



CRANicles

Communications Regulatory Authority of Namibia

SEPTEMBER 2023

Regulation for a sustainable digital future



GLOBAL SYMPOSIUM FOR REGULATORS



www.cran.na

Contents

03

EDITORIAL

04

FOREWORD BY THE CEO

05

MICT LAUNCH NATIONAL
CYBERSECURITY STRATEGY

06

GIRLS IN ICT DAY

07

CRASA AGM IN DRC

08

UNPACKING THE ACCESS TO
INFORMATION ACT

09

OBJECTIVES OF CONSUMER
PROTECTION & ADVOCACY

10

NEW BOARD INTRODUCTION
BREAKFAST

11

FINNISH BUSINESS
DELEGATION VISIT NAMIBIA

12

ITU REGIONAL CYBERDRILL FOR
AFRICA

13

CYBER SECURITY AWARENESS
PUBLIC SEMINAR

14

CRAN'S 12TH ANNIVERSARY

15

WORLD
TELECOMMUNICATION DAY

16

GLOBAL SYMPOSIUM FOR
REGULATORS: EGYPT

17

PHOTO GALLERY

18

OMAHEKE EMPLOYMENT
CREATION CONFERENCE

19

SALT HOST IT TECHHUDDLE

20

EXECUTIVE
APPOINTMENT

DEAR ESTEEMED STAKEHOLDER

We are excited to bring you the latest edition of our newsletter, filled with informative content to keep you abreast with various CRAN activities recently undertaken.

In this issue, a range of articles covering a variety of topics and events are published for your reading pleasure. On page 05 you can find the article on the Ministry of Information and Communication Technology's (MICT) launch of the National Cybersecurity Strategy and Awareness Creation Plan, whilst the article on the CRAN's new Board introduction breakfast is on page 10 and the article on the Finnish business delegation's visit to Namibia is on page 11. Additionally, we unpack the Access to Information (ATI) Act, published in the Government *Gazette* No. 7986, Notice No. 413 on 28 December 2022, this article is on page 08.

On page 07 you can find the article on CRAN's participation in the 12th Annual Communications Regulators' Association of Southern Africa (CRASA) Annual General Meeting (AGM) which was held in Kinshasa, DRC. MICT hosted a Cybersecurity Awareness Public Seminar at Namibian Institute of Public Administration and Management (NIPAM), read the full article on page 13.

On page 09 we provide valuable information on our consumer complaints procedures and on page 06 the article on Girls in ICT Day is published.

During the month of June 2023, CRAN participated in the Salt Essential IT TechHuddle as an honorary guest. The event featured sessions by international and local experts, covering topics such as Artificial Intelligence, Automation, Cybersecurity and so much more, catch the full article on page 19.

On the international arena, CRAN was participated in the Global Symposium for Regulators (GSR-23) in Egypt, the full story is on page 16, whilst on the local front CRAN was well represented at the State-Owned Enterprises (SOE) sports games which were held in Rietfontein.

For other articles, please take the time to read through this edition of the CRANicles, which we hope you will find useful and full of information on CRAN and the ICT industry.

As always, we welcome your feedback and suggestions for future editions, please provide us with your views, comments and/or queries by sending an email, for the attention of the Editor, to Stakeholdercomms@cran.na.



Katrina Siken
Editor

The Communications Regulatory Authority of Namibia (CRAN) recognises that stakeholders play a pivotal role in actualising its vision of “Access, quality and affordability for all”. I therefore commence by applauding all our stakeholders for supporting us and availing their time to participate in the numerous regulatory reforms and activities over the past couple of months.

Some major developments include the release of the draft Market Study Report to determine the level of competition in the market, ascertain market saturation, opportunities for private investment and existing barriers to market entry. The issuance of the draft market report also coincided with the lifting of the temporary moratorium on the issuance of new telecommunications and broadcasting service licences. Additionally, CRAN hosted a stakeholder engagement event to discuss findings on the Market Saturation Study, Local Content and Media Metrics Survey for Broadcasters.

