



5G CONSUMER AWARENESS CAMPAIGN MEDIA LAUNCH

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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 CRAN's visit to Botswana to strengthen cross-border ICT collaborations, whilst the article on CRAN's stakeholder engagement events for broadcasters, telcos and NamPost is on page 06. The article on CRAN's Board of Directors Performance and Governance Agreements with the Minister of ICT is on page 07.

Additionally, CRAN participated at the Ongwediva Annual Trade Fair, and was dubbed as Best Innovative Exhibitor at Erongo Business and Tourism Expo, this article is on page 08.

On page 09, you will find the article on CRAN's sponsorship to NUST ICSET-2023 and Windhoek Residents Mayoral Trust. Furthermore, we provide valuable information on streamlining access to information and exemptions for disclosure of information articles, as part of unpacking the Access to Information (ATI) Act.

During the month of September 2023, CRAN hosted a public hearing on Spectrum Fees, to review the fees payable in respect of licences issued in terms of Section 101(2) of the Communications Act, (No. 8 of 2009). Catch the full article on page 12.

On the international arena, CRAN attended the Fourth (4th) Extraordinary Congress of the Universal Postal Union (UPU) held in Riyadh, Saudi Arabia, the full story is on page 13, whilst on the local front CRAN met with Telecommunications and Broadcasting Licensees, to amend the regulations setting out fees for Spectrum Licenses, Certificates, and Examinations.

For more 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.



Jairus Kapenda
Editor and Acting Executive: Communication &
Consumer Relations

Dear Esteemed Stakeholders,

As we approach the end of another successful year at the Communications Regulatory Authority of Namibia (CRAN), I would like to take this opportunity to emphasise the importance of stakeholder engagement in our work. The past year has been filled with numerous achievements and challenges, and it is through the collaboration and support of our stakeholders that we have been able to navigate these waters successfully.

Stakeholder engagement is at the heart of our regulatory efforts, as it allows us to gather valuable insights, build relationships, and ensure that our decisions are informed by the diverse perspectives of those we serve. We believe in an inclusive approach that involves active participation from all stakeholders, including industry players, consumers, government bodies, and civil society organisations.

In 2023, we made significant strides in fostering stakeholder engagement. We conducted various public consultations, engagements, and meetings to gather feedback on important regulatory matters. These interactions have not only helped us shape our policies and decisions but have also facilitated a better understanding of the challenges and opportunities faced by the industry.

One of the key highlights of this year has been the successful launch of the 5G Consumer Awareness Campaign. The campaign aims to highlight opportunities for industry, dispel myths and address misinformation surrounding 5G technology. Through various media channels and outreach activities, we strived to ensure that consumers are well-informed about the capabilities and benefits of 5G, enabling them to make informed choices.

To conclude, I would like to take this opportunity to wish you all a joyous and peaceful Christmas. May this festive season bring you happiness, good health, and memorable moments with your loved ones. As we bid farewell to 2023, I am confident that the coming year will bring new opportunities and successes for all of us. Together, let us continue to work towards a connected and inclusive digital future for Namibia.

Warm regards,



Emilia Nghikembua
Chief Executive Officer

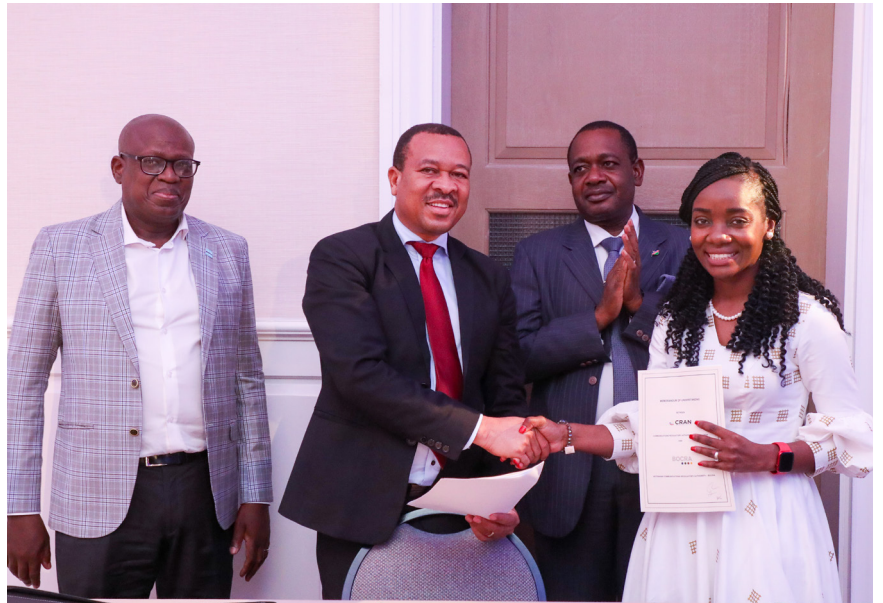
STRENGTHENING CROSS-BORDER ICT COLLABORATIONS: CRAN VISITS BOCRA

CRAN and the Botswana Communications Regulatory Authority (BOCRA) recently solidified their collaboration by signing a Memorandum of Understanding (MoU) in Swakopmund. The collaborative efforts aim to enhance digital connectivity, focusing on cybersecurity, data protection, and roaming data.

