

10th CRANicles

Communications Regulatory Authority of Namibia

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EDITORIAL

GREETINGS ESTEEMED ICT STAKEHOLDERS,

Thank you for taking time to read through our CRANicles newsletter, which is produced to provide news and information on CRAN. This edition of the CRANicles provides a wide array of articles on events that occurred during the months of March and April 2022.

In this edition on page 11, we provide an overview of a recently hosted stakeholder engagement event for our Telecommunications Service Licensees on matters of mutual interest, such as the Asymmetrical Termination Rates, the CRAN Data Study 2021, CRAN Telecommunications Sector Market Report 2020/21 and the CRAN UAS Study 2021, Number Portability and Conditions on Service Providers in terms of Section 72 of the Communications Act (No. 8 of 2009).

On page 5, you can read more on the donation of N\$30,000 towards the Mobile Telecommunications Limited (MTC) "We Race Together" initiative.

The months of March and April 2022 were active for CRAN and our industry, as we hosted and participated in numerous events such as the African Union (AU) Cyber Expert Community meeting, Spectrum assignment Strategy Public consultative meeting, Communications Regulators' Association of Southern Africa (CRASA) AGM 2022 and World Telecommunication Standardisation Assembly (WTSA) meetings. Read more on these events in this publication.

The International Telecommunications Union (ITU) and the industry celebrated Girls in ICT Day on 28 April 2022 under the theme 'Access and Safety'. The day aimed to create a global environment that empowers and encourages girls and young women to consider careers in the growing field of ICTs, enabling both girls and technology companies to reap the benefits of greater female participation in the ICT sector.

Esteemed readers, I trust that you find this edition of the CRANicles informative, and I encourage you to provide us with feedback by providing us your views, comments and/or queries by sending an email, for the attention of the Editor, to communications@cran.na.



Katrina Siken
Head: Corporate Communication

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FOREWORD BY THE CEO

Dear valued Stakeholder,

As you read through this informative edition of the CRANicles, allow me to use this opportunity to extend our heartfelt appreciation for your continued support to the Communications Regulatory Authority of Namibia (CRAN).

Esteemed stakeholder, since the beginning of the current financial year (on 01 April 2022) and to date, CRAN has successfully hosted various stakeholder engagement initiatives through public consultative meetings, to discuss issues such as the Spectrum Assignment Strategy for 2022 to 2024, implementation of Universal Access Service (UAS) Levy, and the CRAN Annual Stakeholder Consultative meeting with Telecommunications Service Licensees. These meaningful engagements created an ideal platform and were useful as we discussed the 2020 Market Report, Universal Service Study, Data Study 2021, Termination Rates, Market Saturation Assessment, SIM Registration Implementation, and the way forward on Number Portability and other pertinent matters.

Regulating this dynamic industry entails the development of robust legislative frameworks and requires CRAN to hold hands with our Licensees for the benefit of the communities in which we operate. For that reason, CRAN joined Mobile Telecommunications Limited (MTC) in their charity initiative “We Race Together” by pledging N\$30,000 towards this noble initiative. This corporate social investment drive will raise funds to make a difference in the lives of many under privileged communities and sustain the values of unity and togetherness of Namibians.

Our CRANicles newsletter has become increasingly important for us over the years, as it provides valuable information on the various activities and achievements undertaken by CRAN. Thank you for taking time to read this edition of the CRANicles and thank you for your support as we “Push ICT Forward in Namibia”.



Emilia Nghikembua
Chief Executive Officer

CRAN SUPPORTS MTC “WE RACE TOGETHER” CHARITY INITIATIVE

The Communications Regulatory Authority of Namibia (CRAN) and other corporates are holding hands for social change by participating in the Mobile Telecommunications Limited (MTC) “We Race Together” charity initiative scheduled to take place on 21 May 2022 in Windhoek.

The project has so far attracted participation from more than 140 Namibian personalities from across the country and from all walks of life, to race together in a 4x100m relay at Independence Stadium in Windhoek.

