



GOVERNMENT GAZETTE

OF THE

REPUBLIC OF NAMIBIA

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CONTENTS

Page

GENERAL NOTICE

No. 24	Communication Regulatory Authority of Namibia: Regulations Prescribing Regulations on Reporting Obligations for Licensees: Communications Act, 2009	1
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General Notice

COMMUNICATIONS REGULATORY AUTHORITY OF NAMIBIA

No. 24 2021

REGULATIONS PRESCRIBING REGULATIONS ON REPORTING OBLIGATIONS FOR LICENSEES: COMMUNICATIONS ACT, 2009

The Communications Regulatory Authority of Namibia in terms of section 129(1)(f) of the Communications Act, 2009 (Act No. 8 of 2009) -

- (a) makes the Regulations set out in the Schedule;
- (b) repeals the Regulations Setting Out Cost Accounting Procedures and Reporting Requirements, which were published under General Notice No. 474 of 6 December 2013;
- (c) amends the Regulations Regarding License Conditions for Broadcasting Service Licences published under General Notice No. 309 of 13 September 2012 by the deletion of subregulation (4) of regulation 11;
- (d) amends the Regulations Regarding License Conditions for Telecommunications Service Licensees published under General Notice No. 308 of 13 September 2012 by -
 - (i) the substitution for subregulation (1) of regulation 20 of the following:

- “A licensee must submit reports to the Authority in accordance with the Regulations on Reporting Obligations for Licensees, published under General Notice No. 24 of 1 February 2021.”;
- (ii) the deletion of subregulations (2) and (3) of regulation 20;
- (e) amends the Regulations Prescribing Quality of Service Standards applicable to Service Licensees published under General Notice No. 152 of 21 April 2015 by -
- (i) the substitution for subregulation (1) of regulation 5 of the following:
“A licensee must submit reports to the Authority in accordance with the Regulations on Reporting Obligations for Licensees, published under General Notice No. 24 of 1 February 2021.”;
 - (ii) the deletion of subregulation (9) of regulation 5 and Appendix B;
- (f) amends the Regulations Regarding Procedures for the Adjudication of Disputes, published under General Notice No. 468 of 9 November 2017 by -
- (i) the deletion of subregulations (2) and Form C;
 - (iii) the substitution for subregulation (3) of regulation 8 of the following:
“A service provider must submit reports to the Authority in accordance with the Regulations on Reporting Obligations for Licensees, published under General Notice No. 24 of 1 February 2021.”; and
- (g) amends the Broadcasting Code for Broadcasting Licensees published under General Notice No. 602 of 31 October 2018 by -
- (i) the substitution for item (2) of paragraph 30 of the following:
“A broadcasting licensee must, for every completed year during which Part D pertaining to local content applied to such licensee, submit a compliance report to the Authority in accordance with regulation 6 of the Regulations on Reporting Obligations for Licensees, published under General Notice No. 24 of 1 February 2021.”; and
 - (ii) the deletion of items (2) and (3) of paragraph 30.

H. M. GAOMAB II
CHAIRPERSON OF THE BOARD
COMMUNICATIONS REGULATORY AUTHORITY OF NAMIBIA

SCHEDULE

ARRANGEMENT OF REGULATIONS

PART 1
INTRODUCTORY PROVISIONS

1. Definitions
2. Objects and application of Regulations
3. Submission of documents to the Authority

PART 2
SUBMISSION OF ANNUAL FINANCIAL STATEMENTS, QUARTERLY, BI-ANNUAL
AND ANNUAL REPORTS AND OTHER INFORMATION

4. Submission of annual financial statements
5. Submission of returns other than annual financial statements: telecommunication licensees
6. Submission of returns other than annual financial statements: broadcasting licensees
7. Submission of returns other than annual financial statements: postal licensees
8. Submission of *ad hoc* reports
9. Submission of further information
10. Retention of information

