



# CRANicles

Communications Regulatory Authority of Namibia

SEPTEMBER 2022



11 Years

*And Thriving*

**Regulating the ICT and Postal Sector for the Socio-Economic Benefit of All Namibians.**

The Communications Regulatory Authority of Namibia (CRAN) was established in terms of the Communications Act (No. 8 of 2009), on 18 May 2011, to regulate telecommunications services and networks, broadcasting services, postal services and the use and allocation of spectrum in Namibia. On 18 May 2022, we celebrated 11 years of CRAN's existence.



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

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## GREETINGS ICT INDUSTRY STAKEHOLDERS!

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It is our pleasure to present yet another edition of our newsletter, the CRANicles. This edition of the CRANicles provides a glance to the numerous activities that took place since the publication of the previous newsletter.

In this edition, we provide an overview of the National SIM Registration Consumer Awareness Campaign Launch, the fourth Industrial Revolution (4IR) Conference, and CRAN's 11<sup>th</sup> anniversary.

On page 8, you can read more on the World Summit on the Information Society Forum CRAN during the past two months hosted consultations on Reporting Obligations engagements in Rundu, Oshakati and Otjiwarongo with Broadcasters on Regulations pertaining to Functions for Carriers in respect of Installation and Maintenance of Telecommunications Facilities. Additionally, CRAN attended the World Telecommunications Development Conference, African Cyber Experts Fellowship Meeting, and the 40<sup>th</sup> Pan African Postal Union (PAPU) Ordinary Administrative Council session. Read more on these events in this publication.

The Telecommunications fraternity celebrated World Telecommunication Day (WTD) on 17 May 2022 under the theme '*Digital Technologies for older Persons and Healthy Ageing*'. The day commemorated the establishment of International Telecommunication Union (ITU) as well as marked the importance of communication.

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](mailto:communications@cran.na).



*Katrina Siken*  
*Head: Corporate Communication*

# 04

*“The registration of SIM cards will bring Namibia SIM card users closer to a safer environment that offers prosperous opportunities for the economic growth.”*

Greetings valued Stakeholders,

In its short existence of 11 years, CRAN has achieved milestones that makes our brand visible and admired by our stakeholders. The month of June 2022 marked a pivotal moment in the regulation of telecommunication services in Namibia, as CRAN launched the National SIM Registration Consumer Awareness Campaign. The Authority is engaging members of the public through a nationwide marketing, advertising, and public relations campaign to create awareness on the registration of SIM cards.

SIM registration is a milestone for Namibia, as we have joined 157 other countries worldwide, which implemented the mandatory registration of SIM cards. The registration of SIM cards will bring Namibia SIM card users closer to a safer environment that offers prosperous opportunities for the economic growth.

On international matters, CRAN remains committed to actively participating in various global policy and regulatory harmonisation to establish areas of priority and to ensure that Namibia stays abreast of the ever-evolving ICT sector trends and developments.

We at CRAN are committed and will continue to strive to create a knowledge-based society for the benefit of all Namibians.

*“Pushing ICT Forward!”*

Emilia Nghikembua  
**Chief Executive Officer**



# 05

## 11 YEARS AND THRIVING!

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On 18 May 2022, CRAN celebrated 11 years of regulating the Information and Communication Technology (ICT) and postal sector for the socio-economic benefit of all Namibians, excellent service delivery and innovation.

CRAN's journey commenced when the mandate of the Namibia Communications Commission's (NCC) obligations ended. It was during this transition that CRAN adopted its first Strategic Plan (2012-2014) which served as the roadmap to developing an independent regulator in line with the requirements of the Communications Act (No. 8 of 2009).

To date, CRAN has achieved commendable milestones within a short period of time. These achievements would not have been accomplished without the support of various stakeholders and most importantly CRAN staff members who are highly motivated and committed to keeping CRAN's brand visible and true to its mandate.

The Board of Directors, CRAN management and the entire CRAN team are committed to delivering on CRAN's mandate and becoming a dynamic, proactive and result-driven regulator, transforming Namibia and its people into an active knowledge-based society, to derive the full socio-economic benefits of ICT's.