CRAN is participating in this noble initiative which will raise funds for the under privileged communities through sport that has been known for unifying people. CRAN sponsored an amount of N\$30,000.00 towards this initiative, and will be represented by Jairus Kapenda, Senior Corporate Communication Practitioner in the 4x100m relay race.

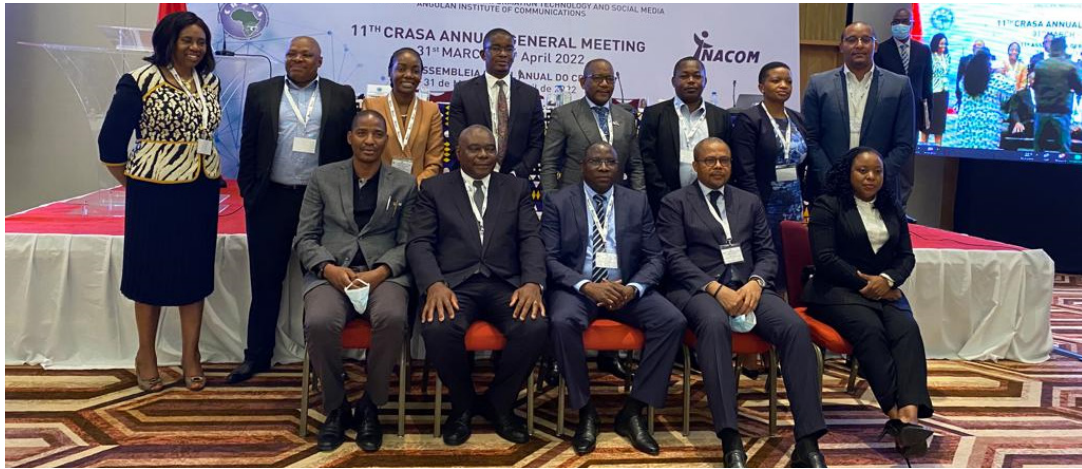
CRAN is committed to initiatives that contribute towards community development in order to build a better Namibia.



#WeRaceTogether - Tanswell Davies (Centre) and John Ekongo, Manager: Corporate Communications MTC flanked by other corporate entities' representatives during the press announcement.

CRASA HOSTS 11TH AGM

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Representatives from CRASA member states during the 11th CRASA AGM in Luanda, Angola

The Communications Regulators Association of Southern Africa (CRASA) held its 11th CRASA Annual General Meeting (AGM) from 31 March to 01 April 2022 in Luanda, Angola, and hosted by Instituto Angolano das Comunicações (INACOM).

The hybrid meeting was attended by fifty (50) participants from thirteen (13) member states under the theme “Digital transformation shifting from buzzword to policy and regulatory priority”.

The AGM discussed at length frameworks on harmonised deployment of the International Mobile Telecommunications (IMT) Technologies with focus on 5G in Southern African Development Community (SADC), release and awarding of the Radio Frequency Spectrum in the 700MHz and 800MHz bands, Licensing Arrangements for the Establishment of Mechanisms for the SADC TV Channel, and the SADC Common Principles in Numbering Plan Design for Electronic Communications Services Edition 2022. Other matters discussed included the **Migration from IPv4 to IPv6 Workshop Report and the need** to meet the Internet Protocol (IP) addressing requirements for increasingly connected devices.

The revised SADC Broadband Radio Frequency Spectrum Plan was discussed as there is an ever-increasing consumer demand in data-centric services has brought with it a huge strain in the available radio frequency spectrum and demanded that the scarce resource be managed with utmost efficiency.

In delivering his welcoming remarks during the opening ceremony, the Chairperson of INACOM, Mr. Pascoal Ale Fernandes acknowledged the theme as chosen by CRASA regarding the need for the region to develop concrete policies and strategies to make digital transformation achievable. He called upon all CRASA Members to join their concerted efforts to overcome all the identified challenges to achieving the transformation and pledged

INACOM's continued commitment and support towards CRASA in the pursuit of its mandate.

