



**“REGULATORY ACHIEVEMENTS
FOR
THE PAST 6 YEARS”**

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AT

STAKEHOLDER ENGAGEMENT INITIATIVE

31 JULY 2017

- **Esteemed ICT stakeholders,**
- **CRAN Board of Directors and Management,**
- **CRAN colleagues,**
- **MICT Representatives,**
- **Invited guests,**
- **Members of the media,**
- **Ladies and gentlemen,**

Good afternoon. A very warm welcome and thank you for accepting our invitation to this **important stakeholder engagement initiative**.

I would like to take this opportunity to extend **our heartfelt appreciation** for your **continuous support to CRAN and the ICT industry**. Our collective collaborations resulted in CRAN achieving its strategic intent and meeting its obligations as set out in our mandate.

Our cores **values** as a business are to **have integrity**, to be **transparent, innovative**, and **knowledgeable** and **teamwork**. These values underpin our pursuit to excellence and service delivery and form the core of what we do, how we do it and who we are.

Ladies and gentlemen

As a young and dynamic organisation, **CRAN over** the past **6 years achieved** numerous **milestones**. Allow me to share with you, our esteemed stakeholders and invited guests, some of these major milestones:

- Since 2011, Nine **(9) new Community Radio Broadcasting licences** were issued, bringing the total of community broadcasters in the country to **15**. This initiative was done in order to provide access to information at

community level and create employment opportunities within the communities in which these licensees serve; In **addition 10 Commercial Radio Broadcasting** licences were **renewed for a further 5 years** and **3 new commercial Radio Broadcasting** and **2 new commercial TV broadcasting** licences awarded up to June 2017 (**Total of 35 Broadcasting licences**). CRAN awarded a further **15 telecommunications service licences and 3 Network Facilities Licences** to promote competition and local investment in the telecommunications industry until June 2017 (**A total 23 Telco licences**);

- Between January 2009 – October 2016, **Termination rates** in Namibia decreased from N\$ 1.06c to N\$ 0.10c for mobile and fixed operators alike, in order to ensure fair competition and consumer protection in the telecommunications sector;
- **CRAN was instrumental in drafting and implementing regulatory** frameworks and Policy Guidelines for **Digital Terrestrial Television (DTT)** in March 2013, to support **the migration from analogue to digital television**, which required member states of the ITU to develop frequency channelling plans in compliance with the ITU GE06 agreement. **Namibia** became the **1st country in SADC to migrate** from analogue television to Digital terrestrial television **by the ITU deadline of 17 June 2015** providing digital television broadcasting services to more than **70% of the population** as provided by NBC and MultiChoice Namibia's GoTV bouquet;
- CRAN proudly launched its **first consumer campaign, “Consumer is King”** in May 2013. This was aimed at creating **awareness about consumer complaints procedures, our mandate and its purpose**, the Communications

Act and educate potential stakeholders about our licence application procedures;

- The Regulations setting out **Cost Accounting Procedures and Reporting** were published in December 2013. This is to ensure that every licensee keeps separate accounts for its telecommunications services, and to comply with data collection efforts;

Ladies and gentlemen

- CRAN further issued **Regulations setting out licence conditions for Spectrum Use Licences** in December 2013, in order to impose conditions on broadcasting and telecommunications spectrum use licensees in addition to the conditions imposed by the Act; **The main purpose** of these Regulations is to ensure efficient use of spectrum, adherence to the technical conditions attached to these licences and the frequency band plan of Namibia;
- In 2014, CRAN commenced with the **Consumer Protection Regulations** aimed at safeguarding consumer interests, and guaranteeing accessible, transparent and efficient compensation for consumers who are mistreated in the ICT marketplace;
- At regional level, A CRASA Roaming Task Team (CRTT) was established in March 2015 to oversee and guide the implementation of the **SADC Home and Away Roaming Project**. Namibia, Botswana, Zambia and Zimbabwe started with the implementation of the pilot project and have reduced roaming charges effective November 2015. Currently, there are 8 SADC countries participating, and the progress made so far is that tariffs reduced

between 29% (voice & sms) and 87% (data). Large reductions were especially on data tariffs.

- In April 2015, CRAN commenced with drafting the **Broadcasting Code** to ensure independent regulation of broadcasting services, access to broadcasting services, and broadcasting content that will serve the public interest. Various consultations and public hearings have been held so far to solicit inputs and comments from the public and other stakeholders. The Authority is now in the final stage of incorporating all comments received and will have the final code published for implementation by December 2017.
- In August 2015, a **new licence category**, the **Network Facilities Licence** was introduced, which allows the licensee to construct, maintain, own and make available one or more network elements, infrastructure or other facilities that facilitate the provision of telecommunications services, broadcasting services, electronic communications services or application services including content services. To date there are 3 licencees in this category. These entities provide access to network facilities as their core business to other licensees on a non-discriminatory, wholesale basis and do not compete downstream at a retail level with the same licensees they provide facilities to;

Ladies and gentlemen

- Draft Regulations in respect of the **Universal Service Fund** and **Universal Access and Service**, to close the digital divide gap between rural and urban areas, were published in June 2015 and were finalised during December 2016.

