



GOVERNMENT GAZETTE

OF THE

REPUBLIC OF NAMIBIA

N\$7.20

WINDHOEK - 6 December 2013

No. 5357

CONTENTS

Page

GENERAL NOTICES

| | | |
|---------|--|----|
| No. 474 | Communication Regulatory Authority of Namibia: Regulation Setting Out Cost Accounting Procedures and Reporting Requirements: Communications Act, 2009 | 1 |
| No. 475 | Communications Regulatory Authority of Namibia: Regulations Setting Out Minimum Technical Standards for Set-Top Box Decoders: Communications Act, 2009 | 15 |

General Notices

COMMUNICATIONS REGULATORY AUTHORITY OF NAMIBIA

No. 474

2013

REGULATIONS SETTING OUT COST ACCOUNTING PROCEDURES AND REPORTING REQUIREMENTS: COMMUNICATIONS ACT, 2009

The Communications Regulatory Authority of Namibia, in terms of section 129 of the Communications Act, No 8 of 2009 and the “Regulations Regarding Rule-Making Procedures: Communications Act, 2009” as published in Government Gazette No. 4630, Notice Number 334, dated 17 December 2010 hereby publishes these “Regulations Setting out Cost Accounting Procedures and Reporting Requirements” effective from date of publication in the *Gazette*.

1. Definitions

In these regulations, a word or expression to which a meaning is assigned in the Act shall have the same meaning and –

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

“the Regulations” means the Regulations Setting out Cost Accounting Procedures and Reporting Requirements.

2. Submission of Documents

- 1) In these regulations, when persons are permitted or called upon to submit information to the Authority in writing, they may do so either physically or electronically –
 - i) by hand to the head offices of the Authority, namely Communications House, 56 Robert Mugabe Avenue, Windhoek;
 - ii) by post to the head offices of the Authority, namely Private Bag 13309, Windhoek 9000;
 - iii) by electronic mail to the following address: economics@cran.na
 - iv) by facsimile to the following facsimile number: +264 61 222 790; or
 - v) in any other manner or at alternative addresses set out by the Authority from time to time.

3. Applicability

- (1) These regulations are applicable to the following service licence categories, as set out in the Regulations Setting Out Broadcasting and Telecommunications Service Licence Categories, published as Notice N. 124 in Government Gazette No. 4714 dated 18 May 2011 as amended in Notice No. 74 in Government Gazette No. 5148 dated 13 March 2013;
 - i) Individual (Comprehensive telecommunications service licence ECNS and ECS); and
 - ii) Class
 - a. ECS;
 - b. ECNS; and
 - c. Comprehensive telecommunications service licence (ECNS and ECS).

4. Retention of Separate Accounts for Telecommunications Services

- 1) Every licensee must keep separate accounts for its telecommunications services.
- 2) The accounts must be kept separate to the extent that would be required if the telecommunications activities in question were carried out by legally independent companies, so as to identify all elements of cost and revenue, with the basis of their calculation and the detailed attribution methods used.

5. Submission of Audited Annual Financial Reports

- 1) Every licensee must, within 6 months after the end of such licensee's financial year, submit his or her annual audited financial statements to the Authority.

6. Submission of Annual Audited Segmentation Reports

- 1) Every licensee must submit to the authority an annual revenue and expense segmentation report, as indicated in Appendix "A" to this regulations.

- 2) The segmentation report must capture data by financial year-end and by every quarter. This allows for the comparison of data from operators with varying financial years.
- 3) The segmentation report must be submitted not later than six (6) months after the end of a financial year. In order to safeguard reliable indicators and monitoring of sector performance, the segmentation report must be compared to the annual report.
- 4) Restatements of previous annual reports must be reflected in a resubmission of the segmentation report as well.
- 5) The sums of the quarters add up to the financial year, and the segmentation report and audited annual financial statements must also match up as far as possible. Some of the items in the segmentation report may not be applicable to a licensee and may be indicated in the report as such.

7. Submission of Bi-Annual Reports

- 1) Every licensee must submit a bi-annual report as required in Appendix “B” of these regulations.
- 2) The report shall be submitted on or before the last day of the months of July and January of the following year respectively and should indicate the value at the end of June and December, respectively.
- 3) The data collected is for monitoring developments in the sector and to supply indicators to the ITU. The links to ITU indicators are specified in the tables contained in Appendix “C”.

8. Submission of Detailed Network Data Report

- 1) Every licensee must submit the bi-annual report on detailed network data as required in Appendix “B” of these regulations, which comprises reporting on base stations (BTS) and points of presence (POPs).
- 2) The reports shall be submitted on or before the last day of the months of July and January of the following year respectively and should indicate the value at the end of June and December, respectively.

9. Submission of *Ad Hoc* Reports

- 1) In addition to the specific reports that must be submitted in these regulations, the Authority may request, from licensees, *ad hoc* reports that are necessary or expedient in order to implement the provisions of the Act.

10. Condonation

- 1) In the event a licensee is unable to comply with any time period set out in these regulations, it may request from the Authority an extension of at least seven (7) days prior to the time set out or within such other time period agreed by the Authority upon good cause shown. The licensee must apply at least 14 days before the deadline for submission of the required reports to the Authority.
- 2) The Authority will respond to the request for condonation as soon as practicable, and may either grant or deny the request, in its sole discretion, based on, among other things, the nature of the proceeding and the reasons for non-compliance with the time set out.