The signing ceremony in Swakopmund was a follow up to a visit by Honourable Dr. Peya Mushelenga, Namibia's Minister of ICT to Botswana in August 2023. During the collaborative engagements in Gaborone, Botswana, from August 8 to 10, 2023, CRAN and BOCRA, in consultation with mobile network operators, discussed potential areas of collaboration. A key agenda item discussed was the reduction of roaming charges between Namibia and Botswana. The aim is to harmonise these charges for the benefit of citizens in both countries, aligning with the SADC Ministers' decision to implement standardised percentage charges on roaming costs by March 2024.

This collaborative venture, initiated three months ago during the visit of Namibia's ICT Minister to Botswana, signifies a broader commitment to good neighbourly relations. The collaboration goes beyond roaming rates, extending to areas such as affordable roaming data rates, communication enhancement, and facilitating cross-border movements through the implementation of national identity cards for travel.

Led by Hon. Dr. Peya Mushelenga, Minister of ICT, CRAN's visit to BOCRA was part of a three-day benchmark exercise in Gaborone. The collaboration between CRAN and BOCRA is poised to bring positive changes to ICT infrastructure, fostering mutual benefits for both nations.



Honourable Thulagano Segokgo, Botswana's Minister of Knowledge and Information Communication; Murphy Setshwane, Director: Business Development, BOCRA; Honourable Dr. Peya Mushelenga, Minister of ICT; and Emilia Nghikembua, Chief Executive Officer, CRAN



Kristof Itana, Manager: Technology and Licensing Standards presented on the QoS parameters and monitoring

CRAN hosted a Stakeholder Engagement Event at the Nampower Convention Centre on 15 August 2023, focusing on the Market Saturation Study, Local Content, and Media Metrics Survey for Broadcasters. The primary objective was to delve into the findings of the Market Saturation Study and address crucial matters related to broadcasters.

The Market Saturation Report unveiled interesting insights, indicating that radio remains more frequently utilised than television daily. In 2022, 66% of respondents had listened to the radio the day before the survey, surpassing the 57% who had watched TV. Surprisingly, the internet emerged as the second most used news source at 23.6%, with TV (21.2%) and newspapers (12%) trailing behind.

Radios' affordability and widespread accessibility, especially in vehicles, contribute to their popularity. The Namibian Broadcasting Corporation (NBC) stood out

as the preferred radio broadcaster, with Kati FM (NBC Oshiwambo) leading the charts. Among commercial radio stations, Shipi FM and Omulunga claimed top spots.

In the television domain, MultiChoice (DStv) decoders were predominant, constituting 59% of the usage, with GOtv following at 36%. The event facilitated effective stakeholder engagement, fostering meaningful communication and dialogue between CRAN and Broadcasting Service Licensees.

A subsequent stakeholder engagement event for telecommunications service providers, held on September 12, 2023, at The Weinberg, emphasised information sharing and open dialogue. Topics discussed included the Strategy Towards Universal Smartphone Access in Namibia, Quality-of-Service parameters, and a collaborative framework with Botswana to reduce roaming charges between the two countries.

International collaborations were also on the agenda, with Namibia and Botswana working toward a framework to decrease roaming charges, aligning with the Southern African Development Community (SADC) Ministers' decision by March 2024. Stakeholders received updates on the International Telecommunications Union (ITU) World Radio Conference 2023 in Dubai.

CRAN extended its engagement efforts to NamPost on November 20, 2023, aiming to fortify collaboration for the development of the postal sector in Namibia. Discussions covered topics like Inspections and Quality of Service (QoS) standards, E-commerce strategy digitalisation, and insights from the 4th Universal Postal Union (UPU) Extraordinary Congress.

Inspections and QoS standards were emphasised to ensure reliable postal services. CRAN reiterated its commitment to supporting NamPost's digitalisation efforts, crucial in a world transformed by the digital revolution. The 4th UPU Congress highlighted challenges in the postal sector, emphasising the importance of cooperation between CRAN and NamPost to maintain high-quality service standards for all Namibians.