PART 3
ITU AND UPU DATA REQUIREMENTS

11. Adherence to ITU and UPU data requirements

PART 4
GENERAL

12. Publishing of information
13. Condonation
14. Failure to submit information

PART 1
INTRODUCTORY PROVISIONS

Definitions

1. (1) In these Regulations, any word or expression to which a meaning is assigned in the Act has that meaning, and -

“Act” means the Communications Act, 2009 (Act No. 8 of 2009);

“broadcasting licensee” means the holder of a broadcasting license issued in terms of the Act;

“data portal” means the electronic interface found on the landing page of the official website of the Authority by means of which licensees are required to submit reports and other information required by the Authority;

“ITU” refers to the International Telecommunications Union, which is the United Nations specialised agency for information and communications technologies;

“licensee” means a broadcasting licensee, postal licensee or a telecommunications licensee;

“official website of the Authority” is the website with URL <https://www.cran.na>;

“postal licensee” means the holder of a postal license issued in terms of the Act;

“telecommunications licensee” means the holder of a telecommunications license issued in terms of the Act; and

“UPU” means the Universal Postal Union which is the United Nations specialised agency that coordinates postal policies among member nations, in addition to the worldwide postal system.

- (2) For purposes of regulations 5, 6 and 7 -
 - (a) “due date for each quarter” of each year means -
 - (i) 30 April for the quarter commencing 1 January and ending 31 March;
 - (ii) 31 July for the quarter commencing 1 April and ending 30 June;
 - (iii) 31 October for the quarter commencing 1 June and ending 30 September;
 - (iv) 31 January in the succeeding year for the quarter commencing 1 October and ending 31 December;
 - (b) “due date for each semester” of each year means -
 - (i) 31 July for the semester commencing 1 January and ending 30 June;
 - (ii) 31 January in the succeeding year for the semester commencing 1 July and ending 31 December; and
 - (c) “due date for each year” means 31 January in the succeeding year for a calendar year.

Objects and application of Regulations

- 2. (1) The objects of these Regulations are to -
 - (a) harmonise all data collection activities by the Authority; and
 - (b) make provision for the method of collecting data through the data portal.
- (2) These Regulations apply to all licensees.
- (3) If the provision of any regulation prescribed by the Authority under the Act contradicts these Regulations, the provisions of these Regulations apply.

Submission of documents to the Authority

3. A person permitted or called upon to submit information to the Authority must do so electronically via the data portal in accordance with these Regulations.

PART 2

SUBMISSION OF ANNUAL FINANCIAL STATEMENTS, QUARTERLY, BI-ANNUAL AND ANNUAL REPORTS AND OTHER INFORMATION

Submission of annual financial statements

- 4. For purposes of -
 - (a) section 55(1) and (3), every telecommunications licensee must within the period agreed with the Authority but no later than six months after the end of such licensee’s financial year;
 - (b) section 91(1), every broadcasting licensee must within 60 days after the end of such licensee’s financial year; and

- (c) section 96(7), every postal licensee must within 60 days after the end of such licensee's financial year,

upload its audited annual financial statements in electronic format via the data portal: Provided that if a licensee contemplated in paragraphs (b) or (c) is unable to comply with the 60-day period, such licensee must apply in writing to the Authority for extension of that period, subject thereto that the Authority may not extend the period for more than four months after the end of the 60-day period.

Submission of returns other than annual financial statements: telecommunications licensees

5. (1) Every telecommunications licensee must upload via the data portal -
- (a) a report on or before the due date for each quarter complying with the data requirements contained in **Annexure A, Form A1**;
 - (b) a report on or before the due date for each semester complying with the data requirements contained in **Annexure A, Form A2**; and
 - (c) a report on or before the due date for each year complying with the data requirements contained in **Annexure A, Form A3**.

(2) Every telecommunications licensee must annually after the finalisation of its annual financial statements referred to in regulation 4 correlate and align its reports referred to in subregulation (1)(a) for the financial year in question with its annual financial statements for that year, to ensure reliable data submissions and the monitoring of sector performance.

(3) If the audited annual financial statements of a telecommunications licensee are restated for any reason, the reports referred to in subregulation (1)(a) must again be uploaded on the data portal, if such restatement necessitates the amendment of any of those reports.