11. Reporting Procedures

- 1) Subject to the provisions of section 27 and 28 of the Act, the Authority may publish cost accounting information in any form or format that it deems reasonably appropriate.
- 2) The Authority may consider information not timeously filed if, in its opinion, it is practicable to do so.
- 3) The Authority may investigate the cost accounting reporting and record keeping procedures of a licensee.
- 4) Licensees shall submit any additional information requested by the Authority to verify or clarify cost accounting information within thirty (30 days) from receiving the request from the Authority.
- 5) All licensees must retain cost accounting data and related records for a minimum of twelve (12) months after the end of the reporting period, or for a time period as may be directed by the Authority.

12. Failure to submit information

- 1) If a licensee fails to submit in the manner and format prescribed by the Authority, as set out in these regulations or to submit the reports required to be submitted by these regulations the Authority may:
 - i. Issue a written request for submission of outstanding information within a prescribed time; or
 - ii. Require the licensee to implement a remedial plan within a time frame agreed with the Authority and again submit the outstanding and/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 sections 114 and 115, 116 of the Act.

L. N. JACOBS
CHAIRPERSON OF THE BOARD
COMMUNICATIONS REGULATORY AUTHORITY

APPENDIX A
ANNUAL AUDITED SEGMENTATION REPORT

| Table 1: Annual Audited Segmentation Report for all licensees | | | | | | | |
|--|---|--|-----------------------|------------------|------------------|------------------|------------------|
| | | Indicator | Financial Year | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
| Revenues | Mobile Voice | Voice (Domestic) | | | | | |
| | | Voice (International) | | | | | |
| | | Roaming (SADC visitors roaming in Namibia) | | | | | |
| | | Roaming (foreigners roaming in Namibia) | | | | | |
| | | Total Mobile Voice Revenues | | | | | |
| | Fixed-line Voice (copper or fibre) | Fixed-line rental | | | | | |
| | | Voice (domestic) | | | | | |
| | | Voice (International) | | | | | |
| | | Pay-phones | | | | | |
| | | Total Fixed-line Voice Revenues | | | | | |
| | Data and Internet Service | Mobile data | | | | | |
| | | ISDN | | | | | |
| | | ADSL | | | | | |
| | | Fibre to home data | | | | | |
| | | Leased lines | | | | | |
| | | Roaming | | | | | |
| | | Other data | | | | | |
| | | Total data revenues | | | | | |
| | VoIP subscription | Total VoIP revenues | | | | | |
| | SMS | SMS (Domestic) | | | | | |
| | | SMS (SADC) | | | | | |
| | | SMS to other countries (International excl. SADC) | | | | | |
| | | Total SMS Revenues | | | | | |
| | Broad-casting | TV Licences | | | | | |
| | | Advertisement | | | | | |
| | | Other revenue | | | | | |
| | | Total broadcasting revenues | | | | | |
| | Interconnection | Termination Revenue from Namibian mobile operators | | | | | |
| | | Termination Revenue from Namibian fixed-line operators | | | | | |
| | | Total Interconnection Revenue | | | | | |
| | Expenses | Domestic Termination (interconnection) Expenses | | | | | |
| | | Purchased leased-line capacity | | | | | |
| International data capacity | | | | | | | |
| International interconnection expenses (SADC) | | | | | | | |
| International interconnection expenses (other countries) | | | | | | | |
| SMS (SADC) | | | | | | | |
| SMS (International) | | | | | | | |
| | | | | | | | |
| Income | Infrastructure rented/leased | | | | | | |
| | Infrastructure shared | | | | | | |
| Investment | Network (expansion or upgrade) | | | | | | |
| | Property / Plant | | | | | | |
| | Software (incl. billing systems) | | | | | | |
| | Total Investment | | | | | | |

| Table 1: Annual Audited Segmentation Report for all licensees | | | | | | |
|--|---|-----------------------|------------------|------------------|------------------|------------------|
| Indicator | | Financial Year | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
| Other data for mobile operators | Prepaid Minutes of Use (MOU) | | | | | |
| | Postpaid Minutes of Use (MOU) | | | | | |
| | Overall Minutes of Use (postpaid and prepaid) | | | | | |
| | Overall Voice ARPU | | | | | |
| | Prepaid Voice ARPU | | | | | |
| | Postpaid Voice ARPU | | | | | |
| | Overall Data ARPU | | | | | |
| | Prepaid Data ARPU | | | | | |
| | Postpaid Data ARPU | | | | | |
| | Number of Prepaid Mobile Subscribers (active SIM cards) | | | | | |
| | Number of Post Paid Mobile Subscribers (active SIM cards) | | | | | |
| | Number of post paid roaming minutes to SADC countries | | | | | |
| | Number of pre-paid roaming minutes to SADC countries | | | | | |
| | Number of post paid SMS to SADC countries | | | | | |
| | Number of pre-paid SMS to other countries | | | | | |
| | Number of post paid roaming SMS to SADC countries | | | | | |
| | Number of pre-paid roaming SMS to other countries | | | | | |
| | Number of post paid roaming minutes to SADC countries | | | | | |
| | Number of post paid roaming minutes to other countries | | | | | |
| | Number of post paid roaming voice minutes made to local numbers from SADC countries | | | | | |
| | Number of pre-paid roaming voice minutes made to local numbers from SADC countries | | | | | |
| | Number of post paid roaming SMS sent to local numbers from SADC countries | | | | | |
| | Number of pre-paid SMS sent to local numbers from SADC countries | | | | | |
| | Number of SMS received | | | | | |
| | Data volume | | | | | |
| | Data volume for roaming in SADC countries | | | | | |
| | Data volume for roaming in other countries | | | | | |
| Number of roaming minutes to other countries (outgoing) | | | | | | |
| Number of roaming SMS to other countries (outgoing) | | | | | | |