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BOARD OF DIRECTORS PERFORMANCE & GOVERNANCE AGREEMENTS



Back (L-R) Elvis Nashilongo, Jeanine du Toit, Aletha Haufiku, Veiko Alexander and Emilia Nghikembua
Front (L-R) Dr. Audrin Mathe, Hon. Emma Theofelus, Hon. Dr. Peya Mushelenga and Dr. Tulimevava Mufeti

On 29 August 2023, the Authority's Board of Directors signed their performance and governance agreements with the ICT Minister Hon. Dr. Peya Mushelenga at the Ministry's head office. The signing ceremony took place in the presence of the Deputy Minister, Hon. Emma Theofelus and Executive Director, Dr. Audrin Mathe.

Speaking at the ceremony Dr. Mushelenga stressed that the Board should act in a manner that is fair and in good faith and urged them to perform in the best interest of the public. He continued to advise the directors to abide by the principles of transparency and accountability, maintain discipline and act independently, and keep service delivery as their key driver.

On her part the Chairperson of the Board, Dr. Tulimevava Mufeti pledged the board's commitment to the task assigned to them. "We affirm our commitment to work in harmony, to address challenges with determination, and to seize opportunities with enthusiasm". She also thanked the Minister for entrusting them with the important national assignment of regulating the robust communication industry for the benefit of all Namibians.

The CRAN Board of Directors comprising of the Chairperson Dr. Tulimevava Mufeti, Vice Chairperson Elvis Nashilongo, Jeanine Du Toit, Florette Nakusera, Gerhard Coeln, Alletha Haufiku and Veiko Alexander were appointed on 01 May 2023.

CRAN PARTICIPATES AT OATF AND DUBBED BEST INNOVATIVE EXHIBITOR AT ERONGO EXPO

08



Ella-Betty Chapoto, Jennifer Pogisho and Rackel Shikongo with the Best Innovative Exhibitor Award certificate

CRAN showcased its commitment to promoting a sustainable and informed ICT industry through its active participation in two significant events: the Ongwediva Annual Trade Fair (OATF) and the 15th Erongo Business & Tourism Expo (EBTE).

At the OATF, held from August 25 to September 2, 2023, CRAN seized the opportunity to address critical issues such as Consumer Protection, CRAN's mandate, Type Approval, and Licensing Procedures. The regulator, recognised for its pivotal role, emphasised the importance of consumers registering their SIM cards with operators by December 31, 2023. The OATF, a premier multi-sector platform, attracted 418 exhibitors, including representatives from nine foreign countries, and drew over 50,000 visitors. CRAN's participation underscored its dedication to fostering a sustainable ICT industry, aligning with the event's theme of *"Embracing a Sustainable Economy, Linking Smart Markets."*

Subsequently, CRAN was honoured with the *"Best Innovative Exhibitor Award"* at the 15th EBTE, held from October 25 to 28, 2023, at the Walvis Bay Civic Centre. Leveraging the EBTE platform, CRAN spotlighted its mandate, including Consumer Protection, Type Approval, and Licensing Procedures. The regulator also stressed the significance of SIM registration deadline which is 31 December 2023. With the theme *"Innovative, Integrate, Industrialise,"* the EBTE aimed to bolster value chains for economic development in the Erongo Region. The expo featured over 150 stalls and 450 participants, offering diverse networking opportunities and events. CRAN's active participation at the EBTE exemplified its dedication to fostering an innovative, integrative, and informed ICT industry, aligning seamlessly with the event's theme of *"Innovate, Integrate, Industrialise."*

CRAN SPONSORS NUST ICISSET-2023 AND WINDHOEK RESIDENTS MAYORAL TRUST

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CRAN, in partnership with its Memorandum of Understanding (MoU) ally, Namibia University of Science and Technology's Faculty of Computing and Informatics (NUST FCI), supported the second International Conference on Information Systems and Emerging Technologies (ICISSET-2023) which was set for October 17 to 19, 2023, with the theme *"Emerging Technologies for Sustainable Development."* The conference provided a global platform for researchers and industry practitioners to exchange insights on Information Systems.

ICISSET-2023, drawing over 200 delegates worldwide, fosters cutting-edge research discussions among academics, researchers, and industry professionals. Besides promoting technological innovations, it positions Namibia as a hub for the tourism industry, aligning with the country's Vision 2030 to become a knowledge-based economy.

CRAN's commitment extended to a sponsorship of N\$10,000.00 for the event's preparations, reinforcing its dedication to advancing information systems in Namibia.

In a separate initiative, CRAN supported the Windhoek Residents Mayoral Trust (WRMT). The Trust hosted a Fundraising Gala Dinner on September 8, 2023, to garner funds for the Annual Elders' Christmas Lunch in December 2023 across all Khomas Region constituencies. WRMT, under the Office of the Mayor of Windhoek, focuses on sustainable social and economic interventions, community development, and supporting vulnerable residents, with CRAN pledging N\$10,000.00 towards the Mayoral Elders Christmas Lunch preparations, ensuring the welfare of elders during the festive season.



