



CRANicles

Communications Regulatory Authority of Namibia

"Consumer rights and obligations"

SPECIAL EDITION | OCTOBER 2023



www.cran.na

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CRAN VALUES

DEAR VALUED STAKEHOLDER

We are delighted to present an enriching edition of our CRANicles newsletter, brimming with content centred around Consumer Relations and Advocacy (CPA).

In this special issue we introduce the CPA division, dedicated to upholding a transparent and equitable environment for ICT consumers in the swiftly evolving domains of telecommunications, broadcasting, and postal services.

This publication highlights CRAN's steadfast commitment to addressing consumer grievances, affirming its role as a safeguard for consumer rights within Namibia's dynamic ICT sector.

We hope you find the guidance on submitting a consumer complain useful, ensuring the seamless delivery of services from our licensed partners.

Esteemed readers, I trust you will discover this special edition of the CRANicles to be valuable. I warmly encourage you to share your thoughts, comments, or questions by reaching out to our Editor at Stakeholdercomms@cran.na.

Here is to propelling ICT advancement in Namibia!

'Pushing ICT Forward in Namibia'



Katrina Siken
Editor

EMPOWERING CONSUMERS: CRAN'S COMMITMENT TO ADJUDICATION AND ADVOCACY

Greetings Valued Stakeholder,

I am pleased to share the significant strides made in aligning the regulations as set forth in Sections 129, 69, 74(2), and 132 of the Communications Act (No. 8 of 2009). This comprehensive framework underscores our unwavering commitment to promoting transparency, accountability, and fairness in the Information and Communication Technology (ICT) service industry.

At the core of our approach is the Consumer Relations and Advocacy division, a dedicated team entrusted with fostering meaningful connections with consumers, and service providers in the ICT sector. Through a suite of consumer-centric programs, we aim to empower individuals and amplify their voices in our interconnected world.

Moreover, our division's multifaceted initiatives, including well-orchestrated campaigns and insightful surveys, ensuring that consumers are kept abreast of the latest developments within CRAN. By maintaining an open channel of communication and providing relevant information, we play a pivotal role in elevating overall consumer satisfaction ratings.

Central to our mission is the swift and satisfactory resolution of consumer complaints. By offering a platform for individuals to voice their concerns, we not only address issues promptly but also strive to rectify underlying challenges. This commitment not only rectifies individual grievances but also fosters a culture of continuous improvement within our organisation.

In conclusion, CRAN remains dedicated to ensuring fairness in the ever-evolving landscape of ICT. We are steadfast in our pursuit of a more equitable and prosperous future for all stakeholders involved.

"Pushing ICT Forward!"



Emilia Nghikembua
Chief Executive Officer

CONSUMER COMPLAINTS IN NAMIBIA'S TELECOMMUNICATIONS SECTOR: CRAN'S EFFORTS IN ADDRESSING GRIEVANCES

Consumers in Namibia have been actively voicing their concerns and complaints to CRAN regarding various issues in the telecommunications sector. During the period 01 February 2021 to 31 January 2022, CRAN received a total of 17 complaints against service licensees. This article examines the statistics, highlights common grievances raised by consumers, and emphasises the role CRAN plays in addressing and resolving these concerns.

Out of the 17 complaints received during the specified period, CRAN successfully resolved 15, showcasing an impressive resolution rate of 82%. This indicates a significant improvement compared to the previous year, where the resolution rate stood at 64%, while the number of complaints unresolved by CRAN decreased from 34% to 18%. The remaining two complaints are still under review, reflecting CRAN's commitment to thoroughly investigating and resolving consumer grievances.

Among the service licensees, Telecom Namibia Limited received the highest number of complaints, with 11 lodged against them. MTC, Paratus, and Wi-Tel received four, one, and one complaint, respectively. These figures shed light on the areas where consumers encountered issues and sought redress from CRAN.