Please only fill out the information relevant to your organisation. If not relevant, please mark the cell as not applicable (N/A)

**APPENDIX B
BI-ANNUAL REPORTS**

| Table 2: Faults, Billing and Complaints | | | | | |
|---|--|--------------|------------------|------------------------|--|
| | | June 20xx | December 20xx | Link to ITU indicators | |
| | | | | Code | Name |
| Mobile | Billing complaints as a % of total bills issued | | | | |
| | % of billing complaints resolved within 5 days of receipt of complaint | | | | |
| | Number of billing complaints received | | | | |
| | % of complaints resolved within 1 working day of receipt of complaint | | | | |
| Fixed-line | Faults per 100 fixed-telephone lines per year | | | I143 | Faults per 100 fixed-telephone lines per year |
| | Waiting list for fixed-telephone lines | | | I123 | Waiting list for fixed-telephone lines |
| | % of fixed-telephone faults cleared by next working day | | | i141 | Percentage of fixed-telephone faults cleared by next working day |
| | Number of non-billing complaints received | | | | |
| | Number of billing complaints received | | | | |
| | % of complaints resolved within 1 working day of receipt of complaint | | | | |

| Table 3: Subscriber information | | | | | |
|--|--|--------------|------------------|------------------------|--|
| Indicators | | June 20xx | December 20xx | Link to ITU indicators | |
| | | | | Code | Name |
| Mobile Subscribers | Prepaid | | | I271P | Prepaid mobile-cellular telephone subscriptions |
| | Post paid | | | | |
| | Total | | | I271 | Mobile-cellular telephone subscriptions |
| Fixed-line Subscribers | Residential | | | I116 | Percentage of fixed-telephone subscriptions that are residential |
| | Business | | | | |
| | Total | | | I112 | Fixed-telephone subscriptions |
| Fixed-wireless Subscribers (MTC home eg) | | | | i112w | Fixed wireless local loop subscriptions |
| Data Subscribers | ADSL below 2Mbps | | | I4213DSL | DSL Internet subscriptions |
| | ADSL 2-10 Mbps | | | | |
| | ADSL above 10 Mbps | | | | |
| | ADSL Total | | | | |
| | Modem Dial up | | | I4213D | Dial-up Internet subscriptions |
| | ISDN Dial up | | | I28 | ISDN subscriptions |
| | Satellite broadband subscriptions VSAT | | | i271s | Satellite broadband subscriptions () |
| | Terrestrial fixed wireless broadband subscriptions (Inclu Netman Home and Wimax) | | | | |
| | Active mobile-broadband subscriptions | | | I271MW | Active mobile-broadband subscriptions |
| | Standard mobile-broadband subscriptions | | | | |
| | Dedicated mobile-broadband subscriptions | | | | |
| | Leased line (number of subscribers not number of lines) | | | I4213L | Leased-line subscriptions |
| | Fibre-to-the-home | | | I4213FTTH/B | Fibre-to-the-home/building Internet subscriptions |
| | Other wireless (etc) | | | I911MW | Active mobile-broadband subscriptions per 100 inhabitants |

| Table 3: Subscriber information | | | | |
|---|-----------|---------------|------------------------|------|
| Indicators | June 20xx | December 20xx | Link to ITU indicators | |
| | | | Code | Name |
| Number of VoIP subscriptions | | | | |
| Fixed (wired) broadband Internet traffic (exabytes) | | | I135tbf | |

| Table 4: Traffic in minutes (billable and bundled) | | | | | | |
|--|----------|------------------------|--------------|---------------|------------------------|--|
| | | | June 20xx | December 20xx | Link to ITU indicators | |
| | | | | | Code | Name |
| Mobile | Outgoing | On net | | | I1331WM | Outgoing mobile traffic to same mobile network, in minutes |
| | | Off-net mobile | | | I1332WM | Outgoing mobile traffic to other mobile networks, in minutes |
| | | Off-net Fixed-line | | | I1332WMF | Outgoing mobile traffic to fixed networks, in minutes |
| | | International | | | I1333WM | Outgoing mobile traffic to international, in minutes |
| | | Total | | | I133WM | Domestic mobile-telephone traffic, in minutes |
| | Incoming | From Fixed-lines | | | | |
| | | Other mobile operators | | | | |
| | | International | | | I1335WM | Incoming international traffic to mobile network, in minutes |
| | SMS | Sent | | | I133SMS | SMS sent |
| | Fixed | Outgoing | On net local | | | I131M |
| On net local long distance | | | | | I131M | Domestic fixed-to-fixed telephone traffic, in minutes |
| to other mobile operators | | | | | I1313WM | Fixed-to-mobile telephone traffic, in minutes |
| International | | | | | I132M | International outgoing fixed-telephone traffic, in minutes |
| Incoming | | from mobile operators | | | | |
| | | International | | | I132MI | International incoming fixed-telephone traffic, in minutes |

