



CRANicles

Communications Regulatory Authority of Namibia

MARCH 2023



www.cran.na

Contents

03

EDITORIAL

04

FOREWORD BY THE CEO

05

TYPE APPROVAL
REGULATIONS

08

CRAN LAUNCHES IBSP
2023 - 2026

10

CRAN DONATES
LAPTOPS

11

CRAN AND NAMRA
SIGN MOU

12

WORLD RADIO
DAY

13

SAFER INTERNET
DAY

14

EXECUTIVE
APPOINTMENT

GREETINGS ICT INDUSTRY STAKEHOLDERS!

We at Communications Regulatory Authority of Namibia (CRAN) are excited to bring you the latest edition of our newsletter filled with informative content to keep you abreast of all activities undertaken by the Authority.

In our previous special edition, we were pleased to share information on the SIM card registration process that is currently underway. Whereas in this issue, we include a range of articles highlighting the Regulations on Type Approval, and the launch of our Integrated Business Strategic Plan (IBSP) for the period 2023 to 2026, the 12th Annual World Radio Day celebrations.

As we approach the month of April and as Christians prepare for the significant upcoming Easter weekend, allow me to wish those of you travelling during this period a safe journey.

We hope that you find this issue of our newsletter informative and enjoyable as always we welcome your feedback and suggestions for future editions by providing us your views, comments and/or queries by sending an email, for the attention of the Editor, to communications@cran.na.

Before I sign off, please be reminded of the SIM Card Registration deadline of 31 December 2023.

Yours truly,

Katrina Siken
Executive: Communication and Consumer Relations



Dear valued Stakeholders,

I am pleased to share another edition of the CRANicles newsletter one of our external communication tools, utilised to disseminate critical information pertaining to CRAN. This edition of our publication shall highlight various events that took place from January to March 2023.

In this edition, we highlight the amended Type Approval Regulations, processes, and procedures. In terms of regulation 4(3) of the Regulations Regarding Rule-Making Procedures, CRAN published regulations for the importation of Telecommunications Equipment into Namibia, published in Government Gazette No. 6692; General Notice No. 361, which came into effect on 11 September 2019.

The Type Approval regulations ensure that imported telecommunications equipment complies with Namibian international standards, poses no health or safety hazards to consumers, and conforms to the national frequency band plan to avoid interference with electronic communication services.

CRAN recognises the importance of adhering to regulatory requirements that ensure the safety and reliability of all telecommunications equipment. CRAN is committed to maintaining the highest standards of quality and safety in all the telecommunications equipment imported into the borders of the Republic of Namibia, and our compliance with Type Approval regulations reflects that commitment.

I am thrilled on the recent launch of are CRAN's Integrated Business Strategic Plan (IBSP) for the period April 2023 to end March 2026 that places emphasis on stakeholder engagement, recognising the importance of working collaboratively with our stakeholders, consumers, and employees.

As we look ahead, we remain committed to our strategic priorities namely, Organisational Sustainability, Strategic Partnering and Collaborations, Digital Transformation, and Market



Development and Consumer Protection in order to be consistent and in sync with the Ministerial and governmental objectives as outlined in the MICT strategic plan and various national policies and agenda's, such as the HHP II, Vision 2030, Fifth National Development Plan (NDP5) and subsequent Sixth National Development Plan (NDP6).

Thank you for your continued support.

Yours in ICT Regulation!

Emilia Nghikembua
Chief Executive Officer

TYPE APPROVAL REGULATIONS

Type Approval regulations are a set of legal requirements that telecommunication equipment must comply with before they can be sold, distributed, or used within the borders of the Republic of Namibia.

These regulations are crafted to ensure that all telecommunications equipment meets certain technical standards and specifications that are necessary for their safe and efficient use.

The Communications Regulatory Authority of Namibia (CRAN) is responsible for ensuring that all telecommunication equipment sold or used in the country meets the required technical specifications and standards.

The Type Approval process in Namibia involves a rigorous testing and evaluation procedure, which is designed to ensure that telecommunications equipment is safe, reliable, and interoperable. Manufacturers and importers of telecommunications equipment must submit their products to an accredited testing laboratory for testing and certification before they can be granted type approval.

Upon the successful testing and certification, a Type Approval certificate is granted, which allows for equipment to be sold, distributed, and used in Namibia. The Type Approval certificate where applicable and so required, must be displayed on the product, and manufacturers and importers must maintain records of all certified products.

Manufacturers, importers, and users of telecommunications equipment must comply to ensure that their products are safe and reliable for use by consumers. Failure to comply with these regulations can result in legal penalties, including fines and seizure of equipment.

Type Approval Regulations:

- Were first published in the Government Gazette No. 5659; General Notice No. 22, dated 30 January 2015; and amended on 11 September 2019 Government Gazette No. 6692; General Notice No. 361; and
- Came into effect on 11 September 2019.

