prices; and
- Alleviating pressure of network deployment, sharing allows operators to turn their attention to improved innovation, better customer service and eventually better commercial offerings and healthier competition.

Furthermore, telecommunications network are built with consumers money and consumers have therefore earned the privilege to receive services from such a network, regardless of the operator.

It is for this reason that the cost of data and other telecommunication services in Namibia remains high, due to factors such as the refusal by operators to share infrastructure. The African Affordability ranking indicates that Namibia dropped from 4th cheapest on the continent in Q1 2016, to the 33rd cheapest country in Q1 2021 for 5GB per month. Infrastructure Sharing will therefore, allow for the introduction of effective competition, which will lead to price reductions for the benefit of consumers.

The Authority has observed with concern that dominant operators have demonstrated a low appetite for regulatory compliance with regard to sharing infrastructure. Dominant operators must, however, take consumers into consideration, as an Operator's refusal to share may deprive consumers from enjoying the fruits of competition i.e. reduced prices and better network quality. To this end, CRAN shall enforce the

infrastructure sharing framework for the benefit of all Namibian consumers and in order to comply with the objectives of the Government policy as codified in HPP II.

Lastly, the Authority will continue to exercise its regulatory powers with due consideration to all stakeholders circumstances, for

the benefit of all consumers of telecommunications services in Namibia.







*CRAN and NBC Executive Management team*



*CRAN and NAMPOST Executive Management team*

# CRAN ENGAGES BROADCASTING AND POSTAL STAKEHOLDERS

## — 06 —

CRAN hosted stakeholder engagement events with the Namibia Broadcasting Corporation (NBC), Broadcasting Service Licensees and Namibia Postal Limited (NamPost) in Windhoek towards the end of 2021.

The engagement with the NBC aimed to discuss issues pertaining to infrastructure sharing, digital radio broadcasting and Digital Terrestrial Television (DTT) as a follow up to the stakeholder engagement event that was hosted earlier in 2021.

Moreover, the Authority hosted Broadcasting Service Licensees to discuss issues unique to this category of Licensees such as Infrastructure Sharing, the Broadcasting Code and the importance of data on the sub sector through research in order to address challenges and seek recommendations for improvement of broadcasting offerings in the country.

The Authority also hosted the Executive team of NamPost as a new Licensee. The engagement provided a platform for meaningful dialogue and forge strong partnerships with this Licensee in order to effectively address areas of mutual concern.

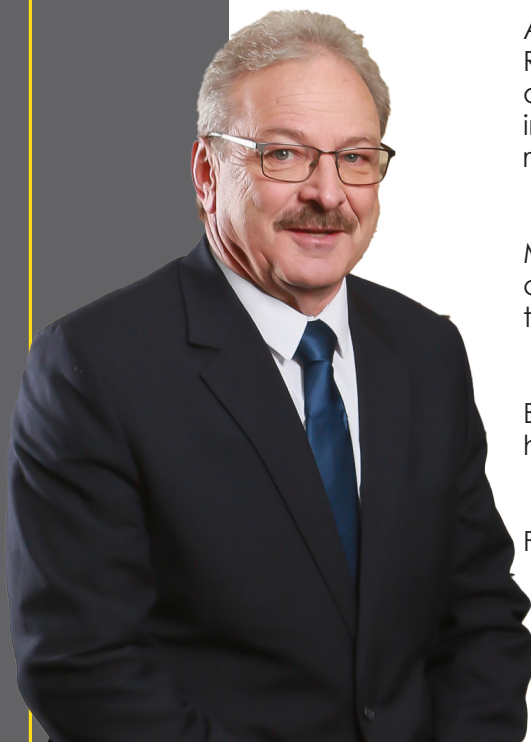


The CRAN Board of Directors, Management and team herewith announces the retirement of Mr. Jochen Traut, founding Chief Operations Officer, effective 10 January 2022.