# CRAN LAUNCH SIM REGISTRATION AWARENESS CAMPAIGN

—06—



*Honourable Dr. Peya Mushelenga, Minister of ICT and Emilia Nghikembua, CRAN CEO during the National SIM Registration Consumer Awareness Campaign Launch*

## *Register Your SIM to Keep Your Number!*

**CRAN officially launched the National SIM Registration Awareness Campaign in June 2022. The six-month long consumer awareness campaign is being carried out countrywide and aims to educate ICT consumers on the importance of SIM registration.**

SIM registration is a vital tool in curbing mobile-based fraud, identity theft and other criminal activities. Furthermore, SIM registration gives customers a digital identity which enables them to have access to technology enabled services.

Chief Executive Officer, Emilia Nghikembua shares her excitement in launching this milestone of the SIM registration process for Namibia, as the country now joins 157 other countries globally, which implemented the mandatory registration of SIM cards.

“As of 01 January 2023, all SIM card holders will be required by law to register their SIM cards with their service providers” says Nghikembua. Service providers are required to finalise the registration of all their customers’ SIM cards within 12 months, from 01 January 2023 to 31 December 2023, and all SIM card holders should visit their service providers to register their SIM cards.

The launch was attended by Minister of MICT, Honourable Dr. Peya Mushelenga, who in his keynote address pointed out that the registration of SIM cards will bring Namibia SIM card users closer to a safer environment that offers prosperous opportunities for the economic growth. He further stated that the process allows SIM card users to participate in digital services, thus making provision for development in various aspects of their lives.

# CRAN ATTENDS NAMIBIA 4IR CONFERENCE



CRAN BOD Chairperson Heinrich Gaomab II at the 4IR Conference

CRAN participated in Namibia's Fourth Industrial Revolution (4IR) Conference that was hosted under the theme *"4IR as an enabler of green and inclusive industrialisation"* in June 2022, at Safari Court & Conference Centre in Windhoek. The 4IR Conference aimed to validate Namibia's readiness assessment and preliminary recommendations on 4IR done by the Task Force Team and provide a networking and collaboration platform for private and public sector on 4IR technology.

The 4IR Conference was an opportunity to discuss matters pertaining to technology-driven change, assist leaders, policymakers and people from all income groups to harness converging technologies in order to create an inclusive, human-centred future. The 4IR objective assumed the fusion of technologies that brought the physical world closer to the biological and digital world.

In July 2021, His Excellency, President Dr. Hage G. Geingob appointed an eight-member 4IR Task Force Team for a period of twelve months. The Task Force Team was required to, amongst others, conduct a country assessment to determine the readiness of Namibia for 4IR and make recommendations towards a coherent policy and legislative framework, to harness the full potential presented by technologies.

Moreover, CRAN sponsored N\$50,000.00 towards this initiative.

# 08

# WORLD SUMMIT ON THE INFORMATION SOCIETY FORUM

**CRAN team members participated in the World Summit on the Information Society (WSIS) Forum 2022 themed “ICTs for Well-Being, Inclusion and Resilience: WSIS Cooperation for Accelerating Progress on the SDGs” from May to June 2022 at the International Telecommunication Union (ITU) Headquarters in Geneva, Switzerland.**

WSIS Forum represents the world’s largest annual gathering of the ICT for development community, and it was co-organised by ITU, United Nations Educational, Scientific and Cultural Organization (UNESCO), United Nations Development Programme (UNDP) and United Nations Conference on Trade and Development (UNCTAD), in close collaboration with all WSIS Action Line Facilitators/ Co-Facilitators.

WSIS Forum has proven to be an efficient mechanism for coordination of multi-stakeholder implementation activities, information exchange, creation of knowledge, sharing of best practices and continues to aid in developing multi-stakeholder and public/private partnerships to advance development goals. WSIS Forum also brought to life various digital technological benefits of ICTs in critical and diverse areas such as education, health, financial inclusion, climate change, accessibility, cybersecurity, smart cities, such to mention a few.

This platform provided structured opportunities to network, learn, and participate in multi-stakeholder discussions and consultations on WSIS implementation, and the agenda and programme of the Forum was developed based on the submissions received during the Open Consultation Process. Moreover, WSIS Forum served as a platform to track the achievements of WSIS Action Lines in collaboration with the United Nations (UN) Agencies involved and provided information and analyses of the implementation of WSIS Action Lines.

Namibia was represented by Hon. Dr. Peya Mushelenga, Minister of ICT; Thomas Mbome, CRAN Board Member; Emilia Nghikembua, Chief Executive Officer; Helene Vosloo, Head: Economics & Sector Research; and Maria Andimba, Manager: Adjudication, Enforcement and Litigation.