SADC Senior Programme Officer, Dr. George Ah-Thew, made his remarks during the opening ceremony of the AGM. He informed the delegates that the SADC Council of Ministers meeting was held from 12 to 13 March 2022 in Lilongwe, Malawi and that the Ministers took note of the two (2) projects under the responsibility of CRASA, namely, the SADC Roaming Project and the Development of the SADC Radio Frequency (RF) Spectrum Model Policy. He further alluded that the Ministers had tasked the SADC Secretariat to submit to the SADC Council of Ministers, the progress report on SADC Roaming Project as well as the status of implementation of the RF Spectrum in Member States.

Dr. Ah-Thew discussed the rapid increase of SADC's Internet user base, and how that increased connectivity to the Internet was putting more pressure on existing Information and Communications Technologies (ICT) infrastructure. He called for CRASA Members to facilitate the growth in establishment of Data Centres, preferably Carrier-Neutral Data Centres. He added the need to stimulate aggressive competition on transit links and middle mile and explore cost effective last mile solutions to bring about lower tariffs for ICT services. He further called the region to own and operate a regional geosynchronous orbit (GSO) satellite to ensure access to ICT services in the unserved and rural areas.

Speaking at the same occasion, the International Telecommunications Union (ITU) Representative for Southern Africa, Ms. Chali Tumelo said that the AGM theme was aligned to the discussions at the last ITU Global Symposium for Regulators (GSR) which focused on how policymakers and regulators could use digitalisation to recover and rebuild after the COVID-19 pandemic. She said that there was need for regulators to be transparent, agile, data-driven and flexible to changing environment. She encouraged CRASA Members to build enabling partnerships that would allow for achievement of digital transformation.

Continues on page 7

Ms. Tumelo briefed the meeting on the need to have a holistic approach to governance of the digital ecosystem. She said that there was need for regulators to move to adapt to a changing ecosystem and evidence-based regulation. She noted that the COVID-19 pandemic exposed the need of regulators to facilitating closing of the digital divide.

The Pan African Postal Union (PAPU) Assistant Secretary General, Ms. Jessica Hope Ssengooba, gave her remarks during the opening ceremony of the AGM. She briefly shared PAPU's view on the matter regarding the opening of the Universal Postal Union (UPU) to wider postal sector players. She noted that the discussions which commenced in 2020 had gained momentum at the UPU and various regions were convening forums to discuss the matter such as the CRASA Forum that was convened in Luanda, Angola. She said that PAPU welcomed regional positions on the matter which would form the matters for discussion at the continental level.

Ms. Ssengooba acknowledged the active participation of CRASA members during the inaugural Administrative and Technical Committee meetings of PAPU the preceding month. She concluded her remarks by encouraging all CRASA Members to introduce impeccable and actionable plans that would form the foundation for successful endeavours in the CRASA 2022-2023 financial year.

Mr. Alfred Marisa, the Deputy Director General of POTRAZ and Chairperson of the 11th AGM, delivered his opening remarks stating that CRASA Members were at the forefront of demonstrating a new era of collaboration and inspiring confidence in the SADC Region.

The Guest of Honor Minister of Telecommunications and Information and Social Communication Technologies, Republic of Angola, Honourable Eng. Manuel Gomes da Conceição Homem acknowledged and saluted women participation in the AGM. He said that the Government of Angola was honored that CRASA had chosen the country to host its first physical meeting after two (2) years of the organisation meeting online.

The Honorable Minister acknowledged the AGM theme which was talking to the need for nations in the region to critically investigate achieving the digital transformation. He said that digital transformation came with great socio-economic development benefits but also came with challenges including cybercrime, need for data protection and inequity in infrastructure development. He thus encouraged all CRASA Members to establish collaborations with other critical stakeholders to find the effective means to bring governance to the digital transformation. He also mentioned a few strategies that could be implemented by CRASA in creating the right conditions and environment for digital transformation including harnessing the benefits of the IMT technologies especially 5G technologies and assurance of empowerment and protection of the digital consumer.

About CRASA

CRASA is a forum of Southern Africa ICT and Postal regulators

and a specialized agency of the Southern Africa Development Community (SADC) established in 1997 for the harmonisation of the Postal and Information Communications and Technology (ICT) regulatory environment and investment climate in SADC.