In June 2023, CRAN issued a Request to Bid for Spectrum Auction in the 700 MHz and 800 MHz, to be used for 4G and 5G services in Namibia. The Authority received four (4) bids from prospective bidders and the results of the Spectrum Auction will be published in the Government Gazette once the auction is concluded in September 2023. It is the Authority’s primary and legislative objective to promote competition in the telecommunications sector through efficient spectrum allocation, utilisation, and management. The auction was also designed to encourage the update of emerging technologies via the design of 5G use cases.

Furthermore, we formally welcomed our newly appointed Board of Directors led by Dr. Tulimevava Mufeti, as Chairperson and Mr. Elvis Nashilongo, as Vice Chairperson. I am pleased to be led by this exceptional team of visionary leaders that will “Push ICT forward” and transform Namibia into a knowledge-based society, reaping the full socio-economic benefits of ICTs.

With our new directors, we remain committed to creating a knowledge-based and innovative environment.

Thank you for your continued support.



Emilia Nghikembua
Chief Executive Officer

05 NATIONAL CYBERSECURITY STRATEGY AND AWARENESS CREATION PLAN LAUNCH

MICT in March, launched the National Cybersecurity Strategy and Awareness Raising Plan 2022 to 2027 in Windhoek.

The National Cybersecurity Strategy and Awareness Raising Plan is a step towards ensuring cyber resilience and digital security to enable an innovative Namibia and achieve social and economic growth. This plan enables Namibia to effectively respond to threats on networks or services and to recover from such attacks.



MICT Deputy Minister, Hon. Emma Theofelus and Executives

As Namibians are becoming more connected and reliant on information and communication to capitalise on the benefits and opportunities accorded by ICT services daily, there is a growing misuse of cyberspace and networks by criminals that disturb the purposes of digital participation and connectivity, as well as the integrity of the nation's critical infrastructure.

Honourable Emma Theofelus, Deputy Minister of ICT, in her keynote address, emphasised that “recognising the significance of ICT usage and the need to respond effectively and collectively to cyber threats, Cabinet has approved the development of the National Cybersecurity Strategy and Awareness Raising Plan, which aims to safeguard the National Critical Information Infrastructure, educate and create awareness, information sharing and collaborations on cyber security and continuously improve the safety of vulnerable groups in the cyberspace.”

Small economies such as Namibia are becoming targets and are disposed to cyber threats because of the absence of a National Cyber Security Strategy and Awareness Plan and an incidence response body to monitor, detect threats and swiftly respond and collect and store data on cyber incidences.

The growing scourge of cybercrime has the potential to negatively impact the nation's ability to achieve its development objectives, as such, technology platforms need to be protected and the most vulnerable need to be made aware of and educated about the perils of the internet. Overall, CRAN donated 100 pens and 50 water bottles towards the hosting of the launch event.



Girls in ICT Day Competition prize handover done by Joseph Teofelus

27 April 2023 marked the Girl's in ICT Day, a global initiative aimed at encouraging young girls and women to pursue careers in the field of ICT. This year's theme, "Digital Skills for Life", focused on the importance of equipping girls with the necessary digital skills that will empower them in various aspects of their lives.

The world is rapidly evolving into a digital era, with technology playing a crucial role in almost every aspect of our lives. It has become increasingly important for individuals, regardless of gender, to possess digital skills that can enable them to thrive. However, there is still a gender gap in the ICT industry, with women being underrepresented in technical roles. The Girls in ICT Day aims to bridge this gap by inspiring and empowering girls to pursue careers in ICT and become leaders in the digital world.

Digital skills are essential for girls not only for their professional development but also for their personal growth. From online communication and e-commerce to accessing information and services, digital skills are vital in navigating the modern world. By providing girls with the opportunity to learn and develop digital skills, Girl's in ICT Day empowers them to be confident, capable, and engaged members of the digital society.