Are in place to ensure that telecommunications equipment:

- comply with international standards applicable in Namibia;
- do not pose health and safety hazards to consumers;
- are compatible with local networks; and

TYPE APPROVAL: cont. on page 6

NEW TYPE APPROVAL REGULATIONS

From Page 5

- are in conformance with the national frequency band plan; and, (e)do not cause harmful interference to any electronic communications services.

WHO SHOULD APPLY FOR A TYPE APPROVAL CERTIFICATE?

All persons (whether legal or natural persons) who use, sell, offer for sale or connect telecommunications equipment to an electronic communications network within the Republic of Namibia. It is the responsibility of vendors or equipment suppliers to acquire the necessary Type Approval documentation. Consumers and resellers must ensure that the telecommunications equipment they purchase is type approved in Namibia.

TYPE APPROVAL DEFINITIONS:

Telecommunications equipment means, communications or networking equipment with an interface to public network or wide area network services and includes, but not limited to:

1. Telecommunications terminal equipment;
2. Information technology equipment (including but not limited to a digital set-top box decoder); and/or
3. Radio communication equipment powered by means of an internal or external electrical AC/DC energy source and electronic communications network equipment.

The Communications Act (No. 8 of 2009) defines telecommunications services and electronic communications services as follows:

“Electronic Communications” means any emissions, transmission or reception of sound, pictures, text or any other information by wire, radio, optical media, electromagnetic systems or any other means of nature.

“Telecommunications Services” means services whose provision consists wholly or partly in the transmission or routing of information on telecommunications networks by means of telecommunications processes but does not include broadcast services.

An example is the Wi-Fi and Bluetooth technologies embedded in your laptop and other devices, which allow the consumer to connect to the internet via a Wi-Fi router instead of a physical cable.

CRAN's mandate allows it to type approve the Wi-Fi and Bluetooth modules within the laptop to ensure that such equipment is manufactured within acceptable standards that have been tested at recognised laboratories operating in accordance with ISO/IEC17000 standards to protect the consumer.

Namibia does not have ISO/IEC17000 certified laboratories to conduct these tests at present. The regulations therefore allow for conformity acceptance tests carried out by laboratories with the required standard certification provided that the required supporting documentation is submitted to CRAN. These laboratories are not limited to South Africa.

NEW TYPE APPROVAL REGULATIONS

Continued

The regulations make provision for the acceptance of testing documents from testing laboratories outside Namibia provided that such documentation meet all requirements as set out in the regulations.

Telecommunications equipment which is temporarily imported into Namibia for re-export do not require Type Approval certification. A Type Approval certificate is valid for one calendar year and should be renewed annually. Various fees are applicable for the different equipment types. Fees are subject to change. For more information on the fees applicable or to obtain any further information on Type Approval, email the Type Approval team via TA@cran.na.

TYPE APPROVAL DATABASE:

The database of type approved equipment is available on the CRAN website www.cran.na and is updated as and when equipment is approved.

The database lists telecommunications equipment that is type approved and conforms to industry quality, technical and safety standards.

The Authority is of the view that the manufacturers of equipment should apply for Type Approval and carry the costs in respect thereof, not the reseller. The Type Approval certificate is obtained from vendors and forms part of the shipping documentation.

All applicants are thus encouraged to follow this process and encouraged to familiarise themselves with the regulatory framework of the industry within which they operate to ensure, which framework also aims to protect their businesses from grey products and products that pose a risk to public health and safety. CRAN is prepared to assist SME's through the process to ensure compliance.

The Type Approval regulations are in line with international best practice and guidelines issued by the International Telecommunication Union (ITU) region one regulators and standardization processes as prescribed by the ITU.

The type approval process is authorised by Section 80 of the Communications Act.

APPLICATION PROCESS AND PROCEDURES:

The approval process is dependent upon the submission of complete applications and timely payment of Type Approval application fees. The Authority does not process incomplete applications, neither does it process applications where the applicable fees were not paid for in full.

The application for Type Approval must be made on a form as set out in the Regulations in Respect of Type Approval and Technical Standards for Telecommunications Equipment. This form is available on www.cran.na.

Type Approval applications must be submitted by hand or electronically and hand delivered applications can be submitted at CRAN Moth Centre Unit 21 office, Peter Muller Street, Windhoek or by post to Private Bag 13309, Windhoek 9000 or via TA@cran.na.

The application process duration varies and is dependent on the various types of equipment and the completeness of the documentation submitted and may take approximately 4 weeks to complete.