The main objective of CRASA is to bring cooperation and collaboration of the ICT and Postal regulators to harmonise the regulation of the three sectors and provides the model guidelines, recommendations and position papers on various regulatory thematic areas.

CRASA comprises of four institutions, namely the Annual General Meeting (AGM), the Executive Committee (EC), various Specialised Committees and the Secretariat. The AGM as the supreme decision-making body meets once a year to receive and approve reports of the Specialised Committees, annual actions plans, annual report and audited accounts as well as the annual budget for the Association.

AGM:

The AGM offers a platform for members to share experiences through presentation and reports on matters of interest.

Executive Committee:

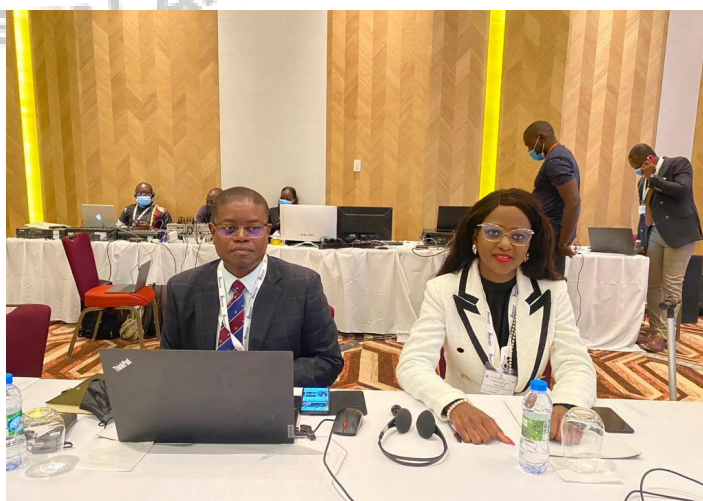
The Executive Committee exercises the supervisory functions over the implementation of the decisions of the Association in between the Annual General Meetings and comprises of four members, namely the Chairperson, First Vice Chairperson, Second Vice Chairperson and the Treasurer.

Specialised Committees:

The AGM and the Executive Committee are supported by the Specialised Committees, Task Teams and the Secretariat. The Specialised Committees have the responsibility to produce model policies and guidelines on various regulatory functions to be applied by communications regulators in the SADC region. The Model Policies are

Task Teams:

The Task Teams are established when a need arises in order to undertake special assignments as authorized by the AGM.



INTERNATIONAL TELECOMMUNICATIONS HOSTS WTSA-20 and GSS-20



MICT Minister, Dr. Peya Mushelenga, CRAN Executive Management and Board of Director in attendance at WTSA-20 and GSS-20 in Geneva, Switzerland

The International Telecommunications Union (ITU) hosted the World Telecommunications Standards Assembly (WTSA-20) from 01 to 09 March 2022 and preceded by the 4th Global Standards Symposium (GSS-20) in Geneva, Switzerland on 28 February.

The hybrid event attracted approximately 1,680 delegates, with 900 delegates attending physically and over 670 delegates attending via remote participation. The WTSA-20 was attended by thought leaders in the standardisation space, captains of industry, and communications regulators who discussed issues pertaining to international standards to enable digital transformation.

WTSA is the primary meeting of the ITU Telecommunication Standardization Sector (ITU-T) and is hosted every four (4) years, which defines the new leadership team and work programme for the sector for the next four years period.

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WTSA is a non-treaty level conference, through which approved recommendations and resolutions shape the future direction of the Telecommunication Standardisation Sector and paves the way for an expansive role beyond ICTs, including work items related to new and emerging technologies.

The GSS-20 provided an ideal platform for high-level standardisation policy deliberations that focussed on the growing and evolving ICT and related implications for the expanding technical standardisation Assembly (WTSA).