(4) A licensee who provides telecommunications services but not as its main business activity must have mechanisms in place to ensure that the data requested by the Authority in terms of subregulation (1)(a) is separate from its other business and audited by a person duly registered as an accountant and auditor under the Public Accountants and Auditors Act, 1951 (Act No. 51 of 1951).

Submission of returns other than annual financial statements: broadcasting licensees

6. (1) Every broadcasting licensee including the Namibian Broadcasting Corporation referred to in section 93 of the Act must upload via the data portal -

- (a) a report on or before the due date for each quarter complying with the data requirements contained in **Annexure B, Form B1**;
- (b) a report on or before the due date for each semester complying with the data requirements contained in **Annexure B, Form B2**; and
- (c) a report on or before the due date for each year complying with the data requirements contained in **Annexure B, Form B3**.

(2) Every broadcasting licensee must annually after the finalisation of its annual financial statements referred to in regulation 4 correlate and align its reports referred to in subregulation (1)(a) for the financial year in question with its annual financial statements for that year, to ensure reliable data submissions and the monitoring of sector performance.

(3) If the audited annual financial statements of a broadcasting licensee are restated for any reason, the reports referred to in subregulation (1)(a) must again be uploaded on the data portal, if such restatement necessitates the amendment of any of those reports.

Submission of returns other than annual financial statements: postal licensees

7. (1) Every postal licensee must upload via the data portal -
- (a) a report on or before the due date for each quarter complying with the data requirements contained in **Annexure C, Form C1**;
 - (b) a report on or before the due date for each semester complying with the data requirements contained in **Annexure C, Form C2**;
 - (c) a report on or before the due date for each year complying with the data requirements contained in **Annexure C, Form C3**.

(2) Every postal licensee must annually after the finalisation of its annual financial statements referred to in regulation 4 correlate and align its reports referred to in subregulation (1)(a) for the financial year in question with its annual financial statements for that year, to ensure reliable data submissions and the monitoring of sector performance.

(3) If the audited annual financial statements of a postal licensee are restated for any reason, the reports referred to in subregulation (1)(a) must again be uploaded on the data portal, if such restatement necessitates the amendment of any of those reports.

Submission of *ad hoc* reports

8. (1) The Authority may, while carrying out its obligations in terms of the Act, require a licensee to provide reports to enable the Authority to -

- (a) monitor and enforce spectrum utilisation, consumer protection, quality of service requirements, fair competition, compliance with licence conditions or other requirements of the Act;
- (b) collect and compile information to be used for purposes of sectoral analysis, planning, reporting and conducting inquiries;

(2) The Authority must provide to a licensee referred to in subregulation (1) detailed specifications of its data request, applicable response times and a contact person to whom queries may be addressed.

(3) Such licensee must provide any report referred to in subregulation (1) in the manner and in accordance with the format determined by the Authority.

Submission of further information

9. Licensees must submit any additional information requested by the Authority to verify or clarify cost accounting information within 30 days from receiving the request from the Authority.

Retention of information

10. All licensees must retain the information required to complete the reports and returns required in terms of these Regulation for a minimum of 36 months after the end of the reporting period, or for a longer time period as may be directed by the Authority.

PART 3
ITU AND UPU DATA REQUIREMENTS

Adherence to ITU and UPU data requirements

11. (1) As part of the international obligations of the Republic of Namibia the Authority must cause -

- (a) telecommunications licensees, where applicable to comply with the information and communication technologies data requirements published periodically by the ITU; and
- (b) postal licensees, where applicable to comply with data requirements published periodically by the UPU.

(2) The information and communication technologies indicators currently applicable are specified in-

- (a) **Annexure A, Form A1** for telecommunications licensees; and
- (b) **Annexure C, Form C1** for postal licensees.

(3) The Authority will substitute the data requirements referred to in subregulation (2) whenever they are amended or repealed by the ITU or the UPU, as the case may be.