John Imene, Petrus Amupadhi, Vera Endjala and Stanley Kavetu attended the WRMT Fundraising Gala Dinner

In our information-driven world, the ability to access valuable data is more critical than ever. Whether you are an individual, an organisation, or a curious soul, knowing how to navigate the seas of information retrieval can be a valuable skill. To ensure a seamless journey, we have put together this user-friendly guide on how to request access to information effectively.

1. Choosing Your Mode: Request in Writing or Orally

Your quest begins with the choice of communication. You can either pen your request or summon your inner orator to make an oral request directly to the information officer. The power to choose is in your hands.

2. From Spoken Words to Written Record

Should you opt for an oral request, do not worry. The diligent information officer will transcribe your words into a written request and provide you with a copy. Your request will be documented and preserved, ensuring clarity and accuracy in your quest.

3. A Swift Acknowledgment

Once your request sets sail, the information officer will promptly acknowledge its receipt. This acknowledgment comes in a prescribed form, assuring that your inquiry has been noted. This step is especially vital if the information you seek is not readily available.

4. The Treasure Hunt: Information Availability

Should the information you seek be readily accessible, you are in luck! The information officer will swiftly provide you with the treasure trove of data you desire. This, of course, comes with the added assurance that a record of your request and the response will be carefully retained.

5. Immediate Gratification

Some quests yield swift rewards. If the information officer can provide an immediate response that satisfies your thirst for knowledge, rest assured that this fruitful exchange will be documented and preserved for the future.

6. Reason as Your Compass

Every quest needs a purpose, and yours is no exception. A requester, unless exempted, should provide a reason for seeking access to the information. Your reason serves as the compass guiding your expedition.

7. Details to Chart Your Course

Details matter. To aid your information officer in their mission to assist you, provide as much information as possible about what you seek. If you believe that the information is crucial for safeguarding a life or liberty, include a statement explaining your conviction and the basis for it. When dealing with private entities, elucidate how the requested information may contribute to the protection of fundamental rights or freedoms. Additionally, specify your preferred language and form for receiving the information. And if you are embarking on this quest on behalf of another, ensure you carry their authorisation.

By following these well-crafted guidelines, you can embark on your journey to obtain access to information with confidence. With your compass in hand and the map laid out before you, your quest is destined to be smooth and efficient. So, go forth, seeker of knowledge, and unlock the doors to a world of information that awaits you.



Jennifer Pogisho
Manager: Access To Information

EXEMPTIONS FOR DISCLOSURE OF INFORMATION

11



Rackel Shikongo
Practitioner: Access To Information

Previously we highlighted the importance of proactively disclosing information as a fundamental guiding principle for our communication activities, both internal and external. In that same write-up we listed the types of information we are expected to grant the general population access to, as per the Access to Information Act (ATI) (No. 8 of 2022).

Conversely, we provide a snippet of what Part nine of the ATI Act says about the type of information CRAN may not make accessible to the public.

However, there are instances where CRAN may be required to grant the populace access to information under Part nine of the ATI Act. These amongst others include information that overrides public interest; facilitates accountability and transparency; reveals misconduct or deception; relates to the expenditure of public funds; or if a third party gives permission for information to be disclosed, is under the age of 18 years or is the next of kin of a deceased. Similarly, in the case of recruitment or selection processes, information may be disclosed once the selection process has been completed.

Thus, knowing what information is for public consumption or not as per the ATI Act, is essential in that it provides an opportunity for us to segregate our information for ease of reference and dissemination.

The Access to Information Act, is truly a tool that seeks to empower and protect all citizens and entities.

PUBLIC HEARING ON SPECTRUM FEES

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CRAN hosted a public consultative meeting pertaining to the proposed amendment of the Regulations setting spectrum fees on 20 September 2023 at Mercure Hotel (Old Safari Hotel).

The purpose of the proposed amendment is to review the fees payable in respect of licences issued in terms of Section 101(2) of the Communications Act, (No. 8 of 2009) conferring on the licensee the right to use a transmitter for any prescribed purpose, or to use any radio frequency, group of radio frequencies or radio receiver for any purpose, in the manner prescribed or determined in the licence concerned.

Additionally, the Authority will review fees payable in respect of certificates of proficiency that were issued in terms of Section 101(3) of the Communications Act, and examinations the Authority conducted or caused to be conducted, to determine whether a certificate of proficiency could be issued to a licensee.



Ronel Le Grange
Executive: Engineering & Technical Services

CRAN was tasked in terms of Section 2(h) of the Communications Act, to stimulate the commercial development and use of the radio frequency spectrum in the best interest of Namibia. Spectrum is a limited resource and therefore the main rationale for charging a price for spectrum, whether through upfront fees or annual charges (or both), is to promote its efficient use. Furthermore, the setting of fees is necessitated to discourage hoarding and inefficient utilisation of the spectrum.