Honorable Dr. Peya Mushelenga, Minister of Information and Communication Technology headed the Namibian delegation represented by:

- Mr Gerhard Coeln – Member of the Board of Directors (CRAN) deputy head of delegation;
- Mrs. Emilia Nghikembua – Chief Executive Officer (CRAN);
- Mrs. Katrina Siken – Head: Corporate Communication (CRAN);
- Mr. Kristof Itana – Manager: Electronic Communications and Projects (CRAN);
- Mr. Fillemon Johannes – Deputy Director: IT Infrastructure Development (MICT); and
- Ms. Ndahafa Hapulile - Personal Assistant to the Minister of ICT (MICT).

The Namibian delegation was graciously welcomed by, and received generous support throughout the meeting from Her Excellence Ambassador Mrs. Julia Imene-Chanduru Ambassador to the Namibian Embassy/permanent mission in Geneva Switzerland, and the Mission Office in Geneva.

The 4th GSS-20 created a platform for stakeholders to collaborate on how to work together for the development of international standards, guidelines and frameworks for driving digital transformation for the Sustainable Development Goals (SDGs) as highlighted in the 2030 Agenda for Sustainable Development, the Glasgow Climate Pact, the Paris Agreement and the World Summit on Information Society (WSIS) Action Lines.

The GSS-20 comprised of seven (7) sessions dedicated to the theme “International Standards to enable digital transformation to achieve the Sustainable Development Goals (SDGs)” and was chaired by Her Excellency Ms Nele Leosk, Ambassador at Large of Digital Affairs, Ministry of Foreign Affairs, Estonia.



The GSS-20 provided an ideal platform for the participants to actively discuss and exchange ideas and views on topics such as smart cities and communities, digital agriculture, digital inclusion, Artificial Intelligence for road safety, autonomous driving, financial inclusion, sustainability, accessibility, and health care, from a technology-centric standardization perspective.

The platform for high-level standardisation debates focused on the following seven (7) thematic issues:

1. World Standards Cooperation Update on Sustainable Digital Transformation for the SDGs.
2. High-level dialogue on unlocking the full potential of digital transformation for the SDGs, with international standards.
3. Towards People-oriented cities and communities: Driving cross-sectoral digital innovation and transformation.
4. How can digital transformation be sustainable?
5. Artificial intelligence for road safety.
6. Digital health technologies for equitable access to healthcare services.
7. Boosting financial inclusion for all with digital transformation.

The WTSA-20 amongst other, approved the additional drafting of the new resolutions to be added to the work of ITU-T under on issues pertaining to consideration of organizational reform of the ITU, telecommunication standardization and a common

emergency number for Africa.

The GSS-20 laid a foundation for how stakeholders could work in collaboration to develop international standards, guidelines and frameworks for driving the digital transformation and (SDGs). Similarly, the World Telecommunication Standardisation Assembly (WTSA-20), brought together telecommunication standards experts and leaders from all walks of life to deliberate and decide on working methods of Telecommunication Standardisation Sector (ITU-T) for the next study period on telecommunications standards.

Recognising that the ITU plays a leading role in facilitating and harmonising the global standardisation efforts for sustainable digital transformation:

- Member States in particular developing countries were called upon to strongly participate in the work of ITU-T study groups for the period 2022 -2024 at the regional level; and
- Adopt international standards as a key enabler for digital transformation, recognising that international standards can facilitate and strengthen the role of digital technologies in contributing to the achievement of SDG's.

The Assembly and the ITU 4th Global Standards Symposium (GSS-20) provided an ideal and opportune platform for stakeholder engagement initiatives between the Ministry of Information and Communication Technology, the Communications Regulatory Authority of Namibia (CRAN) and the Namibian Mission with various strategic stakeholders.



CRAN ATTENDS AFRICAN UNION (AU) CYBER EXPERT COMMUNITY MEETING

The Authority attended the Africa Cyber Experts (ACE) Community kick-off hybrid meeting from 16 to 18 March 2022 in Ghana. One of the main deliverables of the meeting was to establish the Africa Cyber Experts community, which will consist of cyber experts from AU Member States.