Girls in ICT Day also focuses on fostering a supportive and inclusive environment for girls to learn and thrive. It emphasises the importance of diversity and inclusion in the ICT industry and encourages girls from diverse backgrounds, including underrepresented groups, to participate. The day promotes a safe and inclusive space where girls can explore, learn coding, and ask questions without fear of judgment, and meet female role models. In addition, Girls in ICT Day aims to break down barriers and stereotypes that may discourage girls from pursuing ICT careers.

07

CRASA AGM IN DRC



Emilia Eino, Manager: Postal and E-Commerce Services, and Ruusa Ntinda: Acting Executive: Regulatory & Corporate Legal Services

CRASA held its 12th Annual General Meeting (AGM) in March 2023 in Kinshasa, Democratic Republic of Congo (DRC).

The AGM aimed to discuss the progress made in the development of the ICT and Postal sectors in SADC and for the consideration of the new CRASA Strategic Plan for the period 2023 to 2028, the CRASA Operational Plan of the period 2023 to 2024 period, and the CRASA Financial Performance for the previous period 2022 to 2023.

The below listed key technical areas were discussed at the AGM:

- Guidelines for mutual recognition of Type Approval and conformity assessment of electronic communications equipment in the SADC region,
- Adoption of the International Telecommunications Union (ITU) Mobile Application Security Best Practices and the ITU Digital Financial Services Consumer Competency Framework for the SADC region,
- Review and updating of the SADC Postal E-commerce and Trade Facilitation Guidelines, and
- The establishment of the SADC Type Approval Laboratories.

The discussions contribute to Namibia's development in the ICT and postal sectors. CRAN was represented by Ms. Emilia Eino, Manager: Postal and E-Commerce, and Ms. Ruusa Ntinda: Acting Executive: Regulatory & Legal Services.

UNPACKING THE ACCESS TO INFORMATION ACT

08



Jennifer Pogisho
Manager: Access to Information

Access to accurate information provides the opportunity to make informed decisions which in turn can lead to the improvement of lives. To this effect the Government of the Republic of Namibia on 28 December 2022, published the long-anticipated Access to Information (ATI) Act in the *Government Gazette* No. 7986; Government Notice No. 413.

This law asserts that individuals have a right of access to information held by private and public entities such as CRAN, if the information may assist them in protecting or exercising their freedom. This right, however, comes with limited exclusions that enable entities to withhold classified documents or personal and other third-party information, that may infringe on the rights of others.

The ATI act prescribes that CRAN undertakes the following:

- Appoints a designated Information Officer and Deputy Information Officer for the purpose of ensuring that ATI Act is put in force in our institution,
- Submits an implementation plan to the Information Commission,
- Prepares and publishes an information manual describing the process of lodging a request for information, how long CRAN can take to reply to a request for information, costs to be incurred when receiving information requested, etc. for dissemination to our stakeholders, and
- Submits an annual report to the Information Commissioner detailing the activities undertaken in relation to ATI.

What do we do?

The ATI division in CRAN is tasked with creating, keeping, organising and managing information in a form and manner that facilitates transparency, accountability, good governance and promotes access to information held by CRAN.

Similarly, it is responsible for proactively and readily making information available to all our stakeholders, responding to requests for access to information, allowing for internal reviews, appeals and judicial review of decisions on access to information.

Where are we now?

Being an organisation that takes compliance obligations seriously, CRAN has taken proactive steps to ensure that it complies with the Access to Information Act. For starters, a new division called Access to Information was recently created under the Communication & Consumer Relations department. This division comprises of Ms. Jennifer Pogisho, Manager: Access to Information, and Ms. Rackel Shikongo Practitioner: Access to Information. Secondly, CRAN appointed Ms. Katrina Siken, Executive: Communication and Consumer Relations, and Ms. Jennifer Pogisho, as the Information and Deputy Information Officers respectively, as prescribed in the Act.