CRAN reviews spectrum fees every three (3) to five (5) years to ensure certainty and transparency of fees. The Authority sets spectrum fees considering the demand for radio frequency spectrum in each spectrum band and the impact of inflation as indicated by the annual Consumer Price Index (CPI) since 2020.

Moreover, principles taken into consideration when spectrum fees are determined are simplicity in charges to ensure that they are easily understandable, practical and minimise collection cost. CRAN achieves the aim of cost recovery, cost-reflectiveness, efficiency, fairness, and cost consciousness; and the demand for, and applicant profile involved in the different spectrum licences and spectrum use.

UPU EXTRAORDINARY CONGRESS

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CRAN attended the Fourth (4th) Extraordinary Congress of the Universal Postal Union (UPU) held in Riyadh, Saudi Arabia which took place from 01 to 05 October 2023. The UPU is the primary forum for cooperation between postal sector players and helps to ensure a truly universal network of up-to-date products and services. Furthermore, the UPU Congress serves as a platform for postal regulators and operators worldwide to exchange ideas, discuss challenges, and explore innovative solutions.

Namibia's delegation led by Hon. Emma Theofelus, Deputy Minister of Information and Communication Technology (MICT), actively participated in various sessions, workshops, and bilateral meetings, showcasing their commitment to enhancing the efficiency and effectiveness of postal services.

CRAN's presence at the congress reaffirmed its commitment to global collaboration and innovation in the postal industry. Additionally, CRAN's participation in the congress demonstrates its commitment to staying at the forefront of technological advancements and adapting to the evolving needs of its stakeholders.

Moreover, the Namibian delegation actively engaged in discussions focused on sustainability, E-commerce, and the digital transformation of the postal industry. The delegation also emphasised on the importance of international cooperation and collaboration in addressing global postal challenges.



CRAN was represented by Emilia Nghikembua, Chief Executive Officer; Helene Vosloo, Executive: Economics & Market Development; Veiko Alexander, Board Member; and Emilia Eino, Manager: Postal & E-commerce.

CRAN MEETS WITH TELECOMMUNICATIONS AND BROADCASTING LICENSEES

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On 03 October 2023, CRAN hosted a virtual meeting with Telecommunications and Broadcasting Service Licensees to discuss the comments received on the Notice of Intention to Amend the Regulations Setting out fees for Spectrum Licenses, Certificates, and Examinations.

This meeting was a follow-up to the public hearing held on 20 September 2023, that discussed some of the proposed amendments and where CRAN and stakeholders agreed to move forward. According to the Chief Executive Officer of CRAN, Emilia Nghikembua, “written comments pertaining to the proposed amendments were only received a day after the hearing. The comments brought forward were on VSAT fees which were much higher than what the amendment proposed, second issue pertained to frequency band factor especially for the bands, 900/800/700MHz”. The nature of these written comments thus required that CRAN holds another discussion with the operators so as to expand on the comments received and agree on the way forward.

Mrs. Nghikembua reiterated that the intent is to implement the reduced fees in this financial year, which will also provide some relief to operators once November invoices are issued. There is thus a need to expedite the process so that the final regulations are published.

The amendments are presented below:

New Proposed Spectrum Fees

- Fixed spectrum fees will be increased by 2.5% inflationary increase as proposed in the draft regulations.
- Mobile spectrum (2G, 3G and IMT) will have a new base value of N\$ 1,100.00 from the proposed N\$ 1,210.00.
- Point-to-Point will have a new base value of N\$ 98.00.
- VSAT will have a new base value of N\$ 550.00 from N\$ 650.

The impact of revised fees for the operators in general is as follows:

- Mobile spectrum will reduce by 28%.
- P2P will reduce by 13%.
- VSAT will reduce by 38%.
- Broadcasting P2P will reduce from N\$ 966 to N\$ 950.
- This will benefit all players to whom spectrum has been assigned.

The meeting resolved to accept the amendments as proposed and final regulations will be updated to reflect the new fees and new FBFs as discussed.

7TH NATIONAL ICT SUMMIT: SAFEGUARDING NAMIBIA'S DIGITAL FUTURE

The Ministry of Information and Communication Technology (MICT) hosted the 7th National ICT Summit, centered around the theme “*Re-thinking Cybersecurity Investment to Secure the Digital Economy and its Opportunities*”, from 09 to 11 October 2023 at Mecure Hotel. The summit provided a crucial platform for industry leaders and stakeholders to discuss both global and local ICT trends and challenges.

The event brought together a diverse group of experts, innovators, and stakeholders, creating a valuable space for sharing insights, exploring emerging trends, and shaping the future of Namibia's Information Communication Technology (ICT) sector. Throughout the three-day summit, engaging discussions and presentations shed light on the approach of ICT in the country.