The meeting featured discussions and presentations by the Global Forum on Cyber Expertise Coordination Committee and a special focus on the cyber sectors of Ghana. Moreover, the platform provided an opportunity for the ACE community members to participate and provide input on:

1. The development of the knowledge modules, which will enable AU member states to enhance their cyber capacity and enable cyber resilience;
2. Enhance the design and development of the knowledge modules in terms of application and various needs by AU member states; and
3. The delivery mechanism that will enable the deployment and sustainment of knowledge modules for the AU member states.

The Global Forum on Cyber Expertise has evolved into a multi-stakeholder community of more than 150 members and partners consisting of governments, Inter Governmental Organisations, companies, academia and project implementers from all regions of the world. Its mission is to strengthen international collaboration on cyber capacity building and expertise globally.



Africa Cyber Experts (ACE) community virtual meeting in Ghana

CRAN HOSTS TELECOMMUNICATIONS SERVICE LICENSEES STAKEHOLDER CONSULTATIVE MEETING



Helene Vosloo, Head: Economics & Sector Research during her presentation at the stakeholder consultative meeting with Telcos.

CRAN recently hosted its Annual Stakeholder Engagement event with Telecommunications Service Licensees on 28 March 2022, in Windhoek.

The purpose of the meeting was to create an engagement platform to among other, discuss matters pertaining to the 2020 Market Report, Universal Service Study, Data Study 2021, Termination Rates, Market Saturation Assessment, SIM Registration Implementation, and the way forward on Number Portability.

CRAN shared critical information and created meaningful dialogue with the Telecommunications Licensees to have common understanding on matters of interest for the benefit of ICT consumers in the country.

The well attended meeting discussed the assessment of the following reports:

Data Study Report:

- The purpose of the Data Study report was to assess data prices and their affordability. There are two main findings or outcomes from this assessment in that international benchmarking illustrates that Namibia is no longer a price leader in Africa, and insufficient competition leads to higher prices and insufficient investment for fast and affordable internet for all segments of society;

Asymmetric Termination Rates Report:

- The report on Asymmetric Termination rates assessment investigated the implementation of asymmetric termination rates of all Licensees holding Number Licences; and

- It was recommended that rather than implementing asymmetric termination rates, termination rates should be reduced to 5c.

UAS Study Report:

- The Universal Access and Service Study Report highlighted the infrastructure aspects of mobile broadband, namely access, usage and affordability, which fall under CRAN's supervision; and
- It also proposed a Universal Access Service (UAS) levy of 0,5%.

2020 Market Report:

- This report assessed developments in the Telecommunication Sectors for 2020, it further took into account the financial health and performance of Namibian operators; consumer price developments in the sector; changes in the competitive landscape; and general trends for 2021.

The platform was utilised to discuss the soon to be imposed SIM Registration conditions which shall commence in January 2023.

Attendees were informed that CRAN shall in due time complete the implementation plan and readiness matrix for Number Portability, which shall soon be operationalised, two years after publishing the said regulations.

SPECTRUM ASSIGNMENT STRATEGY 2022 – 2024 PUBLIC HEARING

The Communications Regulatory Authority of Namibia (CRAN) hosted a public consultative meeting on the Spectrum Assignment Strategy (for the period 2022 to 2024) on 12 April 2022, in Windhoek.

Section 99 of the Communications Act (No. 8 of 2009), mandates CRAN to control, plan, administrator, manage and license radio frequency spectrum. CRAN keeps abreast of the latest regulatory trends and technology developments to ensure the efficient use of spectrum as a limited resource, taking into account that spectrum forms the basis for development of the Information and Communications Technology (ICT) sector.

Radio Frequency Spectrum is a limited, finite national resource that is critical in providing backbone, distribution, and last mile solutions for commercial, civil, public, community, security, and personal communication services. It therefore requires prudent management to ensure equitable access and efficient utilisation to meet the needs of all stakeholders. Spectrum management takes place within a regulatory framework comprised of policies, legislation, regulations and procedures.

Moreover, CRAN will fulfil its role through managing of spectrum in order to facilitate the availability of spectrum to be used as a tool to develop communications services and access to ICT

infrastructure, as a basis for social and economic development to benefit from the digital transformation and opportunities presented by the 4th Industrial Revolution (4IR).