The Communication & Consumer Relations department is currently drafting all relevant internal policies and procedures, implementation plans and other statutory documents to comply with the Act. The plan will highlight the activities to be undertaken and illustrate our commitment to Access to Information compliance.

ATI is not meant to replace the normal flow of information between CRAN and all its stakeholders but shall serve a complimentary role to ensure the continued proactive provision of information is carried out.



Hilya Mhani
Manager: Consumer Relations & Advocacy

CRAN in line with the relevant Sections of the Communications Act (No. 8 of 2009) established provisions for regulations governing the procedures for the Adjudication of Disputes.

The Consumer Relations and Advocacy division was established to manage and maintain relationships with various levels of consumers, consumer representative groups and service providers of ICT services. This is done through the implementation of consumer rights and advocacy programmes.

The division manages campaigns, conducts surveys and related initiatives to promote improved consumer experience, thereby ensuring that consumers are kept up to date with consumer related developments within CRAN. This assists in improving CRAN's overall consumer satisfaction ratings. The unit further plays a key role in providing accurate and relevant information on advocacy and consumer complaints procedures to stakeholders.

Through the delivery of excellent customer service, prompt and satisfactory resolution of consumer complaints, and promotion of consumer education and advocacy, the unit also aims to build consumer trust and loyalty, thereby contributing to the overall success of the organisation.

NEW BOARD INTRODUCTION BREAKFAST

10

CRAN hosted a welcoming breakfast for the new Board of Directors and bid farewell to the outgoing Board of Directors in May 2023 in Windhoek.

The outgoing Board Members were appointed by former Minister of ICT, Honourable Stanley Simataa on 01 July 2019 for a period of 3 years. Their term was further extended for a period of six (6) months, and they were tasked with an objective to lead CRAN with integrity, passion and by adhering to and promoting good governance.

During her speech, Dr. Tulimevava Mufeti, the new Chairperson of the CRAN Board of Directors, said that “the Authority’s successes over the years are directly related to its high ethical values and good corporate governance structures and principles. CRAN enjoys fruitful relationships with key stakeholders and live out all aspects of its values encompassing Accountability, Passion, Teamwork, Respect, and Innovation.”

the new Board is tasked with the responsibility of addressing ICT issues pertaining the cost of data and other telecommunications services in Namibia and, infrastructure sharing for the benefit of the industry and ICT consumers.

The newly appointed Board is excited about developments in the sector such as the Spectrum Auction outcome, which will enable operators to roll-out 5G services through the 800 MHz and 700 MHz spectrum band. In addition to 4G services this will ensure the optimal use of the spectrum to foster digital inclusivity throughout Namibia and shall be utilised as a tool to develop communications services and access to ICT infrastructure as a basis for social and economic development.

The newly appointed CRAN Board of Directors are:

- Dr. Tulimevava Mufeti, Chairperson
- Mr. Elvis Nashilongo, Vice-Chairperson
- Ms. Jeanine Du Toit, Member,
- Ms. Florette Nakusera, Member,
- Mr. Gerhard Coeln, Member,
- Ms. Aletha Haufiku, Member, and
- Mr. Veiko Alexander, Member.

The Board is eager to positively contribute to the digital transformation agenda of CRAN to enable sustainable economic growth for better healthcare, education, and government services and through same enriching human society.



CRAN Board of Directors, Executive Management and Staff

FINNISH BUSINESS DELEGATION VISIT NAMIBIA

11



Ronel Le Grange, Katrina Sikeneni and Elton Witbooi flanked by Finnish delegates

The Namibia Investment Promotion and Development Board (NIPDB) and the Embassy of Finland facilitated a state visit by His Excellency Sauli Niinistö, the President of Finland to Namibia in April 2023. The purpose of the visit was to enhance bilateral trade between Namibia and Finland.

The Finnish business delegation consisting of Ms. Carita Tissari da Costa Manager, Mega Opportunities Projects and Nokia's Head of Government Affairs Finland Mr. Karol Mattila, met with some of the executive management of CRAN, namely, Ronel Le Grange, Elton Witbooi and Katrina Sikeneni as members of the Executive Management of the Authority.