PART 4
GENERAL

Publishing of information

12. (1) Subject to the provisions of section 27 and 28 of the Act and subregulation (2) and (3) the Authority may publish in any format and in the manner that the Authority deems reasonably appropriate, information obtained because of the submission of any return or report in terms of these Regulations.

(2) A licensee may request the Authority to treat any information contained in a report or return submitted in terms of these Regulations as confidential commercial information that may not be disclosed to third parties other than appropriate government agencies, in which event section 28 of the Act applies.

(3) Notwithstanding subregulation (1), the Authority must consult with a licensee before publishing any information referred to in that subregulation, which may be confidential commercial information of or regarding that licensee.

Condonation

13. (1) If a licensee is unable to comply with any period set out in these Regulations, it may request from the Authority for an extension of at least seven days prior to the time set out or within any other time agreed by the Authority upon good cause shown.

(2) The Authority must respond to the request for condonation as soon as practicable, and may in its sole discretion either grant or deny the request taking into account the nature and the reasons for non-compliance with the time set out.

Failure to submit information

14. (1) If a licensee fails to submit any return or reports required in terms of these Regulations, the Authority may -

- (a) issue a written request for submission of outstanding information within 30 days; or
- (b) require the licensee to implement a remedial plan within a time frame agreed with the Authority and again submit the outstanding or additional information to the Authority.

(2) If after the measures set out in subsection (1) above, the licensee still fails to submit the information requested, the Authority will deal with the matter in terms of section 114, 115 and 116 of the Act and the Penalty Regulations published under General Notice No. 159 of 29 April 2020.

**ANNEXURE A
FORM A1**

(Regulation 5(1)(a))

QUARTERLY DATA REQUIREMENTS FOR TELECOMMUNICATION LICENSEES	
ITU Indicators	
Revenues	
Mobile	Revenues Mobile Data
	Revenues Mobile Voice Domestic
	Revenue Mobile Voice International
	Revenues SMS Domestic
	Revenues SMS International non-SADC
	Revenues SMS International SADC
Landline and VOIP	Revenue Fixed line rental
	Revenue Fixed line Voice domestic
	Revenue Fixed line Voice International
	Revenue VOIP Voice domestic
	Revenue VOIP Voice International
Data and Bandwidth	Revenue Data ADSL
	Revenue Data Fixed Wireless
	Revenue Data FTTX
	Revenue Data Leased lines and Ethernet
	Revenue National Data Transmission Retail
	Revenue National Data Transmission Wholesale
	Revenue Other Fixed Data connectivity
	Revenue VSAT
Expenses	Expenses ADSL Links
	Expenses International data capacity
	Expenses other purchased data capacity
	Expenses Purchased leased line capacity
Mobile KPIs	KPI Implied Price Overall
	KPI Implied Price Post-paid
	KPI Implied Price Prepaid
	KPI Overall Data ARPU (Average Revenue per Unit) Monthly Average

	KPI Overall MOU (Minutes of Use) Monthly Average
	KPI Overall Voice ARPU Monthly Average
	KPI Post-paid Data ARPU Monthly Average
	KPI Post-paid MOU Monthly Average
	KPI Post-paid Voice ARPU Monthly Average
	KPI Prepaid Data ARPU Monthly Average
	KPI Prepaid MOU Monthly Average
	KPI Prepaid Voice ARPU Monthly Average
Interconnection	Revenue Interconnection All
	Revenue Interconnection Domestic
	Revenue Interconnection International
	Expenses Interconnection Domestic
	Expenses Interconnection International
	Expenses Interconnection All
Subscribers	Subscribers Mobile Post-paid active SIM Cards
Mobile	Subscribers Mobile Prepaid active SIM Cards
	Subscribers mobile broadband via dongle
	Subscribers mobile broadband via mobile
	Subscribers Mobile M2M (Machine-to-machine)
	Subscribers Smartphones
	No ported
Landline	Subscribers Fixed line business
	Subscribers Fixed line residential
	Subscribers IDSN Dialup
	Subscribers Modem Dialup
	Subscribers xDSL 10Mbps and above
	Subscribers xDSL 2 to 10Mbps
	Subscribers xDSL below 2Mbps
Other	Subscribers Fibre to the home
	Subscribers Leased lines
	Subscribers Metronet Ethernet
	Subscribers Other wireless
	Subscribers Satellite broadband VSAT
	Subscribers VoIP (Voice over Internet Protocol)
Investment	Investment Network expansion upgrade
	Investment Software
Infrastructure	International downlink bandwidth Gbps
	International uplink bandwidth Gbps
	Infrastructure No(number) Microwave Links
	Infrastructure Fibre Route km (kilometre)
	Infrastructure No End-users Connected Fibre (RAN Sites)
	Infrastructure No Sites Fixed Wireless
Traffic	
Mobile	Traffic mobile incoming minutes from Fixed lines
	Traffic mobile incoming minutes from other mobile operators
	Traffic mobile incoming minutes International
	Traffic mobile Outgoing Minutes International
	Traffic mobile Outgoing Minutes Off net Fixed line