- In 2016 CRAN successfully rolled out a nationwide **Consumer Education Campaign**, entitled **OWN it! The Right To Connect**, which aimed to **empower, inform, and engage consumers on the regulatory process**. It further aimed to create **awareness about consumers rights, responsibilities, obligations and CRAN's mandate**;
- The **National Numbering Plan** for Namibia was finalised in April 2016. This plan is a pre-requisite for number portability, which allows fixed and mobile numbers to move from one licensee to another without losing their number, most importantly to create competition by levelling the playing field between operators;
- **Quality of Service** Regulations were **implemented on 21 April 2015** and the main purposes is to **enforce compliance with the minimum standards set in these regulations for network quality, service quality, billing and customer service**. Quality of Service drive testing were conducted in 2016 in addition to the bi-annual reports submitted by licensees and an analysis was done on the quality of service information gathered from the licensees, to make an assessment and ensure compliance by licensees with the Regulations on Quality of Service from July – September 2016;
- In April 2016, CRAN successfully **tenured as Chair of the Communications Regulatory Association of Southern Africa (CRASA)** during which various initiatives and milestones such as **market studies on financial inclusion of postal services** and the **review of the SADC frequency band plan have been achieved**. Capacity building and training on various regulatory aspects to ensure harmonisation and timely implementation of up-to-date regulatory frameworks in the region were also conducted. CRAN will continue to serve as a Vice-Chair until March 2018;

Ladies and gentlemen

- CRAN embarked on the **coverage for roll out obligations for broadband and telecommunication services** around the country through various **interventions 3Q of 2016**. These interventions include imposing additional obligations on the licensees applying for **additional 3G spectrum** allocation, **to accelerate coverage to under and unserved areas and to improve the quality of service, in order to meet the objectives of the Harambee Prosperity Plan and Ministerial targets set therein;**
- CRAN further implemented **Infrastructure Sharing Regulations** which were published during **October 2016**, which set out to create a framework for all **licensees to share passive infrastructure**, such as tower space and wireless and fiber transmission networks **and active infrastructure**, such as central databases and platforms. Enforcement of these regulations will make provision for sharing of infrastructure between licensees on a non-discriminatory basis, ensure that **cost are reasonable** and **lower the barrier of entry to the market for new entrants;**
- The **Authority** is actively involved and contributing during the final consultative process in the **development and finalisation of Namibia's broadband policy** which will serve to consolidate actions implemented to meet all broadband service targets set out in the policy itself, at SADC level and the Harambee Prosperity Plan;
- During **October 2016 CRAN** reviewed and updated the **spectrum fees**, in order to achieve both optimum spectrum occupancy and effective frequency utilisation. These fees were last reviewed in 2007. These new fees were published June 2017 and would come **into force on 1 January 2018;**

- During November 2016, CRAN commenced with the enforcement of **Type Approval** regulations after allowing the industry a grace period of 22 months to adhere to these regulations published in January 2015. These regulations **ensure the importation of telecommunications** equipment to **meet international standards** and curb the **influx of outdated, counterfeit and grey products into the market**; and

- **Memorandum of Understanding** with various sister institutions are as follows:
 - **Namibia Statistics Agency:** aimed at collaborating to advance common goals in the areas of data collection and analysis in telecommunications services and networks, broadcasting, postal and the allocation of radio spectrum.
 - **National Commission on Research, Science and Technology:** to identify roles and responsibilities in the planning of collaborative research and development, educational and training activities.
 - **Ministry of Finance: Directorate of Customs and Excise:** promote cooperation and coordination when dealing with equipment approvals and standards at various border posts within and around the Republic of Namibia;
 - **Bank of Namibia:** to establish the manner in which the regulators will interact and cooperate with each other in respect of investigations, analysis and the handling of mobile network operators, money market, SIM registration etc;
 - **Namibian Police (MOU in draft):** to assist the Authority in the investigation of regulatory offences;
 - **Namibia University of Science and Technology:** coordination of internships and capacity building; and

- **Competition Commission of Namibia:** to manage and facilitate cooperation and consultation in respect of competition matters in the ICT industry;

- **CRAN also launched an interactive portal allowing licensees to submit data online.** This data include all the information as required in terms of the Regulations setting out Cost Accounting Procedures and Reporting Requirements. CRAN would like to use **this portal to allow licensees to submit all information online.** It has also been expanded to **allow licensees to submit tariff applications online as well as their Annual Reports and Audited Financial Statements.** The portal also includes **a link for the public to compare tariffs for mobile packages according to their own needs** and soon data packages would be added for the public to make informed choices.

Ladies and gentlemen

CRAN is also extremely proud of the fact that based on the **ITU ICT tracker for regulators, CRAN has been rated 82nd out of 189 countries worldwide** and placed **10th in Africa** and **4th in SADC** according to ITU's collection of data up to 2015.

Furthermore, **CRAN is classified as a 3rd generation regulator** based on its actions **taken and regulatory framework put into place enabling investment, innovation** and access through a dual focus on stimulating competition in services and content delivery and consumer protection

To conclude, CRAN would not have accomplished any of the above milestones without your unwavering support. I would like to implore all of you in attendance today, to continue to afford us your usual cooperation, as we purposefully

regulate the ICT industry with the intent to continually transform Namibia into a knowledge-based society.

I Thank You!