The meeting provided a platform to discuss and gain an understanding of the Namibian government's view on current and future perspectives for the ICT regulatory environment, to discuss and offer regulatory support to enable the growth of ICT sector in the country, and to establish a working relationship and periodically share information and expertise on regulation and spectrum related topics, and develop a Memorandum of Understanding (MoU) with the Authority's counterpart in Finland to address issues such as cybersecurity, e-waste and digital literacy.

ITU REGIONAL CYBERDRILL FOR AFRICA

12

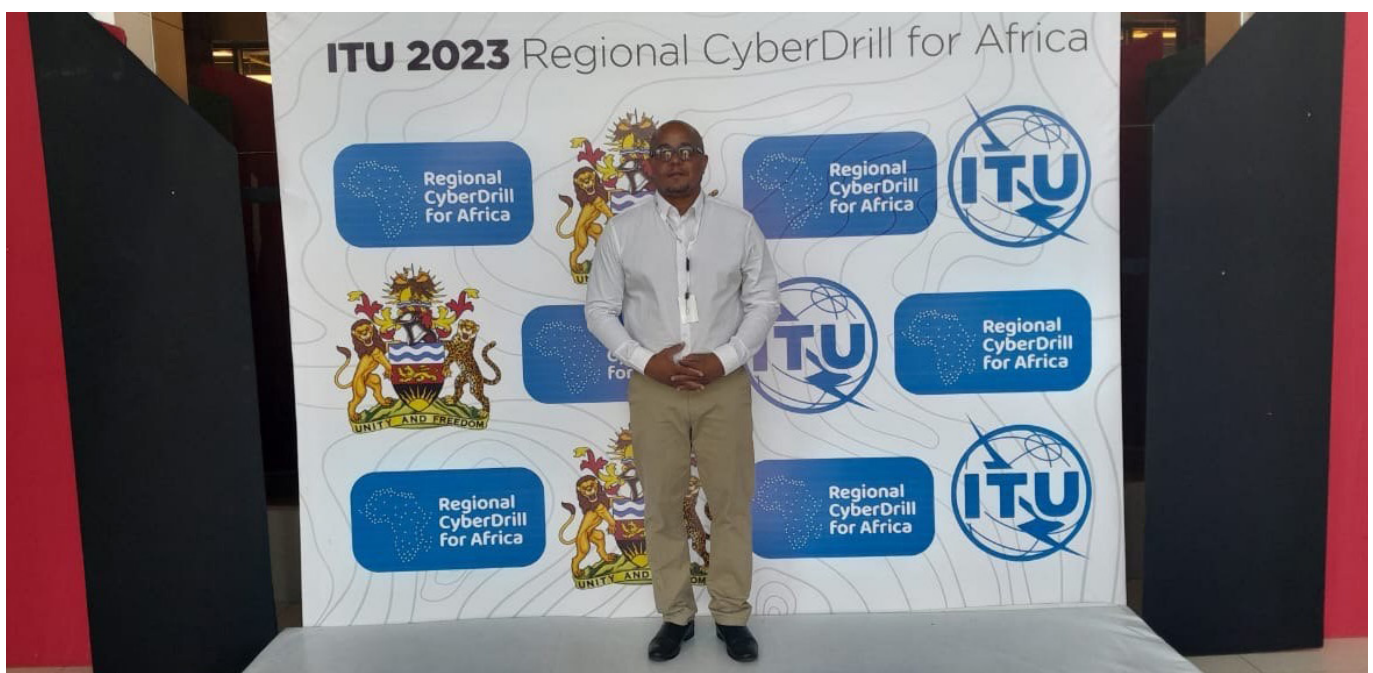
CRAN attended the 11th ITU Regional CyberDrill for Africa hosted by Malawi Communications Regulatory Authority (MACRA) in May 2023 in Lilongwe, Malawi.