Mr. Traut's role, as Chief Operations Officer (COO), was to oversee the developments, implementation and review of Regulations and Guidelines for the use, and allocation of Radio Spectrum, Electronic Communication Services, Postal Services, Universal Access and Services and Telecommunications Equipment Type Approval. Additionally, his expertise and professionalism has immensely contributed to the successful implementation of CRAN's Strategic goals and objectives over the years.

The Authority thanks Mr. Traut for all the leadership and guidance he provided to CRAN during his 10-year tenure with loyalty, integrity and the utmost and respectable levels of professionalism. It is with no doubt that Mr. Traut's visionary leadership enabled CRAN to attain numerous achievements and played a vital role in transforming the ICT sector for the socio-economic benefit of all Namibians.

## Retirement Announcement

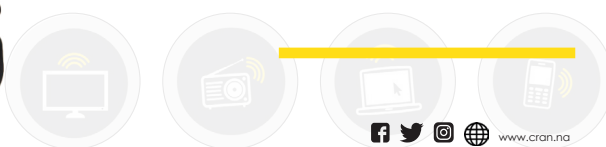


After 10 years with the Communications Regulatory Authority of Namibia (CRAN) and over 40 years in the telecommunications industry, CRAN herewith announces the retirement of Jochen Traut, Chief Operations Officer, effective 10 January 2022.

Mr. Traut's expertise and professionalism has contributed to numerous achievements and to the successful implementation of CRAN's Strategic goals and objectives.

Best wishes Jochen, may you have a safe, happy and healthy retirement and thank you for serving CRAN and the industry.

From the CRAN Board of Directors, Management and Team.



## 08

# CRAN EMBARKS ON A COASTAL CONSUMER AWARENESS ROADSHOW



*The CRAN team with NAMRA and customs officials at their offices in Walvisbay*

CRAN held a Coastal Consumer Awareness Roadshow in Erongo Region towards the end of 2021.

The team provided information on type approval and maritime licensing matters to stakeholders in Walvis Bay and Swakopmund. The awareness activities included live radio interviews, live radio broadcasts and mall activations. The team further engaged stakeholders through consultative meetings on type approval and maritime licensing engagements hosted at the Iris Boutique Hotel in Walvis Bay.

The Authority utilised the opportunity to meet with key stakeholders that deal with issues of Type Approval and Maritime Licences during the roadshow.



*Emilia Nghikembua - CRAN CEO, presenting at the National Council Stakeholder Engagement Conference*

# CRAN ATTENDS NATIONAL COUNCIL STAKEHOLDER ENGAGEMENT CONFERENCE

## 09

CRAN attended the National Council Stakeholder Engagement Conference which was held in November 2021 in Windhoek.

The purpose of the conference was to share the National Council's oversight framework with key stakeholders, in order to know and understand different organisational mandates and strategic initiatives.

The conference further fostered effective working relationship between the House of Review, more specifically on building confidence and

creating a common understanding of purpose for the oversight activities that the National Council Standing Committees will start embarking on as from the fourth quarter.

CRAN Chief Executive Officer Mrs. Emilia Nghikembua provided a brief presentation on CRAN's mandate, vision and mission statement, organisational structure, customer service charter, key institutional programs, and budget implementation plan.



# CRAN HOSTS SPECTRUM ASSIGNMENT WORKSHOP

CRAN hosted a public consultative workshop to review its Spectrum Assignment Strategy on 07 October 2021 at Droombos Estate in Windhoek.

CRAN is embarking on the review of its Spectrum Assignment Strategy with a purpose to utilise spectrum to support sustainable development goals in Namibia.

CRAN will facilitate the availability of spectrum to be used as a tool to develop communications services and access to ICT infrastructure. The digital transformation and opportunities presented by the 4th Industrial Revolution (4IR) shall lead to socio-economic development and benefit consumers.

CRAN will further promote competition through minimisation of constraints on spectrum use within a service and technology neutral service license regime allowing similar services to be offered on different technology platforms in accordance with the national frequency band plan.

Additionally, CRAN will promote the effective and efficient use of spectrum to narrow the digital divide, and address gaps in communications services and access to ICT networks and utilisation of these services.