| Table 5: Employment | | | | |
|---|-----------|---------------|------------------------|--|
| | June 20xx | December 20xx | Link to ITU indicators | |
| | | | Code | Name |
| Total full-time staff | | | I51 | Full-time equivalent telecommunication employees, total |
| Total female full-time staff | | | I51F | Full-time equivalent telecommunication employees, female |
| Total disabled full-time staff | | | | |
| Total part-time staff | | | | |
| Number of full-time expatriate staff | | | | |
| Number of contract/semi-permanent employees | | | | |

| Table 6: Quality of Service | | | | |
|---|-----------|---------------|------------------------|--|
| | June 20xx | December 20xx | Link to ITU indicators | |
| | | | Code | Name |
| Faults of fixed-telephone lines per year | | | I143 | Faults per 100 fixed-telephone lines per year |
| % of fixed-telephone faults cleared by next working day | | | i141 | Percentage of fixed-telephone faults cleared by next working day |

| Table 6: Quality of Service | | | | |
|---|-----------|---------------|------------------------|--|
| | June 20xx | December 20xx | Link to ITU indicators | |
| | | | Code | Name |
| Waiting list for fixed-telephone lines | | | I123 | Waiting list for fixed-telephone lines |
| Mobile-cellular unsuccessful call ratio | | | | |
| Mobile-cellular dropped call ratio | | | | |
| Total number of billing complaints | | | | |

| Table 7: Infrastructure | | | | |
|--|--|----------------|------------------------|--|
| | June 20xx | December 20 xx | Link to ITU indicators | |
| | | | Code | Name |
| Total international uplink bandwidth | | | | |
| Total international downlink bandwidth | | | I4214 | International Internet bandwidth, in Mbit/s |
| | | | I994U | International Internet bandwidth (bit/s) per Internet user |
| Number of Base Stations (Mobile) | | | | |
| Number of Points of Presence (POP)s | | | | |
| Number of points of Interconnection | | | | |
| Fixed | Total capacity of local public switching exchanges | | I117 | Total capacity of local public switching exchanges |
| | International telephone circuits | | I1191 | International telephone circuits |
| | Number of Public Pay-phones | | I1112 | Public payphones |

| Table 8: BASE STATIONS DATA GATHERING TEMPLATE | | | | | | | |
|--|--|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4 | 5 | 6 |
| BTS Name | | | | | | | |
| Region | | | | | | | |
| Physical Address | | | | | | | |
| Location Data | Longitude (degrees,N/S,minutes, seconds) | | | | | | |
| | Latitude (degrees,E/W,minutes, seconds) | | | | | | |
| Site owned by licensee? | | | | | | | |
| Structural | Site Height (m) | | | | | | |
| Technology deployed | | | | | | | |
| TX Frequency * | Frequency(s) (MHz) | | | | | | |
| | Band width (Hz) | | | | | | |
| | Power* (Watt) | | | | | | |
| Equipment | Make | | | | | | |
| | Model | | | | | | |
| | Manufacturer | | | | | | |
| | Necessary Bandwidth (MHz) | | | | | | |
| | Modulation | | | | | | |
| | TX lower frequency (MHz) | | | | | | |
| | TX upper frequency (MHz) | | | | | | |
| | Actual used frequency (MHz) | | | | | | |
| Antenna | Make | | | | | | |
| | Model | | | | | | |
| | Type | | | | | | |
| | Lower Frequency (MHz) | | | | | | |
| | Upper Frequency (MHz) | | | | | | |
| | Polarization* | | | | | | |
| | Gain * (dBi) | | | | | | |
| | Output Power (dBm) | | | | | | |
| | Antenna height (ASL)* (m) | | | | | | |
| Antenna height (AGL)* (m) | | | | | | | |
| Antenna Sectorisation | | | | | | | |