The conference aimed to build trust, safety, and security in the use of ICTs and the protection of personal data. Additionally, the conference advised Cyber Incident Response Team (CIRT) to enhance their technical capacities and encourage collaboration in the fight against cybercrime.

The delegates discussed issues pertaining to technical capacity and regional or international cybersecurity networks of stakeholders or role payers. Furthermore, delegates were introduced to important tools for the evaluation of responses to malware and or malicious activity, and the use of open-source information for building cyber threat intelligence, *MITRE ATT&CK* framework and open sources threat intelligence techniques. Exposure to these concepts will continue to be valuable to CRAN's CIRT implementation plan, regarding capacity building.

Moreover, CRAN's CIRT implementation plan calls for building relationships with other CIRTs and organisations already established in the region, and establishing contacts with countries such as Botswana, Lesotho and Malawi. CRAN could also look to investigate possibilities of leveraging the infrastructure of regional CIRTs for more sources of alerts and other cyber related information.

CRAN was represented by Elton Witbooi, Executive: Cybersecurity & ICT.



CYBER SECURITY AWARENESS PUBLIC SEMINAR

13



Elton Witbooi, Executive: Cyber Security & ICT; Linda Aipinge, Director of ICT Development at MICT; and a participant

MICT hosted a *Cybersecurity Awareness Public Seminar in May 2023 in Windhoek. The primary focus of the seminar was to discuss the prevention of incidents that lead to the loss of brand reputation and finances.*

The seminar was designed to assist users and employees understand the role they play in helping to combat information security breaches. It is important that organisations and individuals protect themselves from cyber-attacks on any system.

Moreover, one of the good security practices organisations can implement, is to establish a robust security policy to embed good security practices by the IT department and employees. Organisations should secure their perimeter network by using a mix of traditional and other controls such as firewall, VPN, zero trust controls, etc.

Additionally, organisations should promote the use of strong passwords and identity management practices and multi-factor authentication such as biometrics, third party access management, and secure software development practices, to promote safety of their IT platforms and users.

CRAN's National Cybersecurity Incidence Response Team (NCSIRT) produced an Implementation Plan, published a Request for Comments (RFC2350), identified alert sources such as Shadowserver, and leveraged international cooperation through Government channels such as South Africa and Namibia.

CRAN was represented by Elton Witbooi, Executive: Cybersecurity & ICT.



CRAN
Communications Regulatory Authority of Namibia

Celebrating 12 years!

CRAN celebrates the excellent regulation of the ICT and Postal sector with quality legislation and oversight of the telecommunication networks and services, broadcasting services, postal services, and spectrum allocation for the socio-economic benefit of all Namibians.

12th
Anniversary

WORLD TELECOMMUNICATION DAY

15



May 17th marks the celebration of World Telecommunications Day, which recognises the incredible advancements and contributions made by telecommunications in connecting people. This special day holds significance it enables for reflection on the pivotal role that telecommunications play in transforming lives, shaping economies, and fostering social development. This day draws attention to the digital divide, the gap between those who have access to advanced telecommunications infrastructure and those who do not.

World Telecommunications Day highlights the power of communication technologies in bridging the gaps between individuals, communities, and nations. From traditional phone calls to instant messaging and video conferencing, telecommunications have revolutionised the way we connect with one another, breaking down geographical barriers and fostering a sense of global unity. Through an array of innovative devices and platforms, people from all walks of life can effortlessly communicate, share knowledge, and build meaningful relationships regardless of distance.

Telecommunications has a profound impact on the lives of individuals, transforming the way we live, work, and interact with the world. In today's digital age, it has become an essential tool for education, healthcare, business, and personal development. Access to reliable and affordable telecommunications services empowers individuals with opportunities for economic growth and knowledge acquisition.