08

CRAN LAUNCHES ISBP 2023 – 2026



Minister of ICT Hon. Dr. Peya Mushelenga flanked by CRAN Board of Directors and Chief Executive Officer at the ISBP Launch

CRAN hosted its Annual Stakeholder Engagement event and launch of its Integrated Business Strategic Plan (IBSP) on 23 March 2023, at the Country Club Hotel in Windhoek.

The development of the Strategic Plan 2023 to 2026 was necessitated by the need to build on the third Strategic Plan for the period 2020 to 2023. The current strategy also puts more emphasis on the execution of the core mandate of CRAN, through the added Strategic Themes of Digital Transformation, and Market Development and Consumer Protection. The IBSP was officially launched by the Minister of Information and Communication Technology (ICT), Honourable Dr. Peya Mushelenga.

LAUNCH: cont. on page 9

LAUNCH: From Page 8

The Authority's mandate entails the development and expansion of the Information and Communication Technology (ICT) sector in Namibia, so that all Namibians have access to a variety of services, products at high quality and affordable rates. It is CRAN's responsibility to ensure that service providers expand their products and services to underserved and un-served areas, to expand on universal access which in turn offers many benefits such as building a knowledge-based society as communities have access to information, employment, participation in national and international offerings which is crucial for the socio-economic development of our country.

In his keynote address, Dr. Peya Mushelenga, Minister of Information and Communication Technology (MICT) said "Vision 2030 specifically stipulates that ICT must be elevated to being the most important sector in the country's economic development by 2030. Additionally, the two pillars of the Harambee Prosperity Plan II (HPP2) that fall under CRAN's mandate and the strategic goal of expanding coverage for ICT include, to improve performance and service delivery through various efforts, one of which is digitalisation, and to promote infrastructure development as a catalyst for economic growth, social progression, and a contributor to global competitiveness and investment attraction.

Mr. Mihe Heinrich Gaomab II, CRAN Board Chairperson noted that "CRAN's Strategic Plan is intended at strategically directing, monitoring, and evaluating the Authority's overall performance in line with the Government's strategic objectives for universal access to information, affordable communication, deployment of digital infrastructure and postal services for economic benefits for all members of the Namibian society. It gives each of us an immense sense of pride knowing that, collectively, we have a significant role to play in Namibia's sustainable socio-economic development by regulating the industry through robust, impactful frameworks that benefit the ICT consumers in respect of price, quality and access."

During her presentation, Mrs. Emilia Nghikembua, CRAN's Chief Executive Officer, said "we at CRAN are placing emphasis on our strategic priorities namely: Organisational Sustainability, Strategic Partnering and Collaborations, Digital Transformation, and Market Development and Consumer Protection in order to be consistent and in sync with the Ministerial and governmental objectives as outlined in the MICT strategic plan and various national policies and agenda's, such as the HPP II, Vision 2030, Fifth National Development Plan (NDP5) and subsequent Sixth National Development Plan (NDP6)."

The event acquainted stakeholders with the Authority's internal regulatory processes, priorities and challenges and engaged them to have a common and mutual understanding of matters pertaining to the ICT industry. The platform also enabled CRAN to strengthen stakeholder relationships, to collectively shape, facilitate, position, and steer the industry in the right direction and in the right manner, for a high performing and accelerating sector for the benefit of all Namibians.

In implementing the Strategic Plan, CRAN will uphold its value propositions through accountability, innovation, respect, passion, and teamwork. The Authority remains committed to its mission and is therefore pleased to share its three-year strategy with its esteemed stakeholders as it marches forward to ensure access, quality and affordability for all.

CRAN DONATES LAPTOPS

10



CRAN CSI Laptops handover to the Ministry of Education, Arts and Culture

CRAN recently donated 28 laptops valued at over N\$150,000.00 to eight (8) identified schools through the Ministry of Education, Arts and Culture to bridge the digital divide through the expansion of universal access.

In August 2021 CRAN issued radio frequency spectrum bands to Mobile Telecommunications Limited (MTC) for the provision of broadband services with a minimum downlink data speed of not less than 2 Mbps, subject to the rollout obligations imposed as licence conditions. CRAN, in consultation with the Ministry of Education, Arts and Culture, identified twenty-five (25) schools in remote/rural areas with either no services or only 2G mobile services to be provided with broadband services by MTC as part of the rollout obligations. The schools are situated in Kavango East, Kavango West, !Karas, Kunene, Hardap, Erongo and Omaheke Region.

The rollout conditions were met by MTC, however, there was no uptake of

the services due to a lack of telecommunications devices. It is therefore that CRAN intervened and purchased 15 new laptops to the amount of approximately N\$150,000. The Authority refurbished 13 used laptops that are in excellent condition to donate to the schools for use. CRAN will at its own cost personally deliver the laptops to the identified schools and ensure that the rightful beneficiaries personally receive these laptops.

