

MEDIA RELEASE
CRAN ENGAGES IN STRATEGIC CONSUMER PROTECTION EFFORTS AT CRASA
CONSUMER COMMITTEE MEETING

08 NOVEMBER 2024

The Communications Regulatory Authority of Namibia (CRAN) attended and participated at the inaugural meeting of the Communications Regulators' Association of Southern Africa (CRASA) Consumer Committee, hosted by the Independent Communications Authority of South Africa (ICASA). The gathering took place in October, Johannesburg South Africa, marking a significant step towards advancing consumer protection initiatives in the Southern African Development Community (SADC) region.

The Consumer Committee meeting was convened to initiate the implementation of the Consumer Committee Operational Plan for 2024/2025. This forum provided a platform for CRASA members to collaborate on addressing critical issues and seizing strategic opportunities related to consumer rights and protection in the telecommunications, and Information and Communication Technology (ICT) sectors. CRAN's participation underscores its commitment to fostering robust consumer protections in Namibia and the region. Highlighted are some of the key topics that were discussed.

Implementation of resolutions from the 13th Annual General Meeting (AGM)

The meeting revisited resolutions from the 13th AGM, which emphasised strengthening consumer protection measures across SADC member states. The Consumer Committee examined actionable steps to ensure the effective implementation of these resolutions, reinforcing CRASA's commitment to safeguarding consumer rights throughout the region.

Collaborative consumer protection in digital markets

As digital markets expand, so too does the need for a cohesive and effective framework for consumer protection. With an increasing number of consumers engaging in online transactions, the committee explored approaches to protect consumers in this dynamic landscape, recognising the unique challenges they face in digital environments. The collaborative framework developed by the committee aims to provide member states with tools to address these challenges effectively.

Prevention of cross-border use of stolen mobile devices

The committee discussed initiatives to combat the cross-border use of stolen mobile devices, a challenge that affects consumers and economies throughout SADC. Members focused on establishing a cooperative framework to prevent stolen phones blocked in one country from being used in another. This preventive measure is essential in reducing cross-border crime associated with stolen mobile devices, helping to create safer digital and physical environments.

Review of ICT Quality of Service (QoS) and Quality of Experience (QoE) guidelines

The meeting reviewed the ICT QoS and QoE guidelines first introduced in 2019. Participants reflected on progress and shared experiences, noting challenges and successes in enforcing these standards. These guidelines are pivotal to ensuring that consumers across SADC receive consistent, high-quality telecommunications services. The committee reiterated its dedication to maintaining and enhancing these standards to boost consumer satisfaction and trust in the ICT sector.

Through active engagement in this Consumer Committee meeting, CRAN continues to demonstrate its commitment to elevating consumer protection standards within Namibia and aligning with the broader SADC objectives. The

resolutions and insights gained from this gathering will bolster CRAN's ongoing efforts to advocate for consumer rights, promote transparency, and ensure that Namibians benefit from fair telecommunication practices.

ENDS

Issued by:

Mr. Mufaro Nesongano

Executive: Communication & Consumer Relations

Communications Regulatory Authority of Namibia (CRAN)

Tel: +264 61 222 666

Email: Communications@cran.na