*Honourable Dr. Peya Mushelenga, Minister of ICT flanked by CRAN Executive Management and BOD at the WSIS Forum in Geneva, Switzerland*



*From L to R: Helene Vosloo, Maria Andimba, Thomas Mbome (BOD) and Emilia Nghikembua at the WSIS Forum in Geneva, Switzerland*



*Some of the Broadcasting Service Licencees who attended the consultation meetings*

# CRAN HOSTS CONSULTATIONS ON REPORTING OBLIGATIONS ROADSHOW

The CRAN Legal Department embarked on a roadshow to conduct information sharing sessions in three (3) towns, namely, Rundu, Oshakati and Otjiwarongo on Carrier Regulations, Reporting Obligations and requirements of the Broadcasting Code from 27 June to 01 July 2022.

Additionally, the team conducted a presentation to the stakeholders, and held radio interviews to inform, educate and train stakeholders on matters pertaining to Broadcasting Service Licences Conditions, Spectrum Licence Conditions, Transfer/Control of Licences and Regulatory Reports.

The objective of the roadshow was to inform stakeholders on how to prescribe the functions of Carriers in installing and maintaining telecommunications facilities and set out the procedure to be followed and consultations to be held between a carrier and the landowner.

# 40<sup>TH</sup> PAPU ORDINARY ADMINISTRATIVE COUNCIL SESSION

The 40<sup>th</sup> Pan African Postal Union (PAPU) Ordinary Administrative Council Session attended by Emilia Eino, was held in July 2022 in Kinshasa, Democratic Republic of Congo (DRC). PAPU is the specialised institution of the African Union, and its main objective is to coordinate all activities aimed at developing postal services on the African continent.

Matters such as readiness for Postal Operators to digitalise services, digital transformation and national postal sector policies were discussed at the council session.

#### Facts on PAPU:

- PAPU was established by the constitutive Plenipotentiary Conference of African ministers in charge of postal services, held in 1980 in Arusha, Tanzania.

- The PAPU Administrative Council, which reports to the Conference, runs the affairs of the Union between Conferences, and meets annually to approve the annual programme of PAPU. PAPU's vision is to ensure the implementation of a single postal territory that provides innovative, integrated and inclusive policy guidelines for the development of the postal sector in Africa.
- PAPU fosters inclusive socio-economic development for the African Citizens through exchanges of documents and goods, money transfer services, assists Ministry of Micro, Small & Medium Enterprises (MSMEs) development and the corresponding African industrialization process in Africa, among others.



*Emilia Eino, Manager: Postal presenting CRAN at the 40<sup>th</sup> PAPU Administrative Council Session.*




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# CRAN CELEBRATES WORLD TELECOMMUNICATIONS DAY 2022



[f](#) [t](#) [i](#) [www.cran.na](http://www.cran.na)


**10<sup>th</sup> CRAN**  
Communications Regulatory Authority of Namibia  
YEAR ANNIVERSARY CELEBRATION

**17 MAY**

**World  
Telecommunication  
and Information  
Society Day (WTISD)**

**“Digital Technologies for Older Persons  
and Healthy Ageing”**

“The purpose of World Telecommunication and Information Society Day (WTISD) is to help raise awareness of the possibilities that the use of the Internet and other information and communication technologies (ICT) can bring to societies and economies, as well as of ways to bridge the digital divide” ITU.

CRAN joins the International Telecommunication Union (ITU) and the entire telecommunication fraternity, in celebrating WTISD this year, with the focus on improving digital and telecommunication access for older persons to accelerate digital transformation for all.

CRAN joined the Telecommunications fraternity in commemorating the World Telecommunication Day (WTD) on 17 May 2022.

WTD is celebrated annually on 17 May since 1969, to commemorate the establishment of ITU as well as mark the importance of communication. The theme for this year, *‘Digital Technologies for older Persons and Healthy Ageing’* highlights the importance of using telecommunications and information and communication technologies to stay healthy, connected and liberated on a physical, emotional and financial level.



*Delegates who attended the African Cyber Expert Fellowship Meeting*

# AFRICAN CYBER EXPERTS FELLOWSHIP

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CRAN attended the African Cyber Experts Fellowship Meeting in July 2022 in Nairobi Kenya. The concept of bringing experts together and creating a trusted network across countries was designed to enhance regional cyber capability and enable countries to work together on cyber issues, share expertise and best practice, and support cohesion and resilience in mitigating cyber threats across borders in Africa.