CRAN's mandate and strategic goal of expanding coverage for ICT is to improve performance and service delivery through various efforts, one of which is digitalisation; and to promote infrastructure development as a catalyst for economic growth, social progression, and a contributor to global competitiveness and investment attraction.

In March 2021, CRAN donated sanitary essentials worth approximately N\$64,000.00 to the same Ministry.

CRAN AND NAMRA SIGN MOU



CRAN and NamRA Executives

CRAN and NamRA signed a Memorandum of Understanding (MoU) in Windhoek recently to harmonise the implementation of laws governing the importation of telecommunications equipment into Namibia. This follows the signing of an MoU between CRAN and the Ministry of Finance: Directorate of Customs and Excise in 2016.

The new agreement is an expansion of the previous agreement and seeks to promote security and facilitate international trade, for the harmonisation of customs procedures for international ordinary mail of the Designated Postal Operator between the two institutions. The two institutions intend to collaborate on research and capacity building initiatives which are aimed at facilitating the lawful and efficient importation of telecommunications equipment and international ordinary mail.

CRAN and NamRA have demonstrated the need to adopt a proactive approach that would foster and improve efficiency and quality of service in trade facilitation matters relating to the conveyance process and handling of cross border mail in the

postal sector. This consideration is significant, given the decreasing global mail volumes and the drastic rise in E-commerce and digital transformation around the world because of the Covid-19 pandemic, amongst others.

The Communications Act (No. 8 of 2009) authorises CRAN to prescribe reasonable standards applicable to imported telecommunications equipment to ensure against harm to electronic telecommunications and networks and protect public health and safety. Therefore, CRAN and NamRA will coordinate, harmonise, and secure the consistent application of the respective laws governing the import, export and/or the manufacturing of telecommunications equipment in Namibia.

The signing of the MoU by the two institutions is as a result of aligned desires that are well-positioned to implement and enforce the provisions of Section 80 of the Communications Act (No. 8 of 2009) and the Type Approval Regulations relating to the importation of communications equipment into the Republic of Namibia, through various ports of entry.

WORLD RADIO DAY



World Radio Day was hosted on 13 February 2023, under the theme “Radio and Peace”, with the celebrations for the day hosted by the Ministry of Information and Communication Technology (MICT), the United Nations Educational, Scientific and Cultural Organization (UNESCO), CRAN and other industry stakeholders.

This year’s celebrations were held at the Namibia Broadcasting Corporation (NBC) radio premises, with the aim to showcase the various radio stations in their quest of broadcasting news and entertainment.

The Deputy Minister of ICT, Hon. Emma Theofelus, delivered the keynote address during which she highlighted that radio must remain an authentic source of information, reporting on facts and matters that contribute to the nation building. Hon. Theofelus

further informed the nation that the long-awaited Access to Information legislation was passed and gazetted.

The theme “Radio and Peace” highlights that radio has ability to create tension or maintain conditions for peace in nations. The organiser’s hosted a panel discussion on “the status quo of radio in Namibia”.

CRAN donated N\$5,000 towards this event as part of its Corporate Social Investment (CSI) initiatives.

SAFER INTERNET DAY

— 13 —

On 07 February 2023, CRAN celebrated Safer Internet Day to promote safer and more responsible use of the internet, especially among children and the youth. This year's theme "*Together for a better internet*" highlighted the importance of collaboration between relevant stakeholders in the industry, in creating a safe and positive online environment for all.

The internet has become an integral part of our daily lives, providing us with access to information, communication, and entertainment. However, it also presents various risks and challenges, such as cyberbullying, online harassment, identity theft, and exposure to harmful content. These issues can have serious consequences, especially for children and young people, who are more vulnerable to online dangers.

To address these challenges, it is crucial to work together as a community, including governments, educators, parents, and industry leaders. Each of us have a role to play in creating a safer internet, and by collaborating, we can make a significant difference.

Safer Internet Day was officially celebrated on 14 February 2023 at the After School Centre in Windhoek.



Executive Appointment

The Communications Regulatory Authority of Namibia (CRAN) is pleased to announce the appointment of **Mr. Elton Witbooi** as Executive: Cyber Security and ICT, effective 01 February 2023.

Mr. Witbooi has a wealth of experience in the Cyber Security and ICT field as he served as a Helpdesk, System Administrator, Software Configurator, Software Engineer, and Manager: ICT Infrastructure, for various private sector organisations in the Finance and ICT sectors. He holds a Diploma (Business Computing), Bachelor of ICT (Software Engineering), Bachelor Administration, and a Master of Business Administration.

The CRAN Board of Directors, Management and entire team welcomes Mr. Elton to the Authority, we are confident that he will contribute positively to the mandate of the organisation for the socio-economic benefit of all Namibians.





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 R egulatory
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".