CRAN aims to promote competition through minimisation of constraints on spectrum use within a Service and Technology Neutral License regime allowing similar services to be offered on different technology platforms. It promotes the effective and efficient use of spectrum within the digital divide, and to address gaps in communications services and access to ICT networks and utilisation of these services.

The authority assumes full responsibility for spectrum based on the principles of independent decision-making and is thus impartial with respect to all market players. Hence, the authority holds the view that ICT plays a vital role in socio-economic development and going forward, the digital transformation of Namibia as well as the attainment of a 4IR.



From L to R: Shkongeni Ntinda, Ronel Le Grange and Emilia Nghikembua

13 IMPLEMENTATION OF THE UNIVERSAL ACCESS SERVICE (UAS) LEVY STAKEHOLDER MEETING



Helene Vosloo, Head: Economics & Sector Research

CRAN recently held a Stakeholders Engagement meeting on the implementation of the Universal Access Service (UAS) Levy. The purpose of the engagement was to discuss different technologies to ensure universal access as well as mobile network roll-out, costing and implementation challenges.

The engagement was requested by Telecommunications Licensees to discuss the technical issues pertaining to the UAS Gap Analysis Report. The technical staff members from Telecommunications Licensees discussed matters on the determination of the cost and other possible technologies that could be utilised to ensure the rural roll-out of telecommunications services.

The key highlight for this initiative is that the engagement provided a platform for Licensees to positively contribute and provide input to

possible interventions for Universal Access Services.

Licensees expressed the following concerns on this matter:

- The high cost of UAS roll-out;
- 4G not being economically viable for rural areas;
- Lack of electricity;
- Devices that are too expensive and unaffordable for many Namibians;
- The approval for new towers by the local and regional authorities through a lengthy and costly process undertaken by the Ministry of Environment that hinders the roll-out of services.

Additionally, Licensees recommended the following:

- The need for the Government of the Republic of Namibia to be involved in the entire process to ensure that the UAS roll-out is a success;
- Reduced Spectrum fees especially on the Very Small

Aperture Terminal (VSAT) Spectrum to make the service more economically viable;

- Infrastructure sharing is becoming more important to reduce cost and ensure effective and cost-efficient roll-out; and
- A need amongst operators to coordinate tower roll-out; and CRAN should run a pilot project so that operators are able to understand how the processes to roll out the services under the Universal Services Fund would work in practice.

The meeting provided useful insight into the future plans of the operators. CRAN will update the UAS report and engage various Licensees on roll-out plans and costing for especially VSAT services. Members of the public will remain informed on the roll-out of the UAS fund and subsequent projects from which local communities are set to benefit from.

GIRLS IN ICT DAY 2022

CRAN and the entire ICT fraternity celebrated Girls in ICT Day on 28 April 2022, under the theme 'Access and Safety'. The day was established by the International Telecommunications Union (ITU) and is celebrated annually on the third Thursday in April.

Girls in ICT Day was initiated to encourage and inspire girls to acknowledge their importance in the ICT sector, as well as to flourish in Science, Technology, Engineering and Mathematics (STEM) and Information and Communication Technologies (ICT).

Girls in ICT Day was initiated to encourage and inspire girls to acknowledge their importance in the ICT sector, as well as to flourish in Science, Technology, Engineering and Mathematics (STEM) and Information and Communication Technologies (ICT).

The theme was designed to address the obstacles girls encounter in the ICT sector, which include the unfavourable and unsafe environment in the digital sphere, and to equip them with the knowledge, support, and empowerment to enter the ICT sector.

The objective is to allow girls to safely have access to explore the digital field of ICT and STEM, to have an opportunity to discover career opportunities within the sector.

CRAN created awareness for the day by launching an essay competition for school going girls from grade 9 to 12 in Namibia. The learners will be required to answer the following question in their essays: 'Does Namibia provide safe and reliable access to the internet and digital tools for the youth?'

The essay competition provides a platform for girls to air their views on the topic, which will boost their interest in the ICT sector and pursue a career within. The competition will further create awareness on CRAN and the importance of participation by girls in ICT.





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