	Traffic mobile Outgoing Minutes Off net Mobile
	Traffic mobile Outgoing Minutes On net
	Traffic mobile SMS Received
	Traffic mobile SMS Sent
	Traffic mobile Data GB used
Landlines	Traffic Fixed line incoming from mobile operators
	Traffic Fixed line incoming International
	Traffic Fixed line Outgoing International
	Traffic Fixed line Outgoing On-net
	Traffic Fixed line Outgoing other mobile operators
Employment	Employment contract semi-permanent
	Employment disabled fulltime
	Employment expats fulltime
	Employment female fulltime
	Employment female management
	Employment fulltime
	Employment part-time
Other Indicators	
Infrastructure	Revenue Other Infrastructure
	Revenue Tower Colocation
GDP Contribution	GDP Operating Expenses total Reported
	GDP Revenue total Reported
	GDP Salaries Expenses total Reported
	Depreciation/Amortisation Reported
Product Submission	Product Name
	Application Letter in PDF
	Tariff information Excel/Word
	Terms & Conditions
Promotions	Product Name
	Start Date
	End Date
	Promotional Material 1
	Promotional Material 2

ANNEXURE A
FORM A2
(Regulation 5(1)(b))

BI-ANNUAL DATA REQUIREMENTS FOR TELECOMMUNICATION LICENSEES	
Quality of Service	Billing and administration No complaints
	Billing and administration Resolved 24H (hours)
	Calls to customer services answered 20 Seconds Percent
	Customer Service No Complaints
	Customer Service resolved 24h
	Fault Repair Within 24h
	Fault Repair Within 48h
	Fixed line Faults per 100 lines
	Fixed line percent faults cleared next working day
	Fixed line Waiting list

	Number portability No Complaints
	Number portability resolved 24H
	Other No complaints
	Other resolved 24h
	Resolved Complaints Fault Repair 24H
	Supply time Fixed line initial connection within 5 elapsed days percent
	Supply time Internet within 5 elapsed days percent
	Supply time initial mobile within 5 days percent
	Total No complaints not resolved
	Total No complaints resolved within 24 Hours
	Unsuccessful SMS Attempts
	Total number portability request
	Total Calls received customer support
	Supply time Mobile initial connection within 7 days % (Fixed Contract)
	Supply time Internet within 7 days %
	Supply time Fixed within 7 days %
	Percent of faults repaired within 24 lapsed hours
	Remaining percentage of faults repaired within 48 elapsed hours
	SMS originating Attempts
	Number test data transmissions
	Number successful test data transmissions
	Number successful login attempts
	Number portability request deviating process
	Data Speed advertised Mbps (Megabits per second)
	Data Speed achieved Mbps
	Total No of bills issued to customers
	No of bills issued resulting in customer complaints
	Hours defined as busy time for calls
	% successful Calls during busy time
	No of Successful send and received SMS
	Hours defined as busy time for calls
	Hours defined as busy time for SMS
	% dropped Calls
	% deviating requests number portability
	Hours defined as busy time for internet
	No of log-in attempts
	No of successful log-ins
	No of originating SMS attempts
	No of successfully send SMS
	No of test data transmissions
	No of successful data transmissions
	Hours defined as busy time for data
RAN SITES	
Home	Site Name
	Site Owner
	Address
	Tower Height (m)