| Table 9: POINT-TO-POINT/MULTIPOINT WIRELESS/FIXED LINKS | | | | | | | |
|---|------------------------|--|---|---|---|---|--|
| | | 1 | 2 | 3 | 4 | 6 | |
| Hop Name | Start Point | | | | | | |
| | End Point | | | | | | |
| Region | | | | | | | |
| Technology | | | | | | | |
| Site A | SITE name | | | | | | |
| | Physical Address | | | | | | |
| | Location Data | Longitude (degrees,N/S,minutes, seconds) | | | | | |
| | | Latitude (degrees,E/W,minutes, seconds) | | | | | |
| | Make/Manufacturer | | | | | | |
| | Model | | | | | | |
| | Frequency(s) MHz | | | | | | |
| | Polarization | | | | | | |
| | Band width (MHz) | | | | | | |
| | Antenna | Make/Model | | | | | |
| | | diameter / aperture (m) | | | | | |
| | | Type | | | | | |
| | | Gain (dBi) | | | | | |
| | | Output Power (Watt) | | | | | |
| | | Receiver Sensitivity –dBm | | | | | |
| | | Antenna Height (ASL) m | | | | | |
| | Antenna Height (AGL) m | | | | | | |
| Data rate Mbit/s | | | | | | | |
| Traffic and protection | | | | | | | |
| Modulation type | | | | | | | |
| Site B | SITE name | | | | | | |
| | Physical Address | | | | | | |
| | Location Data | Longitude (degrees,N/S,minutes, seconds) | | | | | |
| | | Latitude (degrees,E/W,minutes, seconds) | | | | | |
| | Make/Manufacturer | | | | | | |
| | Model | | | | | | |
| | Frequency(s) MHz | | | | | | |
| | Polarization | | | | | | |
| | Band width (MHz) | | | | | | |
| | Antenna | Make/Model | | | | | |
| | | diameter / aperture (m) | | | | | |
| | | Type | | | | | |
| | | Gain (dBi) | | | | | |
| | | Output Power (Watt) | | | | | |
| | | Receiver Sensitivity –dBm | | | | | |
| | | Antenna Height (ASL) m | | | | | |
| | Antenna Height (AGL) m | | | | | | |
| Data rate Mbit/s | | | | | | | |
| Traffic and protection | | | | | | | |
| Modulation type | | | | | | | |

| Table 10: Fibre Links | | | | | |
|-----------------------|------------------------------|----------------------------|---------------------|------------|--|
| Link Name | Start Point Physical Address | End Point Physical Address | Data rate in Mbit/s | Protection | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

**APPENDIX C
DEFINITIONS**

| Table 11: Terms and Definitions | |
|---|---|
| Terms | Definitions |
| Overall Minutes of Use (MOU) | Total originating minutes divided by the number of subscribers (active prepaid SIM cards). The quarterly figure is an average for three months. |
| Prepaid Minutes of Use (MOU): | Total minutes originating from prepaid subscribers (active prepaid SIM cards) in a month divided by the number of prepaid subscribers (active prepaid SIM cards). The quarterly figure is an average for three months. |
| Postpaid Minutes of Use (MOU) | Total minutes originating from postpaid subscribers (active postpaid SIM cards) in a month divided by the number of postpaid subscribers (active prepaid SIM cards). The quarterly figure is an average for three months. |
| Monthly Overall ARPU | Average Revenue Per User for prepaid and postpaid subscribers |
| Monthly Prepaid ARPU | Average Revenue Per User for prepaid subscribers |
| Monthly Postpaid ARPU | Average Revenue Per User for postpaid subscribers |
| Supply time for fixed line initial connection | The duration (elapsed days) from the instant a valid service request has been received to the instant a working service is made available for use |
| Supply time for internet access | The duration (elapsed days) from the instant a valid service request has been received to the instant a working service is made available for use |
| Supply time for initial mobile services connection (postpaid) | The duration (elapsed days) from the instant a valid service request has been received to the instant a working service is made available for use |
| Fault Repair Time | The time (elapsed hours) by which valid faults on networks are repaired |
| Proportion of problems with number portability procedures | Number of requests with a deviation from the normal porting procedure divided by the total number of requests for number portability |
| Response time for administration and billing enquiries | Duration from the instant when the address information required for setting up a call is received to the instant the human operator answers the calling user to attend to the enquiry |
| Customer Complaints Resolution Time | The time period taken to resolve a customer complaint from the instant the customer complaint is notified to the published point of contact to the instant the cause for the complaint has been resolved |
| Billing Correctness | The proportion of bills resulting in a customer complaint relating to the accuracy of a given bill |
| Service Coverage | Percentage of test route over which a minimum signal strength of -100 dBm is achieved |
| Unsuccessful Call Ratio | Ratio of unsuccessful calls to a total number of call attempt in a specified time period |
| International Call Connectivity | The relationship between the number of seizures that result in an answer signal and the total number of seizures (ASR) for a specific country |
| Dropped Call Ratio | The percentage of incoming and outgoing calls which once they have been successfully established are dropped/interrupted prior to the call being terminated by the user, the cause of the early termination being within the operator's network |
| Successful SMS Ratio | Probability that a user can send a SMS successfully to a short message centre from user terminal equipment |
| Completion Rate for SMS | The ratio of successfully send and received SMS's between terminal equipment of two users during busy time |
| Successful Internet Log-in ratio | The ratio of successful log-ins to access the Internet when both the access network and the licensees' network are available |
| Packet Loss Ratio | Ratio of packets lost to the total packets transmitted between two designated points |
| Unsuccessful data transmission ratio | The ratio of unsuccessful data transmissions to the total number of data transmission attempts in a specified time period |
| Data transmission speed achieved | The data transmission rate is achieved separately for downloading and uploading specified test files between a remote web site and user equipment |