Common Consumer Grievances:

- Poor network coverage: Consumers frequently complained about experiencing call drops,

slow internet speeds, and limited coverage in specific areas. These issues hampered their ability to communicate effectively and access online services.

- Billing discrepancies: Consumers reported discrepancies in their bills, including incorrect charges, unexpected fees and unclear billing practices employed by service providers. Such inconsistencies created financial burdens and eroded consumer trust.
- Unsatisfactory customer service: Many consumers expressed dissatisfaction with the quality of customer service provided by telecommunications operators. Complaints included long waiting times, unresponsive support, and ineffective complaint resolution processes.
- Service outages and disruptions: Frequent service outages, network failures, and prolonged disruptions were a major source of frustration for consumers. These interruptions impeded their daily communication needs and impacted their reliance on telecommunication services.
- Unauthorised value-added services: Consumers raised concerns about being subscribed to additional services without their consent, resulting in unwanted charges on their accounts. Lack of transparency and control over service subscriptions was a significant issue.



Hilya Mhani
Manager: Consumer Relations & Advocacy

Are you or someone you know dissatisfied with the services provided by a telecommunication, broadcasting, or postal service provider? If so, you have the right to lodge a complaint with CRAN against the service provider. Similarly, licensees also have the option to submit disputes.

As per the Communications Act, (No. 8 of 2009), a “complainant” refers to any person who is a customer of a service provider, while a “service provider” includes carriers, licensees, or telecommunications service providers outlined in Chapter V of the Act. A “complaint” refers to a written complaint submitted by a complainant to a service provider or to the Authority, as per Section 131 of the Act. It pertains to the quality of service rendered by the service provider.

To initiate the complaint process, consumer complaints or licensee disputes must be submitted using the “Complaint form (Regulation 4 (1)),” available from CRAN or on the website www.cran.na, as specified in Regulation 4 of the Regulations regarding procedures for the Adjudication of Disputes.

However, it is important to note that certain requirements must be met before a complainant or licensee can lodge a complaint with the Regulator. These requirements ensure that all available dispute or complaint channels between the complainant and the service provider have been exhausted. According to the law, consumers are first required to approach their service provider to address the problem and allow them a period of fourteen (14) days to resolve the consumer complaint. Only if the consumer complaint is not adequately resolved within this timeframe should they approach CRAN.

The Authority recommends that complainants keep all correspondence with the service provider in writing. It is also important for consumers to familiarise themselves with the Regulations regarding Consumer Complaints, available on the CRAN website. Additionally, consumers must ensure that they retain and provide any relevant documents or materials that may serve as evidence in support of their complaint.

If, after the mandatory 14-day period, the consumer remains unsatisfied with the resolution offered by the service provider, they can proceed to file a complaint with CRAN.

When submitting a consumer complaint form, consumers must please ensure that it contains the following information: a) Full name and contact details; b) The name of the person and/or service provider against whom the complaint is lodged. If the name of the person is unknown, provide as many identifying details as possible to assist in the investigation process; c) An accurate and concise statement of the facts, clearly demonstrating the grounds for the complaint against the person and/or service provider; d) A clear and concise statement specifying the specific solution you are seeking; e) Any other relevant information that supports your complaint.

All consumer complaints and accompanying application forms, along with any supporting documents, can be submitted either in person or electronically. For hand-delivered applications, consumers must please visit CRAN Moth Centre, Unit 3 to 5, Peter Muller Street, Windhoek. Alternatively, consumers can submit their application via email to AEL@cran.na.

CRAN is committed to addressing consumer complaints and ensuring the delivery of satisfactory services. Consumer feedback and concerns are important to us.



CRAN
Communications Regulatory Authority of Namibia

Why regulate Postal Services in Namibia?



- To promote the availability of a wide range of high quality, reliable and efficient postal services to all users in the country;
- To foster competition and market efficiency.
- To provide consumer protection;
- To assure Quality of Service; and
- To encourage investment in the sector.