	Electricity
	Number of 2G Cells
	Number of 3G Cells
	Number of 4G Cells
	Colocation space available
RAN Sites	
Site Info	Operator ID (identification)
	Site ID
	Name
	Site Owner
	MCC (Mobile Country Code)
	MNC (Mobile Network Code)
	Site Manager
	Region
	Address
	Site Type
	Landlord
	Site Altitude
	Site Latitude
	Site Longitude
	Tower Make
	Tower Model
	Tower Type
	Tower Height (m)
	Building Height (m)
	OPEX per month (N\$) (excluding collation costs)
Technology	2G
	3G
	4G
	CDMA
	WIFI
	WIMAX
Transmission Backhauling	Fiber
	Microwave
	Other
	Bandwidth Mbps
	Backhaul Data Connectivity
	Backhaul Bandwidth
	Backhaul Cost per month (N\$)
	Electricity
	Electricity Cost per Month (N\$)
	Colocation site
	Space available
	Co-locator Names
	Co-location rent per month (N\$)
GSM Cells	Cell name
	NE (Network) name
	Tower Height (m)

	Type
	Antenna Type
Antenna info	Antenna Vendor
	Antenna Model
	Antenna height meters
	Power Max Watt
	Azimuth
	BCC
	BCCH (Broadcast Control Channel)
	BSIC (Base Station Identity Code)
	CL
	LAC (Location Area Code)
	Tilt Electrical
	Tilt Mechanical
	Power Actual Watt
	Frequency Download Mhz
	Band Number
	ARFCN
	Bandwidth
	NCC (Network Colour Code)
	TCH (Traffic Channel)
UMTS Cells	NE Name
	RNC ID (Radio Network Controller)
	NodeB ID
	Cell ID
	NodeB Name
	Cell Name
	LAC (Location Area Code)
	RAC (Routing Area Code)
	Upload Frequency
	Download Frequency
	PSC (Packet Switch Capability)
	Site Configuration
	Antennae Type
	Antenna Vendor
	Antenna Model
	Power Max Watt
	Azimuth
	Tilt Electrical
	Tilt Mechanical
	Frequency Download Mhz
	Band Number
	UARFCN
	Bandwidth
	Antennae Height (m)
LTE Cells	Cell Name
	Antennae Type
	Azimuth

	EARFCN (E-UTRA Absolute Radio Frequency Channel Number)
	eNodeB ID
	eNodeB Name
	Local Cell ID
	Antenna Vendor
	Antenna Model
	Antenna height meters
	Power Max Watt
	Power Actual Watt
	Azimuth
	Tilt Electrical
	Tilt Mechanical
	Frequency Download Mhz
	Band Number
	EARFCN
	Bandwidth
	Tilt Electrical
	Tilt Mechanical
	PHYCell ID
	Root Sequence Idx
	TAC
Point-to-Point Links	Bandwidth MHz
	Data Rate Mbits
	Site ID
	Frequency MHz
	Model
	Antenna Model
	Manufacturer
	Modulation Type
	Polarization
	Antenna Height (m)
Point-to-Multi-Point Links	Bandwidth MHz
	Data Rate Mbits
	Site ID
	Frequency MHz
	Model
	Antenna Model
	Manufacturer
	Modulation Type
	Polarization
	Antenna Height (m)
Satellite	Satellite Name
	Satellite Type
	Frequency Type
	Type Service
	Modem
	Polarization
	Power Output (Watt)

	Power DBM
	Uplink Speed Mbps
	Uplink Centre Frequency MHz
	Downlink Centre Frequency MHz

ANNEXURE A
FORM A3
(Regulation 5(1)(c))