ITU indicators

| Table 12: List of the indicators included in the World Telecommunication Indicators/ICT Indicators database, June 2012 | | |
|---|-------------------------------|--|
| Codes | Indicators | Covered by CRAN Reporting framework |
| I1112 | Public pay-phones | Yes |
| I112 | Fixed-telephone subscriptions | Yes |

| Table 12: List of the indicators included in the World Telecommunication Indicators/ICT Indicators database, June 2012 | | |
|---|--|--|
| Codes | Indicators | Covered by CRAN Reporting framework |
| I112IP | VoIP subscriptions | Yes |
| I1142 | Percentage of fixed-telephone lines connected to digital exchanges | Yes |
| I116 | Percentage of fixed-telephone subscriptions that are residential | Yes |
| I1162 | Percentage of fixed-telephone subscriptions in urban areas | No |
| I1163% | Percentage of localities with telephone service | No |
| I117 | Total capacity of local public switching exchanges | Yes |
| I1191 | International telephone circuits | Yes |
| I123 | Waiting list for fixed-telephone lines | Yes |
| I1311M | Local fixed-to-fixed telephone traffic, in minutes | Yes |
| I1312M | Long-distance fixed-to-fixed telephone traffic, in minutes | Yes |
| I1313WM | Fixed-to-mobile telephone traffic, in minutes | Yes |
| I131M | Domestic fixed-to-fixed telephone traffic, in minutes | Yes |
| I132M | International outgoing fixed-telephone traffic, in minutes | Yes |
| I132MI | International incoming fixed-telephone traffic, in minutes | Yes |
| I132T | Total international outgoing telephone traffic, in minutes | Yes |
| I132TI | Total international incoming telephone traffic, in minutes | Yes |
| I1331WM | Outgoing mobile traffic to same mobile network, in minutes | Yes |
| I1332WM | Outgoing mobile traffic to other mobile networks, in minutes | Yes |
| I1332WMF | Outgoing mobile traffic to fixed networks, in minutes | Yes |
| I1333WM | Outgoing mobile traffic to international, in minutes | Yes |
| I1335WM | Incoming international traffic to mobile network, in minutes | Yes |
| I133MMS | MMS sent | Yes |
| I133SMS | SMS sent | Yes |
| I133WM | Domestic mobile-telephone traffic, in minutes | Yes |
| I141 | Percentage of fixed-telephone faults cleared by next working day | |
| I143 | Faults per 100 fixed-telephone lines per year | Yes |

| Table 12: List of the indicators included in the World Telecommunication Indicators/ICT Indicators database, June 2012 | | |
|---|---|--|
| Codes | Indicators | Covered by CRAN Reporting framework |
| I151 | Installation fee for residential telephone service | Price data collection by CRAN |
| I151\$ | Installation fee for residential telephone service, in USD | |
| I151B | Installation fee for business telephone service | |
| I151B\$ | Installation fee for business telephone service, in USD | |
| I151C | Mobile-cellular postpaid connection charge | |
| I151C\$ | Mobile-cellular postpaid connection charge, in USD | |
| I151P | Mobile-cellular prepaid connection charge | |
| I151P\$ | Mobile-cellular prepaid connection charge, in USD | |
| I152 | Monthly subscription for residential telephone service | |
| I152\$ | Monthly subscription for residential telephone service, in USD | |
| I152B | Monthly subscription for business telephone service | |
| I152B\$ | Monthly subscription for business telephone service, in USD | |
| I152C | Mobile-cellular monthly subscription charge | |
| I152C\$ | Mobile-cellular monthly subscription charge, in USD | |
| I153 | Price of a three-minute local call to a fixed-telephone line (peak rate) | |
| I153\$ | Price of a three-minute local call to a fixed-telephone line (peak rate), in USD | |
| I153C | Mobile-cellular prepaid – price of a three-minute local call (peak, on-net) | |
| I153C\$ | Mobile-cellular prepaid – price of a three-minute local call (peak, on-net), in USD | |
| I153CO | Mobile-cellular prepaid – price of a three-minute local call (off-peak, on-net) | |
| I153CO\$ | Mobile-cellular prepaid – price of a three-minute local call (off-peak, on-net), in USD | |
| I153O | Price of a three-minute local call to a fixed-telephone line (off-peak rate) | |
| I153O\$ | Price of a three-minute local call to a fixed-telephone line (off-peak rate), in USD | |
| I153PF | Mobile-cellular prepaid – price of a one-minute local call (peak, to fixed) | |
| I153PF\$ | Mobile-cellular prepaid – price of a one-minute local call (peak, to fixed), in USD | |
| I153PN | Mobile-cellular prepaid – price of a one-minute local call (peak, on-net) | |
| I153PN\$ | Mobile-cellular prepaid – price of a one-minute local call (peak, on-net), in USD | |
| I153PO | Mobile-cellular prepaid – price of a one-minute local call (peak, off-net) | |
| I153PO\$ | Mobile-cellular prepaid – price of a one-minute local call (peak, off-net), in USD | |
| I153POF | Mobile-cellular prepaid – price of one-minute local call (off-peak, to fixed) | |
| I153POF\$ | Mobile-cellular prepaid – price of one-minute local call (off-peak, to fixed), in USD | |
| I153PON | Mobile-cellular prepaid – price of a one-minute local call (off-peak, on-net) | |
| I153PON\$ | Mobile-cellular prepaid – price of a one-minute local call (off-peak, on-net), in USD | |
| I153POO | Mobile-cellular prepaid – price of a one-minute local call (off-peak, off-net) | |
| I153POO\$ | Mobile-cellular prepaid – price of a one-minute local call (off-peak, off-net), in USD | |
| I153PSMS | Mobile-cellular prepaid – price of SMS (on-net) | |
| I153PSMS\$ | Mobile-cellular prepaid – price of SMS (on-net), in USD | |
| I153PWF | Mobile-cellular prepaid – price of a one-minute local call (weekend, to fixed) | |
| I153PWF\$ | Mobile-cellular prepaid – price of a one-minute local call (weekend, to fixed), in USD | |
| I153PWN | Mobile-cellular prepaid – price of a one-minute local call (weekend, on-net) | |
| I153PWN\$ | Mobile-cellular prepaid – price of a one-minute local call (weekend, on-net), in USD | |
| I153PWO | Mobile-cellular prepaid – price of a one-minute local call (weekend, off-net) | |
| I153PWO\$ | Mobile-cellular prepaid – price of a one-minute local call (weekend, off-net), in USD | |
| I153SMS_PO | Mobile-cellular prepaid – price of SMS (off-net) | |
| I153SMS_PO\$ | Mobile-cellular prepaid – price of SMS (off-net), in USD | |
| I271 | Mobile-cellular telephone subscriptions | |