*Mrs. Emilia Nghikembua - CRAN CEO*





*From L to R: Mr. Thomas Mbome (BOD), Jochen Traut and Ronel Le Grange*

Spectrum availability supports the implementation of emerging technologies and expansion of services in rural and urban areas, and is a key component to support the attainment of sustainable development goals.

- The workshop further facilitated discussions on the availability of spectrum to be used as a tool to develop communications services and access to Information and Communication Technology (ICT) infrastructure as a basis for social and economic development, and promote competition through providing equitable access to spectrum for licensees. CRAN aimed to stimulate discussion in Spectrum for new emerging technologies by inviting a number of international presenters from Qualcomm, Ericsson, Intel, Huawei and Global System for Mobile Communications (GSMA) to provide their views on the following areas of discussion:
  - Ensuring efficient use of spectrum as a scarce resource;
  - Making sufficient spectrum available to support implementation of emerging technologies;
  - Building roadmap for timeous release of spectrum for assignment;
  - Critical agenda items of WRC-23;
  - Co-existence of services in the same spectrum band;
  - Spectrum as a critical component in attaining Sustainable Development Goals (SDGs);
  - Case studies on fair distribution of spectrum between market players (small and large); and
  - Ensuring spectrum availability for new players.

# CRAN CELEBRATES WORLD RADIO DAY 2022

# 11



**TODAY  
WE  
APPRECIATE  
RADIO!**

Today is **World Radio Day**, a day that we celebrate radio as a means for communicating, sharing, educating, and informing.

Radio is an icon in the media and communication field, and it has been an important platform to amplify voices of all backgrounds, and to reach audiences from all walks of life.

**At CRAN, we are proud to be the regulator of Telecommunication, Broadcasting, and Postal services in Namibia, and we want to extend our appreciation for radio and its incredible impact.**

If you would like to know more about radio and ICT regulations in Namibia, speak to us today at +264 61 222 666, [communications@cran.na](mailto:communications@cran.na) or visit our website at [www.cran.na](http://www.cran.na).

 @CRANamibia

 cranamibia

 Communications Regulatory Authority of Namibia (CRAN)





The 11<sup>th</sup> World Radio Day (WRD) was celebrated by various radio stations and stakeholders under the theme “Radio and Trust” on 11 February 2022 in Rehoboth.

Radio is extremely important in our country as it provides access to information in real time, on matters of public interest, and serves as a companion for entertainment, whilst providing as a tool for education for many.

WRD was celebrated under the main theme of “Radio and Trust” and three sub-themes:

- Trust in radio journalism: Produce independent and high-quality content;
- Trust and accessibility: Take care of your audience; and
- Trust and viability of radio stations: Ensure competitiveness.

The Namibia National Commission for UNESCO, in collaboration with the Ministry of Information and Communication Technology (MICT), United Nations Educational, Scientific and Cultural Organisation (UNESCO) Windhoek Office and media partners at Kairos Radio in Rehoboth, hosted this year’s celebrations in Rehoboth. The event was attended by the Deputy Minister of Information Communication Technology (ICT), Hon. Emma Theofelus, who delivered the keynote address.

Maria Andimba, Manager: Adjudication, Enforcement and Litigation at CRAN, participated in the panel discussion on “Radio and Trust”. Maria addressed the Regulator’s role in radio and how CRAN ensures the compliance of broadcasters in terms of adherence to frequency radiuses, the operation without licences, etc.

The discussions elaborated on how CRAN levels the playing field for radio operators, to ensure that radio continues to be a trusted medium of communication, the compliance of operators to the regulations and consumer protection and advocacy for consumers in general.

To date, CRAN has issued 17 Community Broadcasting Service Licence, 24 Commercial Broadcasting Service Licence and 1 Public Broadcasting Service licence since its inception in 2011. This high number of licensees mean that there is active competition between broadcasters. It is therefore important that every broadcaster identifies a competitive edge to ensure a competitive market. In total Namibia has 38 radio stations in the country in various languages.





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