ANNUAL DATA REQUIREMENTS FOR TELECOMMUNICATION LICENSEES	
Customer Complaints	No of complaints received
	No of complaints resolved within 14 days from date of receipts
	No of complaints resolved after 14 days from date of receipts
	No of complaints not resolved within 14 days from date of receipts
	No of complaints not resolved after 14 days from date of receipts
	No of complaints not resolved after 14 days which were submitted to the Authority
	No of complaints: Billing
	No of complaints: Quality of Service
	No of complaints: Customer Service
	Other: Service and product delivery, advertisement, confidential information

ANNEXURE B
FORM B1
(Regulation 6(1)(a))

QUARTERLY DATA REQUIREMENTS FOR BROADCASTING LICENSEES	
Revenue	Advertisements
	Sponsorships
	Decoder sales
	Infrastructure sharing
	SMS short codes
	Subscription fees
	Other broadcasting related
	Other non-broadcasting related
Expenses	Signal distribution terrestrial
	Signal distribution satellite
	Decoders and end-user equipment
	Programming fees international content
	Programming fees local content
	Studio Cost
	Local Content Production Costs
	Other
Investment	Property and plant
	Satellite transmission infrastructure
	Terrestrial transmission infrastructure
Subscribers	Digital mobile
	Digital terrestrial
	Satellite tv

Staff	Full time women
	Full time disabled
	Full time expatriates (excluding permanent residence)
	Part-time
	Contract and semi-permanent

ANNEXURE B

FORM B2 (Regulation 6(1)(b))

BI-ANNUAL DATA REQUIREMENTS FOR BROADCASTING LICENSEES	
Quality or service	Supply time for subscription-based television service connections within 5 elapsed days percent
	Supply time for subscription-based television service connections within 7 elapsed days percent
	Fault Repair Within 24h
	Fault Repair Within 48h
	Customer Service No Complaints
	Customer Service resolved 24h
SITES	
	Site Name
	Site Altitude
	Site Latitude
	Site Longitude
	Antenna Height (m)
Studio Links	Antenna Model
(Point-to-Point Links)	Site Frequency 1
	Site Frequency 2
	Site Frequency 3
	Site Owner
	Bandwidth MHz
	Data rate Mbits
	Technology
	Site Name
	Site Latitude
	Site Longitude
Satellite	Antenna Model
	Manufacturer
	Modulation Type
	Polarization
	Antenna Height (m)
	Satellite Name
	Satellite Type
	Frequency Type
	Type Service
	Modem
	Polarization
	Power Output (Watt)

	Power DBM
	Uplink Speed Mbps
	Uplink Centre Frequency MHz
	Downlink Centre Frequency MHz

ANNEXURE B
FORM B3
(Regulation 6(1)(c))

ANNUAL DATA REQUIREMENTS FOR BROADCASTING LICENSEES	
Customer complaints	
Number of complaints received on:	Advertisement
	Content
	Billing
	Reception/signal
	Supply time for subscription-based television service connection
	Customer/Licensee complaint resolution time
	No of complaints received
	No of complaints resolved within 14 days from date of receipts
	No of complaints resolved after 14 days from date of receipts
	No of complaints not resolved within 14 days from date of receipts
	No of complaints not resolved after 14 days from date of receipts
	No of complaints not resolved after 14 days which were submitted to the Authority
Content	Total number of hours or time the broadcasting licensee broadcast applicable local content during the performance period
	Total number of hours or time the broadcasting licensee broadcast programmes or music (including local content programmes and music) during the performance period
	Total number of hours or time broadcasting licensee broadcast exclusions set out in sub-rule (4) during the performance period
	Amount spent on local content

ANNEXURE C
FORM C1
(Regulation 7(1)(a))

QUARTERLY DATA REQUIREMENTS FOR POSTAL LICENSEES	
UPU	
Employment	Employment contract semi-permanent
	Employment disabled fulltime
	Employment expats fulltime
	Employment female fulltime
	Employment female management
	Employment fulltime
	Employment part-time
Revenue	Postal items