| Table 12: List of the indicators included in the World Telecommunication Indicators/ICT Indicators database, June 2012 | | |
|---|--|--|
| Codes | Indicators | Covered by CRAN Reporting framework |
| I271G | Percentage of the population covered by at least a 3G mobile network | Assessed by using detailed network reporting together with GIS and census data |
| I271MB_ACTIVE | Standard mobile-broadband subscriptions | Price data collection by CRAN |
| I271MD | Dedicated mobile-broadband subscriptions | |
| I271MW | Active mobile-broadband subscriptions | Yes |
| I271P | Prepaid mobile-cellular telephone subscriptions | Yes |
| I271POP | Percentage of the population covered by a mobile-cellular network | Yes |
| I28 | ISDN subscriptions | Yes |
| I281 | Basic-rate ISDN subscriptions | Yes |
| I282 | Primary-rate ISDN subscriptions | Yes |
| I28C | ISDN voice-channel equivalents | Yes |
| I4213 | Fixed (wired) Internet subscriptions | Yes |
| I4213BC | Fixed (wired)-broadband connection charge | Price / Product data collection by CRAN |
| I4213BC\$ | Fixed (wired)-broadband connection charge, in USD | |
| I4213BS | Fixed (wired)-broadband monthly subscription charge | |
| I4213BS\$ | Fixed (wired)-broadband monthly subscription charge, in USD | |
| I4213BS_C | Fixed (wired)-broadband cap, in GB | |
| I4213BS_CP | Fixed (wired)-broadband - price of excess usage | |
| I4213BS_CP\$ | Fixed (wired)-broadband - price of excess usage, in USD | |
| I4213BS_S | Fixed (wired)-broadband speed, in Mbit/s | |
| I4213CAB | Cable modem Internet subscriptions | Not available in Namibia |
| I4213D | Dial-up Internet subscriptions | Yes |
| I4213DSL | DSL Internet subscriptions | Yes |
| I4213FTTH/B | Fibre-to-the-home/building Internet subscriptions | Yes |
| I4213L | Leased-line subscriptions | Yes |
| I4213OB | Other fixed (wired)-broadband subscriptions | Yes |
| I4213TFB | Fixed (wired)-broadband subscriptions | Yes |
| I4214 | International Internet bandwidth, in Mbit/s | Yes |
| I51 | Full-time equivalent telecommunication employees, total | Yes |
| I51F | Full-time equivalent telecommunication employees, female | Yes |
| I51W | Persons employed by mobile-telecommunication operators | Yes |
| I61 | Population | Census Data |
| I6111 | Percentage of the population in urban areas | Census Data |
| I62 | Households | Census Data |
| I652 | Average annual exchange rate per USD | Bank Of Namibia |
| I71 | Revenue from fixed-telephone services | Yes |
| I71\$ | Revenue from fixed-telephone services, in USD | Yes |
| I741 | Revenue from mobile networks | Yes |
| I741\$ | Revenue from mobile networks, in USD | Yes |
| I75 | Revenue from all telecommunication services | Yes |
| I75\$ | Revenue from all telecommunication services, in USD | Yes |
| I81 | Annual investment in telecommunication services | Yes |
| I81\$ | Annual investment in telecommunication services, in USD | Yes |
| I83 | Annual investment in fixed-telephone services | Yes |
| I83\$ | Annual investment in fixed-telephone services, in USD | Yes |