Dr. Peya Mushelenga, Minister of Information and Communication Technology (MICT) in his opening address, emphasised the vital need to protect the digital realm. He stressed the importance of fortifying application security, network security, and data security, among other key elements.

Dr. Mushelenga highlighted that, “Our ability to fully harness the benefits of the digital economy hinges on our capacity to protect it from potential cyber threats, as cyber-attacks have become common. Academic research reveals that cybercriminals grew brave, targeting banks and financial institutions and they negatively affect economic growth”.

A prominent theme of the summit was the empowerment of Namibia's youth. Dr. Mushelenga encouraged them to seize the opportunities presented by the summit, urging them to transform their innovative ideas into tangible interventions and products. This underscores the belief in the pivotal role of young minds in driving Namibia's ICT landscape forward.

The 7th National ICT Summit demonstrated a united commitment to fortifying Namibia's digital landscape. By fostering discussions on cybersecurity, the summit took a significant step toward securing the nation's digital economy and the opportunities it offers to all Namibians.

CRAN showed its support by exhibiting and sponsoring N\$30,000.00 towards the summit.



Elton Witbooi, Executive: Cybersecurity & ICT

MICT WELLNESS TOURNAMENT

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Team CRAN that participated at the MICT Wellness Tournament

CRAN proudly participated at the MICT Wellness Tournament on 14 October 2023, held at the National Youth Service Stadium in Rietfontein, Otjozondjupa Region.

The primary goal of the MICT Wellness Tournament was to facilitate an opportunity for MICT and its Public Enterprises to come together, foster social connections, and cultivate a sense of camaraderie within the ICT sector. CRAN enthusiastically took part in a range of sporting activities including Volleyball, Soccer, Darts, and 100m x4 Relay, showcasing their commitment to this initiative.

Each of CRAN's teams exhibited unwavering dedication and put forth their best efforts. The result was a commendable achievement, with CRAN securing the third-place position in Volleyball and an outstanding first-place victory in the men's 100m x4 Relay event. This success highlights CRAN's commitment to excellence and their competitive spirit in the wellness tournament.

The MICT Wellness Tournament was a delightful event filled with laughter, teamwork, and a remarkable sense of unity. It marked a significant success, not only for CRAN but for the entire ICT sector. The event fostered a strong sense of community and camaraderie, and it was a testament to the positive and collaborative spirit of all teams that showed up.

CRAN's participation in the MICT Wellness Tournament serves as a reflection of their dedication to physical well-being, teamwork, and their contribution to building a stronger and more connected ICT community. We look forward to many more of such events that promote wellness and unity within our organisation and the broader ICT sector.

World Post Day is celebrated each year on 09 October in remembrance of the anniversary of the establishment of the Universal Postal Union (UPU) in 1874 in Bern, Switzerland. This year, UPU celebrated the event virtually, under the theme “*Together for Trust: Collaborating for a safe and connected future.*”

The day was declared World Post Day by the UPU congress held in Tokyo, Japan in 1969. Since then, countries across the world participate annually in the celebrations. Postal entities in many countries use the event to introduce or promote new postal products and services, that will contribute towards global and economic development.

The purpose of World Post Day is to create awareness on the role of the postal sector in people and businesses’ everyday lives and its contribution to the social and economic development of countries. The celebration encourages member countries to undertake programme and activities aimed at generating a broader awareness of their Post’s role and activities among the public and media on a national scale.

CRAN Beats caught up with Emilia Eino, Manager: Postal & E-commerce for a brief discussion on the importance of World Post Day, and this is what she had to say, “In this digital age, where emails and instant messages dominate our communication, let us not forget the joy and personal touch that comes with receiving a physical letter. The anticipation of opening an envelope, the feel of the paper, and the time and effort taken to write a thoughtful message, these are all experiences that make the postal service so special.”



Emilia Eino, Manager: Postal and E-commerce

INTERNATIONAL E-WASTE DAY

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International E-waste Day is celebrated yearly on 14 October, and it was established in 2018 by the Waste Electrical and Electronic Equipment (WEEE) Forum, a non-profit organisation. The Forum focuses on E-waste management projects, knowledge sharing, alliances, and best industry practices amongst its members. The day is celebrated to reflect on the impact of E-waste on the environment and the various actions that can be taken to prevent irreversible damage to the planet. The theme for this years' commemoration is *"You can recycle anything with a plug, battery or cable"*.

E-waste is defined by the International Telecommunications Union (ITU) as "electrical or electronic equipment that is waste, including all components sub-assemblies and consumables that are part of the equipment at the time the equipment becomes waste." Thus, E-waste should be responsibly disposed of as electronic items contain dangerous substances such as lead and mercury which can release toxins and chemicals into the atmosphere, water sources and the soil when incorrectly disposed. This can lead to the pollution of the ecosystem and human health hazard.