CRAN celebrated the continuous advancements in telecommunications technology that have propelled our society forward. From the advent of 5G networks, Internet of Things (IoT) devices, and artificial intelligence to the expansion of fiber optic infrastructure and satellite communications, the telecom industry continues to push boundaries, enhancing connectivity, and enabling innovation. These technological breakthroughs are paving the way for smarter cities, improved disaster management systems, efficient transportation networks, and sustainable development.

It is crucial to recognise the ongoing challenges and opportunities in the ever-evolving telecom landscape. We must strive to ensure universal access to affordable and reliable telecommunications services, foster digital inclusion, and protect privacy and cybersecurity. It is a collective responsibility of governments, industry leaders, and individuals to work towards creating a future where telecommunications empowers and benefits all.

16 GLOBAL SYMPOSIUM FOR REGULATORS: EGYPT

CRAN attended the *Global Symposium for Regulators (GSR-23)* conference, which took place in June 2023 in Sharm El-Sheikh, Egypt.

The International Telecommunications Union (ITU) organised the symposium under the theme “Regulatory and economic incentives for an inclusive sustainable digital future,” and featured thematic sessions bringing together regulators and policymakers worldwide and providing a global platform for knowledge exchange.

Additionally, the symposium focused on defining regulatory and economic incentives to stimulate the deployment of sustainable digital infrastructure, especially in rural and isolated areas, and identifying the right incentives required to ensure the introduction of emerging ICT technologies and business models.

The Heads of Regulators Executive Roundtable provided a platform for frank exchanges on impactful regulatory approaches between Heads and Senior Management of Regulators. Discussions focused on novel, bold, and ground-breaking regulatory and economic incentives for a sustainable digital future. This promotes the deployment of ICT infrastructure and equal and affordable access to digital technologies, while ensuring the financial resources needed to deliver public services. CRAN acknowledges the importance of collaborative regulation to drive ICT markets globally as we journey toward digital transformation. Namibia is therefore proactive in developing mechanisms to increase synergies across sectors and create efficiencies.

The discussions pertaining to affordable devices for the unconnected considered approaches to devices financing, taxes and import duties reduction, improvement of distribution channels while considering recycling of devices, quality standards for pre-owned devices, and partnership creation across the value chain.

Namibia was represented by Dr. Tulimevava Kauna Mufeti, Chairperson of the Board; Mrs. Emilia Nghikembua, Chief Executive Officer; Ms. Ruusa Ntinda, Acting Executive: Regulatory & Corporate Legal Services; and Mr. Jairus Kapenda, Manager: Communication & International Relations. The Minister of Information and Communication Technology (MICT) Honourable Dr. Peya, Mushelenga, and Ms. Rebekka Ntinda, Senior Private Secretary to the Minister of ICT represented the Government at GSR.



Emilia Nghikembua during an interview at the ITU Studios

PHOTO GALLERY

17



CRANicles FC & CRAN Vollys at the SOE Games



CRAN Board of Directors at the introduction breakfast



Emilia Nghikembua, Chief Executive Officer, during the GSR-23 panel discussion



Helene Vosloo, Executive: Economics & Market Development, at the Salt IT Techhuddle event



Ronel Le Grange, Executive: Engineering and Technical Services, at the Salt IT Techhuddle event



Dr. Tulimevava Mufeti, CRAN Board Chairperson, at the GSR-23 conference

OMAHEKE EMPLOYMENT CREATION CONFERENCE

18



Hon. Dr. Netumbo Nandi-Ndaitwah, Deputy Prime Minister and Minister of International Relations & Cooperation

CRAN attended the Omaheke Regional Council Employment Creation Conference held in Gobabis, Omaheke Region in early June 2023. The conference was held under the theme “A regional approach toward employment creation” and aimed to address key issues and strategies for unlocking employment opportunities in the region. CRAN sponsored the event an amount of N\$20,000.00.