	Letter post
	Parcels and express
	Other postal services (MOU, PostFin, etc)
	Interconnection
	Other income
	Bills (Number of payments (sent in paper form, by electronic means or by other communication methods)
	Money orders (Number of payments (sent in paper form, by electronic means or by other communication methods)
	Operating revenue
	Operating result Both Profit and Loss
	Operating costs
Postal Access and Deliveries	Number of permanent post offices
	Number of post offices accepting financial transactions
	Number of post offices offering public internet services
	Number of postal establishments not open to the public i.e. sorting centers
	Number of letter boxes (P O Boxes)
	Number of private bags
	Number of post boxes occupied
	Number of Private bags occupied
	Number of post offices in remote areas including, mobile post offices
	Number of ordinary mail deliveries per working day in rural areas
	Number of ordinary mail deliveries per working day in urban areas
	Number of post offices providing savings bank (PostFin) service
	Average number of deliveries per working day in urban areas
	Average number of deliveries per week in rural areas
	Percentage of the population having mail delivered at home
	Percentage of the population having to collect mail from a postal establishment
	Number of automated parcel lockers
	Percentage of items delivered to post office boxes
	Number of postal establishments and public access points having post office boxes
	Percentage of population without postal services
Postal Financial Services	Subsidies received
Domestic Services - Total Number sent in manual form, electronic means/other means	No of bill payments over the counter(tv, utilities, etc.)
	No of money orders sent
Letter-Post Communications Products	
Letter -Post items	Weight of domestic letter post items
	Weight of international letter post items (receipt)
	Weight of international letter post items (dispatch)
Advertising items	
Domestic service	No. of Addressed items
	No. of items Unaddressed items

International service – dispatch	No. of Addressed items
Hybrid mail	No. of Domestic service
Express Items	Domestic service
	International service (EMS) – dispatch
	International service (EMS) – receipt
Postal Parcel	Domestic service
	International service – dispatch
	International service – receipt
Connectivity	Permanent post offices using counter automation systems
	Number of post offices with broadband Internet access
	Number of post offices providing Internet access points
Tariffs (weight per category)	No of Letter mail (up to 100 g)
	No of Fast mail (Priority mail up to 100 g)
	No of Printed matters domestic
	Up to 250 g
	251 g up to 500 g
	501 g up to 750 g
	701 g up to 1 kg
	Basic tariff for a domestic priority letter (first weight step)

ANNEXURE C
FORM C2
(Regulation 7(1)(b))

BI-ANNUAL DATA REQUIREMENTS FOR POSTAL LICENSEES	
Quality of Service	No. of standard mail delivered within 2 days within a town (J+2)
	No. of standard mail delivered within a town after 2 days (J+2)
	No. of standard mail delivered within 3 days from town to town (J+3 - intra-city)
	No. of standard mail delivered after 3 days from town to town (J+3- Intra-city)
	No. of standard mail delivered within 5 days for International dispatchers (J+5)
	No. of standard mail delivered after 5 days (J+5)
	No. of mail delivered to the wrong address
	No. of items that suffered loss
	No. items that were damaged
	No of applications received for post boxes/private bag
	No of post boxes awarded within 14 days
	No. of post boxes awarded within 30 days
Other Traffic Information	
Total weight transported	Domestic and international dispatch, all categories together (in Kilograms)
Trackable items	Domestic and international dispatch, all categories together (Total No. of items)

ANNEXURE C
FORM C3
 (Regulation 7(1)(c))

ANNUAL DATA REQUIREMENTS FOR POSTAL LICENSEES	
Customer Complaints	No. of complaints resolved within 14 days from date of receipts
	No of complaints resolved after 14 days from date of receipts
	No. of complaints not resolved within 14 days from date of receipts
	No. of complaints not resolved after 14 days from date of receipts
	No of complaints not resolved after 14 days which were submitted to the Authority
	No. of complaints: Billing
	No. of complaints: Quality of Service
	No. of complaints: Customer Service
	No. of complaints: Opened packages
	No. of complaints: Losses
	No. of complaints: late delivery
	Other: Service and product delivery, advertisement, confidential information