Namibia generated roughly 6.4 kilograms per person of E-waste in 2019 (ITU). Namibia has since established various companies that specialise in e-waste management to enable the proper disposal of electronic items such as cell phones, laptops, printers, keyboards, and household electrical and electronic equipment.

Citizens are therefore encouraged to be responsible and drop off used electronic and electrical items at e-waste management entities. This will preserve our planet for generations to come and keep Namibia clean. CRAN is playing its part and has forged E-waste partnerships with NamiGreen, Ecolux Trading CC and City of Windhoek Waste Management Unit for various recycling initiatives.

Let us collaborate, recycle and re-use!

International E-Waste Day

You can recycle anything with a plug, battery or cable!



14 OCTOBER 2023

CRAN HOSTS CONSTITUENT STAKEHOLDER ENGAGEMENT MEETING ON NAM-CSIRT

In a collaborative effort to combat the rising concerns of cyber threats, CRAN hosted a Constituent Stakeholder Engagement Meeting on 14 November 2023, at Mercure Hotel. The constituent meeting brought together government agencies, businesses, academia, and civil society to collectively address the challenges posed by cyber threats in today's connected world.

The primary functions of NAM-CSIRT included ensuring the security and stability of Namibia's cyberspace and mitigating the risk of cyber offences. While not functioning as a helpdesk, NAM-CSIRT will focus on its mandate, covering announcements, warnings, technology watch, intrusion detection, and quality management.

Additionally, the establishment of NAM-CSIRT will position Namibia at the forefront of safeguarding cyber infrastructure and citizen protection from cyber threats. The goal is to become a trusted entity offering timely and effective incident response services to both public and private sectors.

CRAN's commitment is to build strong partnerships based on mutual respect and shared responsibility, fostering comprehensive strategies, sharing threat intelligence, and devising proactive measures to mitigate cyber risks.



Elton Witbooi, Executive: Cybersecurity & ICT



Ronel Le Grange, Executive: Engineering & Technical Services

AfricaCom is a premier technology and telecommunications conference that stands as a cornerstone on the African continent's events calendar. The event was hosted from the 14 to 16 November 2023 in the vibrant city of Cape Town, South Africa. The conference was a convergence of intellects, visionaries, and stakeholders deeply invested in the technological evolution of Africa.

The inaugural day of AfricaCom brought together industry leaders, innovators, and stakeholders in a collaborative effort to dissect and showcase the latest developments in technology, telecommunications, and digital transformation across the continent. Discussions spanned a diverse array of topics, including connectivity, sustainability, the trajectory of telecom companies, cybersecurity, and pioneering technologies. The collective knowledge shared laid the foundation for strategic advancements in these critical sectors.

The second day of the conference was marked by thought-provoking sessions that transcended the conventional boundaries of technology and entrepreneurship across Africa. The agenda was rich and diverse, featuring impactful headline keynotes that delved into financing strategies for some of Africa's most significant investment projects. Additionally, the inclusion of sessions on fintech and women in tech showcased a commitment to fostering inclusivity and diversity in the technological landscape.

The exhibition floors served as dynamic spaces where the latest technological innovations and products were unveiled. The buzzing atmosphere was a testament to the vigor of progress and innovation in the tech industry. AfricaCom played a pivotal role in shaping the future of technology in Africa, acting as a nexus for fostering partnerships and driving socio-economic development through digital transformation.

CRAN, at the forefront of regulatory stewardship in Namibia, was represented by Rackel Shikongo, our esteemed Practitioner in Access to Information. AfricaCom emerged as a catalyst for innovation and progress across various industries, aligning with the overarching goal of advancing the continent's digital landscape. The insights gained, partnerships formed, and strategic collaborations fostered at this premier event will undoubtedly contribute to the ongoing evolution of technology in Africa.



Rackel Shikongo at AfricaCom, Cape Town

CRAN AND NAMFISA FORMALISE THEIR COMMITMENT TO COLLABORATE BY SIGNING AN MOU



Maria Moses, Executive: Finance & Administration and Kenneth Matomola, CEO NAMFISA

On 27 November 2023, CRAN and the Namibia Financial Institutions Supervisory Authority (NAMFISA), signed a Memorandum of Understanding (MoU), committing to collaborate in areas of common interest and enhance the effective and efficient performance of their respective mandates.

CRAN, established under the Communications Act, (No. 8 of 2009), as an independent regulator of the communications and postal sectors, and NAMFISA, established in terms of the Namibia Financial Institutions Supervisory Authority Act, 2001, recognised the need for a working relationship on regulatory and supervisory issues. The collaboration thus seeks to foster and maintain a robust bilateral relationship, whilst offering regulatory support for the growth of Namibia's ICT and non-bank financial sectors.

