



**OPENING REMARKS BY**

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**AT THE COMMUNICATIONS REGULATORY AUTHORITY OF NAMIBIA  
(CRAN) STAKEHOLDER ENGAGEMENT EVENT FOR  
TELECOMMUNICATIONS SERVICE PROVIDERS**

**Date:** Tuesday, 12 September 2023

**Venue:** The Weinberg

**Time:** 08h30

- Mr. Fillemon Johannes, Deputy Director of Information Technology Infrastructure Development (MICT),
- Esteemed Telecommunications Service Licensees,
- CRAN Executive Management and team,
- Director of Ceremonies,

Good morning! A very warm welcome and thank you for accepting our invitation to this important stakeholder engagement event on the Strategy Towards Universal Smartphone Access in Namibia, Reform of Quality-of-Service (QoS) Parameters and Monitoring, Collaborative framework to reduce roaming charges with Botswana, an overview of the International Telecommunications Union (ITU) World Radio Conference 2023, and Market Saturation Study regarding Telecommunications Service Providers. I would like to use this opportunity to extend our heartfelt appreciation for your continuous support to the Communications Regulatory Authority of Namibia (CRAN).

Effective stakeholder engagement with captains and members of our industry provides a platform for us to communicate meaningfully and create dialogue between CRAN and our Telecommunications Service Licensees.

It is critical for CRAN to share information on a proactive and timely basis with all our Licensees in order to facilitate understanding of the

needs and expectations, so that CRAN serves the interest of all inclusive of our Information and Communication Technology (ICT) consumers in Namibia.

**Director of Ceremonies,**

As a Regulator, our role is to implement a strategy towards universal smartphone access in Namibia. We collaboratively need policy, regulatory, business and financing measures to foster inclusive access to smart devices taking into consideration approaches to devices financing, taxes and import duties reduction, improvement of distribution channels while considering recycling of devices (e-waste), quality standards for pre-owned devices, and partnerships creation across the value chain which entails the five-point action plan identified by the Broadband Commission's Working Group on smartphone access.

Mr. Kristof Itana, Manager for Technology and Standards and Mr. Shikongeni Ntinda, Manager for Lising Standards and Regulatory Compliance, will be presenting on this aspect.

Moreover, Licensees are required to maintain the minimum QoS standards, in accordance with the requirements contained in the QoS regulations. Therefore, the Authority shall monitor, inspect, and enforce QoS of all applicable operators by carrying out routine tests, consumer surveys and audits of data received from operators, and

use modes of testing that may include drive tests and mobile test probes. This is done to promote fairness and safeguard the interest of consumers of electronic communication services.

Mr. Kristof Itana, Manager for Technology and Standards, will be presenting on this aspect.

**Director of Ceremonies,**

Last month, CRAN had collaborative engagements with the Botswana Communication Regulatory Authority (BOCRA) on possible areas of collaboration between the two (2) countries and to broaden relations pertaining to ICT in Gaborone, Botswana.

CRAN and BOCRA in consultation with mobile network operators, will work to agree on a collaborative framework to reduce roaming charges between Namibia and Botswana. It is important for roaming charges to be harmonised, as it is of interest to the citizens of the two nations.

Additionally, Namibia and Botswana will both benefit from the envisioned collaborations, that will entail harmonisation of roaming charges. The two countries agreed that a standardised percentage charge on the handling of roaming costs be investigated, in order to implement the Southern African Development Community (SADC) Ministers decision by March 2024.

Mrs. Helene Vosloo, Executive for Economics and Market Development, will be presenting on this aspect.

Furthermore, the ITU World Radiocommunication Conference 2023 (WRC-23) will take place from 20 November to 15 December 2023, in Dubai, United Arab Emirates. WRC is held every three to four years to review, and, if necessary, revise the Radio Regulations, the international treaty governing the use of the radio-frequency spectrum and the geostationary-satellite and non-geostationary-satellite orbits.

Revisions are made based on an agenda determined by the ITU Council, which considers recommendations made by previous world radiocommunication conferences. WRC-23 will bring national government authorities and telecommunication regulatory entities together with representatives of key radiocommunications users and providers, for crucial policy and technical regulatory discussions at the global level.

Mrs. Ronel Le Grange, Executive for Engineering and Technical Services and Mr. Fillemon Johannes, Deputy Director of Information Technology Infrastructure Development at the Ministry of Information and Communications Technology (MICT), will be presenting on this aspect.

## **Director of Ceremonies,**

To provide a summary of the Market Saturation Report, licensees are generally positive about CRAN's regulatory performance. However, CRAN's performance can be streamlined in several areas. Generally, the telecommunication sector can be made more competitive through private investments by reducing state-ownership. Alternatively, competition may be revived by attracting DFI through issuing a licence with bundled spectrum that does not have an ownership restriction.

Other recommendations to expand/progress the regulatory environment include to improve the infrastructure sharing framework to ensure adherence to the Act; Streamline and revise the reporting obligations to reduce the burden on especially smaller licensees; and Revise and improve the quality of services regulations to ensure for consumer protection reflecting changes in business models and technologies.

Overall, the market is not saturated since there are currently only two (2) national mobile operators both belonging to the State. There is a need for more effective competition in the mobile sector. Most of the other licensees operate in niche markets or are still expanding from a very small base.

Mrs. Helene Vosloo, Executive for Economics and Market Development, will be presenting on this aspect.

**Director of Ceremonies,**

To conclude, may this platform enable us to strengthen stakeholder relationships with everyone in this room, as we collectively shape, facilitate, position, and steer our industry in the right direction and in the right manner, for a high performing and accelerating sector for the benefit of all Namibians. You will agree that harmonious relations for this sector are pertinent because we operate in an extremely unique sphere, that it is one of the fastest and ever-evolving, high-paced and robust sectors in any economy.

Lastly, I would like to thank every licensee that took the time out of their busy schedules to provide us with comments and input to produce the Market Saturation Report.

Thank you once again for gracing us with your presence today and I hope this engagement will assist us to improve the market to foster a conducive telecommunications sector for Namibia.

Thank you for your kind attention!