As part of the United Kingdom's (UK) commitment to maintaining a free, open, inclusive and secure cyber space, the UK Foreign Commonwealth and Development Office (FCDO) partnered with Protection Group International (PGI) in 2017 to establish a network of cyber security policy experts in the African region, denominated the African Cyber Experts Fellowship.

Namibia is in the process of establishing a National Cyber and Security Incidence Response Team (NCSIRT) which will be a component of CRAN. The function of the NCSIRT will be to monitor, collect and disseminate all relevant information relating to the security and stability of computer systems and information systems in Namibia, and to coordinate with anybody in or outside Namibia to help diminish the risk of offences involving the use of computer or information systems in Namibia.



# WORLD TELECOMMUNICATION DEVELOPMENT CONFERENCE

The 8<sup>th</sup> World Telecommunication Development Conference (WTDC-22) of the International Telecommunication Union (ITU) was held in June 2022, in Kigali, Rwanda. The landmark event aimed at bringing affordable and meaningful connectivity to the estimated 2.9 billion people around the world who still lacks an internet connection.

Convened under the theme “Connecting the unconnected to achieve sustainable development”, WTDC-22 was attended by 2 152 participants (1 304 in-person and 848 joining online). Participants from 150 Member States with 127 countries on site and 23 joining remotely, 96 Sector Members of the ITU Telecommunication Development Sector (ITU-D), and 37 from Academia, several observer entities, the United Nations and its specialised agencies. Participants included Heads of State, government ministers, prominent leaders from the digital sector and top officials from non-governmental bodies.

His Excellency, President Paul Kagame of the Republic of Rwanda, during his opening remarks for the conference at the Kigali Convention Centre, said that in Rwanda and all over the world, the COVID-19 pandemic had accelerated the adoption of digital technologies, but challenges remain.





*CRAN BOD and Executive Management at the ITUWTDC Conference 2022*

“Access to high-speed Internet has not kept up with the fast pace of digital transformation, and the digitisation of the economy in general. If such inequalities are left unchecked, development will accelerate more and more in some parts of the world, while elsewhere it slows down. The numbers speak for themselves. One-third of the world remains offline, and the majority are women in developing countries,” said His Excellency Paul Kagame.

WTDC is hosted every four years to debate the latest trends in telecommunication/ ICT and establish priorities for ITU-D and its Telecommunication Development Bureau (BDT) for a four-year period. The Kigali Declaration and the Kigali Action Plan adopted by WTDC-22 will enable ITU-D and BDT to foster meaningful universal connectivity and sustainable digital transformation around the world in the period 2022-2025.

The Kigali Declaration highlights the main conclusions and priorities established by the conference and reinforces the political support towards the ITU development mission and strategic goals.

The Kigali Action Plan comprises of:

- New and revised resolutions and recommendations;
- Regional initiatives for Africa, America, Arab State, Asia and the Pacific, Commonwealth of Independent States (CIS) and Europe. Regional initiatives are intended to address specific telecommunication/ICT priority areas, through partnerships and resource mobilisation to implement projects that are part of the Action Plan; and
- New and revised Questions to be studied by ITU-D study groups.

WTDC-22 featured a series of pioneering initiatives: the first-ever Generation Connect Global Youth Summit on 02 – 04 June 2022, the Partner2Connect (P2C) Digital Development Roundtable, held as an integral part of the conference on 07 – 09 June 2022, and the Network of Women (NoW).

# AFRICAN TELECOMMUNICATIONS UNION (ATU) CONFERENCE

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Namibia became a member of the African Telecommunications Union (ATU) in 2019 and attended for the first time the 6<sup>th</sup> Ordinary Session of the Conference of Plenipotentiaries 2022 (CPL-22) of the Union, which was held at the International Conference Centre, Algiers – Algeria in July 2022, at the kind invitation of the Government of the People's Democratic Republic of Algeria.

The Conference was preceded by the 2022 Special Session of the Administrative Council, the 4<sup>th</sup>, and final African Preparatory Meeting for ITU PP-22, and the 6th Conference Preparatory Committee 2022 (CPC-22) meeting. Conference of Plenipotentiaries (CPL) is the supreme organ of the Union and meets in ordinary session every four (4) years in accordance with relevant provisions of the Union's Constitution and Convention.