The four-day event was inaugurated by the Deputy Prime Minister and Minister of International Relations and Cooperation, Hon. Netumbo Nandi-Ndaitwah. In her keynote address, Honourable Nandi Ndaitwah emphasised the significance of the conference

as a platform for bringing together stakeholders in the employment sector. The minister stressed the importance of discussing and exploring strategies and innovative approaches to create job opportunities, especially for the youth, reaffirming the government’s commitment to employment creation.

The conference provided an opportunity for dialogue and knowledge sharing among various stakeholders. The discussions focused on developing regional strategies and policies to promote employment growth and attract investments across different sectors.

The Authority delivered a presentation on the topic “*Digital Transformation and Emerging Technologies for Employment Creation in the ICT Sector.*” The presentation highlighted several key points, including:

- Digital transformation as a vital enabler for economic growth, social development, and innovation.
- Namibia’s robust regulatory framework and policies, emphasising universal access to services and the development of a National Digital Strategy.
- Immediate policy and regulatory priorities, such as improving access, affordability, network security, and resilience, promoting digital literacy, establishing Tech Hubs, raising awareness about e-waste, fostering 5G consumer awareness, promoting child online protection, and building capacity.
- Objectives of digital transformation for Namibia and Africa, which include harnessing digital technologies and innovation, promoting integration, achieving inclusive economic growth, bridging the digital divide, eradicating poverty, and driving socio-economic development.

CRAN’s participation in this significant event demonstrates the organisation’s commitment to regional development and employment creation initiatives. CRAN was represented by Mrs. Katrina Siken and Mrs. Hilya Mhani from the Communication & Consumer Relations department.



Emilia Nghikembua and Helene Vosloo at the CRAN stand during the Salt Techhuddle event

CRAN participated as an honorary guest at the Salt Essential IT ICT TechHuddle event which took place in June 2023, in Windhoek. The event served as a platform to launch their groundbreaking application, Apprada, whilst highlighting Salt Essential IT's latest innovations and achievements in the ICT field and providing significant benefits for the Namibian people and economy. The event featured sessions by both international and local experts, covering topics such as Artificial Intelligence, Automation, Cybersecurity, and more.

During the event, the CRAN team actively engaged in creating awareness about CRAN's role and functions whilst providing valuable insight into the SIM Card Registration and Consumer Complaints procedures, ensuring that attendees were well-informed and equipped with the necessary knowledge to navigate these processes effectively.

Attending the Salt Essential IT TechHuddle event allowed CRAN to remain at the forefront of the ICT industry and gain valuable insights into the latest technological advancements. It was an excellent opportunity for networking, knowledge sharing, and showcasing CRAN's commitment to promoting a secure and consumer-friendly ICT environment.



CRAN
Communications Regulatory Authority of Namibia

Executive Appointment

The Communications Regulatory Authority of Namibia (CRAN) is pleased to announce the appointment of **Mrs. Maria Moses** as **Executive: Finance & Administration** effective **03 July 2023**.

Maria has over 20 years' experience in the finance and accounting field, having served as an Auditing Officer, Management Accountant, Manager: Management Accounting and Director: Administration Services for various public and private sector organisations in the pension fund industry, ICT regulatory, road and mining sectors and the energy sector.

Maria holds a Master of International Business, Bachelor of Technology in Accounting & Finance, and a National Diploma in Accounting. She obtained professional Certificates in Business Accounting, Telecommunications Policy, Regulation and Management (TPRM), Project Management and Management Development Programme (MDP).

The CRAN Board of Directors, Executive Management and team Wi-Fi welcomes Mrs. Moses to the Authority. We are confident that Maria will contribute positively to the mandate of the organisation for the socio-economic benefit of all Namibians.

f t i in  www.cran.na





CRANicles

Communications Regulatory Authority of Namibia

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]



Communications Regulatory
Authority of Namibia [CRAN]

COPYRIGHT DISCLAIMER

"All rights reserved. The content provided in this publication may not be reproduced, distributed, or transmitted in any form or by any means, including photocopying, recording or other electronic methods, without the prior written permission of the publisher, except in cases permitted by copyright laws of Namibia".