During the ceremony NAMFISA's Chief Executive Officer (CEO) Mr. Kenneth Matomola highlighted the key objectives that will drive this new relationship, these include the collaborative formation of a working relationship, periodic sharing of information on regulatory and supervisory issues, and the establishment of a framework for interaction and cooperation in various areas, including digital financial technologies, consumer protection, cyber security, SIM registration, electronic transactions, and communications laws.

On her part, Finance & Administration Executive, Maria Moses on behalf of the CRAN CEO expressed her excitement for the opportunities presented through the MoU. "We are excited about this collaboration with NAMFISA, as it presents an opportunity for the financial sector to benefit from the wide range of high quality, reliable and efficient telecommunications services in the country," stated Nghikembua.

A joint Working Committee made up of representatives from both NAMFISA and CRAN will be established to serve on an ongoing basis. In addition, implementation of the MoU will be under the watchful eye of the committee, which will meet bi-annually to identify areas of collaboration, monitor progress, address challenges, and formulate an implementation plan. The committee's work will align with the agreed terms of reference set by the two Authorities.

Both NAMFISA and CRAN expressed their commitment to this collaborative effort, which is anticipated to positively impact the regulatory landscape and contribute to the growth and stability of Namibia's financial and communication sectors. The MoU underlines the spirit of goodwill and assures that it will not affect the independence of the two (2) Authorities.

CRAN YEAR END FUNCTION AND PERFORMANCE AWARDS CEREMONY

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Team CRAN honoured the Chief Executive Officer, Emilia Nghikembua's invitation to CRAN's Year End Function and performance awards ceremony, themed "*Barnyard*" at Droombos, on 10 November 2023. Attendees arrived at the event, clad in their interpretation of the "*Barnyard*" theme, to an atmosphere filled with excitement as well as anticipation of the results of the performance awards.

The event kicked off with the welcoming remarks by the directors of the event, Stanley Kavetu and Jennifer Pogisho, who ensured that the audience remained fired up.

This was followed by the gracious host, Mrs. Nghikembua, who provided a review of the 2022/2023 financial year, where she highlighted CRAN's achievements for the year under review. CRAN's average organisational performance score for the period under review was 3.69, which exceeds performance in terms of CRAN's Performance Management Policy. This result indicates that CRAN is a high-performing organisation.

Furthermore, Mrs. Nghikembua thanked the CRAN Board, for its unwavering support and dedication to our vision and wellbeing of the employees; the Executive Committee members who are the engine of this organisation and Team CRAN for working together tirelessly to meet our objectives, for being passionate about our purpose, brand, people, and stakeholders, amongst others.

Also in attendance were the Chairperson of the CRAN Board members Dr. Kauna Mufeti and Board Member, Veiko Alexander. Dr Mufeti in her keynote address, advised that as we recognise our achievements, we should also reflect on the impact we make as the Authority.

Dr. Mufeti also bid the winners her heartfelt congratulations, saying that their dedication, professionalism, and innovative spirit has set new benchmarks for excellence within the Authority and that their accomplishments serve as an inspiration to all staff, reminding them of what can be achieved when we push the boundaries of what is possible.

CRAN launched its 5G Consumer Awareness Campaign on 28 November 2023 at Droombos. The campaign's primary goal is to educate the public about the implementation of 5G technology, highlight opportunities for industry and address myths and misinformation.

Cabinet approved the 5G Strategy, which sets out the road map for the implementation of 5G in Namibia. The consumer awareness campaign is a pivotal preparatory step in that implementation process and is part of a crucial component of a broader strategy.

CRAN will utilise a series of social media posts, radio adverts, media releases and feature articles in local newspapers. These efforts aim to debunk myths and educate the public about the benefits of the new technology. Additionally, the campaign will focus on dispelling myths and misinformation around 5G. Primarily that 5G does not cause COVID-19 and is not harmful to human health.

Furthermore, 5G is not very different from the existing 3G and 4G networks. It utilises the same frequencies along with higher frequencies previously reserved for aerial television. The installation of more base stations is required to accommodate these new frequencies and transmit larger volumes of data, at a faster rate than the current bandwidth. Importantly, this does not expose anyone to harmful radiation.

The introduction of 5G presents various opportunities in economic sectors, including finance, tourism, health, education, mining, transport, and the Green Hydrogen Project. 5G is an economic enabler and does not cause COVID-19.

Moreover, Namibia's progress towards a 5G network will have the country join the ranks of Kenya, Tanzania, South Africa, Nigeria, and Botswana that have already introduced the technology.



Stakeholders in attendance at the 5G Consumer Awareness Campaign Media Launch



CRANicles

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