CPL was attended by ministers and delegates from:

- Thirty-seven (37) Members States (Algeria, Angola, Benin, Burkina Faso, Burundi, Cameroon, Côte d'Ivoire, Democratic Republic of Congo, Djibouti, Egypt, Eswatini, Ethiopia, Equatorial Guinea, Guinea Bissau, Gambia, Ghana, Guinea, Kenya, Malawi, Mali, Mauritania, Morocco, Mozambique, Namibia, Niger, Nigeria, Rwanda, Senegal, Sierra Leone, South Africa, South Sudan, Sudan, Tanzania, Tchad, Tunisia, Uganda, and Zimbabwe),
- Other observers (ITU, EACO).

The Government of the Republic of Namibia remains committed to the various regional and international associations to which it remains a member and shall contribute actively to these institutions for the benefit of our country and its people through the harmonisation of various frameworks.



*Minister of ICT, Honourable Dr. Peya Mushelenga with CRAN Executive Management and BOD at the ATU Conference in Algeria*



# MACRA STAKEHOLDER ENGAGEMENT OFFICIAL VISIT

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*CRAN, MICT & MACRA delegates during the stakeholder engagement*

Delegates from Malawi Communications Regulatory Authority (MACRA) visited CRAN on an official stakeholder engagement from 15 to 17 September 2022, in Windhoek.

MACRA reached out to CRAN with the request to collaborate with Namibia on establishing diplomatic internet data corridors between Malawi and Namibia. The aim of the engagement was to strengthen Namibia's tenacity as a country to become a leader in the provision of digital infrastructure and capacity in the SADC region, which is in line with SADC's objective on development of digital infrastructural projects, that drive regional integration as outlined in the Regional Indicative Strategic Development Plan (2020-2023).

Information and Communication Technologies (ICTs) are vital in driving progress towards achieving the 17 Sustainable Development Goals (SDGs). ICTs are already empowering billions of individuals around the world by providing access to education, healthcare, e-government, mobile banking, and many other digital services.

New trends and approaches to regulation advocate for collaborative regulation as an essential tool for digital transformation and bridging the digital gap. Collaborative regulation in this context primarily means the sharing of key resources to ensure that the underserved and unserved communities receive access to affordable and quality ICT services and products. This is also in line with the draft SADC Digital Transformation Strategy, which calls for universal affordable access and inclusive adoption, supported by robust resilient and secure infrastructure.

The MACRA delegates engaged with Telecom Namibia and Paratus Telecom in order to explore possibilities for further collaboration and to share in capacity the West Africa Cable System (WACS) and Equiano Sea cables. The delegation further engaged with Nampower Corporation (Pty) Ltd to share experiences and learn from them on how they utilize their optic fibre to enable the provision of telecommunications services.

# CRAN HAPPY HOUR COMMUNITY OUTREACH INITIATIVE

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CRAN employees embarked on a Community Outreach initiative on 08 July 2022, in Windhoek. The initiative steered by the CRAN Values Champions focused on fostering and instilling CRAN values namely, Teamwork, Accountability, Passion, Innovation and Respect amongst CRAN staff.

Employees were divided into teams as per CRAN values and raised funds through donations and sponsorships from outside the organisation, to which amounts, the Authority donated an amount of N\$20,000.00 in total which was divided between the various teams. Various orphanages, old age homes, children care homes, soup kitchens etc were identified as beneficiaries and received much needed assistance.

**Team Accountability** visited a kindergarten based in Ombili, Katutura's informal settlement recommended by Hope for Life Africa. The kindergarten caters for 37 kids aged between 1 to 7 years. Team Accountability raised N\$8,460.00 and donated blankets, clothing, food and toys towards the kindergarten.

**Team Passion** visited the Kids Alive based in Otjomuise and Bridge of Hope Soup Kitchen based in Malaka-Draai, Katutura respectively. Kids Alive caters for 8 children, while Bridge of Hope Soup Kitchen caters for 132 children aged between 3 months to 13 years for both respective homes. Team Passion raised N\$6,100.00 and donated various food items such as pasta, sugar, refill of the gas cylinder, cooking oil and baking flour toward both homes.

**Team Innovation** visited Hope Village based in Greenwell Matongo. The village caters for more than 80 orphans aged between 3 months to 17 years. Team Innovation raised N\$6,100.00 and donated groceries towards the village.

**Team Respect** visited cancer patients based at the Windhoek Central Hospital wards (floor 4 and 8), recommended by Cancer Association of Namibia (CAN). The wards cater for patients age between 9 months to 80 years. Team Respect raised N\$6,350.00 and were able to donate blankets, towels essentials and health snacks to the patients.







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