#CRAN #ICT #Regulator #Postal

CRAN CONSUMER COMPLAINT FORM

08

No. 4714

Government Gazette 18 May 2011

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REPORT FORM CONSUMER COMPLAINTS

In terms of Regulation 4(3) of the Regulations Regarding Consumer Complaints, licensees and persons providing services without a licence must maintain records of all complaints and provide an annual report to the Authority on this form.

After completing this form, sign it and submit it to the Authority by no later than 31 January for the previous calendar year.

A. LICENSEE OR PERSON PROVIDING A SERVICE WITHOUT A LICENCE

| | |
|---|--|
| Name | |
| Indicate whether the person is a licensee or a person providing a service without a licence | |

B. CONTACT PERSON

| | |
|-----------------------------|--|
| Contact Person | |
| Physical Address | |
| Postal Address | |
| Telephone number(s) | |
| Facsimile number(s) | |
| Electronic mail address(es) | |

C. COMPLAINTS STATISTICS

| | |
|--|----------------|
| Number of complaints received | |
| Number of Complaints resolved within 14 days | |
| Number of Complaints resolved after 14 days | |
| Number of complaints not resolved after 14 days | |
| Number of complaints not resolved after 14 days, which were subsequently submitted to the Authority | |
| Nature of complaints most received (eg, billing, charges, service and product delivery, confidential information, customer service, service interruptions and dropped calls) | 1. 2. 3. |
| Any preventative measures taken in response to complaints | |
| Any other relevant information | |

D. COMPLAINTS SUBMITTED TO CRAN

| Complainant | Nature of Complaint | Date Received | Resolution or Status |
|-------------|---------------------|---------------|----------------------|
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

E. UNRESOLVED COMPLAINTS NOT SUBMITTED TO CRAN

| Complainant | Nature of Complaint | Date Received | Resolution or Status |
|-------------|---------------------|---------------|----------------------|
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |


Signed by _____ at _____ in his/her capacity as _____, duly authorised and warranting such authority and warranting that the information provided herein is true and correct, on the _____ day of _____, 20__.

Signature

ACKNOWLEDGEMENT OF RECEIPT BY CRAN:

| | |
|------------|--|
| Name: | |
| Date: | |
| Place: | |
| Signature: | |

WEBSITE CONSUMER COMPLAINT SUBMISSION PROCEDURE

**CRAN**


HomeAboutConsumersEconomicsLicensingSpectrum

Communication

Adjudication of Disputes Regulations

Consumer Advocacy & Protection Campaign

Forms

 SIM Registration Awareness

5G IMT Strategy

Enforcement & Compliance

Regulatory Documents

Equipment Type Approval

Infrastructure Sharing

Procurement

Careers

Downloads

Media Centre

Notices

National Security and Cyber Incidence Response Team

Events

CONSUMER COMPLAINT FORM

Your Name & Surname

Your Email Address

In terms of Regulation 4 of the Regulations Regarding Consumer Complaints, consumer Complaints must be submitted on this form, after the Respondent has been given fourteen (14) days to first resolve the matter.

Was this complaint first submitted to the Respondent?

Yes ☐ No ☒

If yes, what date was it submitted to the Respondent?

01/04/2013

If no, first submit a complaint to the Respondent and allow the Respondent fourteen (14) days to resolve the matter, alternatively provide a clear and concise statement of the reason why the complaint was not first submitted to the Respondent.



VISION | MISSION | VALUES

~ VISION ~

Access, quality and affordability for all.

~ MISSION ~

To regulate the ICT and Postal sector for the socio-economic benefit of all Namibians.

~ VALUES ~

Accountability
Passion
Teamwork
Respect
Innovation



Communications Regulatory
Authority of Namibia (CRAN)



CRANamibia



@CRANamibia



www.cran.na



CRANicles

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@CRANAMIBIA



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