| Table 12: List of the indicators included in the World Telecommunication Indicators/ICT Indicators database, June 2012 | | |
|---|--|---|
| Codes | Indicators | Covered by CRAN Reporting framework |
| I841F | Annual foreign investment in telecommunications | CRAN calculation, Purchase of Portugal telecom of MTC in 2006 eg. |
| I841M | Annual investment in mobile communication services | Yes |
| I841M\$ | Annual investment in mobile communication services, in USD | Yes |
| I91 | Fixed-telephone subscriptions per 100 inhabitants | Yes |
| I911 | Mobile-cellular telephone subscriptions per 100 inhabitants | Yes |
| I911MB_ACTIVE | Standard mobile-broadband subscriptions per 100 inhabitants | Yes |
| I911MD | Dedicated mobile-broadband subscriptions per 100 inhabitants | Yes |
| I911MW | Active mobile-broadband subscriptions per 100 inhabitants | Yes |
| I98 | Public pay-phones per 1000 inhabitants | Yes |
| I992 | Fixed (wired)-broadband subscriptions per 100 inhabitants | Yes |
| I993 | Fixed (wired) Internet subscriptions per 100 inhabitants | Yes |
| I994U | International Internet bandwidth (bit/s) per Internet user | Yes |
| I99H | Percentage of individuals using the Internet | Household survey data. Latest available is 2011 (RIA survey) |
| XHH1 | Percentage of households with radio | |
| XHH3F | Percentage of households with fixed-telephone | |
| XHH3M | Percentage of households with mobile-cellular telephone | |
| XHH4_IDI | Percentage of households with computer | |
| XHH6_IDI | Percentage of households with Internet | |
| XHHR1 | Percentage of households with electricity | |
| YHH10 | Percentage of individuals using a mobile cellular telephone | |
| YHH5 | Percentage of individuals using a computer | |
| i271twb | Wireless-broadband subscriptions | |
| i271s | Satellite broadband subscriptions | Yes |
| i112w | Fixed wireless local loop subscriptions | Yes |

COMMUNICATIONS REGULATORY AUTHORITY OF NAMIBIA

No. 475

2013

REGULATIONS SETTING OUT MINIMUM TECHNICAL STANDARDS FOR SET-TOP BOX DECODERS: COMMUNICATIONS ACT, 2009

The Communications Regulatory Authority of Namibia, in terms of section 129 (1) (f), read with sub-sections (4), (5), (6), and (7) of the Communications Act, 2009 (Act No. 8 of 2009), and the “Regulations Regarding Rule-Making Procedures: Communications Act, 2009” published as General Notice No. 334, in Government Gazette No. 4630 dated 17 December 2010, hereby publishes these “Regulations Setting Out Minimum Technical Standards for Set-Top Box Decoders, effective from the date of publication in the *Gazette*.”

Definitions

1. In these regulations, a word or expression to which a meaning is assigned in the Act has the same meaning, and unless the context otherwise indicates -

“the Regulations” means the Regulations Setting out Minimum Technical Standards for Set-Top Box Decoders.

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

“Minimum technical standards” means, for the purposes hereof, those set of standards that specifies the minimum technical requirements that are mandatory for set-top box decoders as prescribed in these regulations

“Set-Top Box Decoder” means an information appliance device that generally contains a tuner and connects to an analogue television set and an external source of signal, turning the source signal into content a form that can then be displayed on the television screen or other display device.

Applicability

2. These regulations shall be applicable to -

(1) All Digital terrestrial television Set-Top Box decoders imported and sold within the Republic of Namibia.

(2) These regulations shall also be applicable to all of the following Set-Top Box decoder providers: -

- (a) Broadcasting Service licensees;
- (b) Signal Distributor Licensees;
- (c) Multiplex Licensees;
- (d) Decoder manufacturers/distributors/retailers; and
- (e) The Public

Spectrum

3. The Set-Top Box decoder shall operate within the VHF and UHF television broadcasting bands as set out in the table below, using 8 MHz channel spacing in accordance with the International Telecommunications Union GE06 plan (*International Telecommunications Union Final Acts of the Regional Radiocommunication Conference for Planning of the digital terrestrial broadcasting service in parts of Regions 1 and 3, in the Frequency Bands 174-230 MHz and 470-862 MHz (RRC-06) – Geneva 15 May – 16 June 2006*).

| BAND | | FREQUENCY RANGE MHz |
|------|---------|---------------------|
| VHF | VHF III | 174 to 230 |
| UHF | UHF IV | 470 to 582 |
| | UHF V | 582 to 694 |

System features

4. The Set-Top Box decoder shall operate according to the system features as shown in the table below in accordance with the European Telecommunications Standards Institute.

| DESCRIPTION | MINIMUM STANDARD |
|-----------------------------|---|
| System Standard | Digital Video Broadcasting (DVB) – Terrestrial and Digital Video Broadcasting (DVB) – Terrestrial 2. |
| | <i>(The following references are indispensable for the application of this document. For undated reference, the latest edition of the referenced document (including any amendments) applies: (ETSI TS 101 154, Digital Video Broadcasting (DVB); Specification for the use of Video and Audio Coding in Broadcasting Applications based on the MPEG-2 Transport Stream; ETSI EN 300 743, Digital Video Broadcasting (DVB); Subtitling systems; ETSI ETR 162, Digital Video Broadcasting (DVB); Allocation of Service Information (SI) codes for DVB systems)</i> |
| Video Decoding | Moving Pictures Experts Group 2 and Moving Pictures Experts Group 4 |
| Video Resolution | Standard Definition |
| Conditional Access | No Conditional Access Module to be embedded |
| Video Profile | Moving Pictures Experts Group -4 MP@L3 Phase Alternating Line I/B/G modulator |
| Over-The-Air (OTA) Download | Yes |
| Memory | 8 MB RAM, 16 MB Flash |
| Audio | Mono and Stereo |

Software features

5. (1) All middleware included on the set-Top Box decoder should be embedded.
- (2) The Set-Top Box decoder should be able to display an electronic programme guide depicting information for a minimum period of seven (7) days.
- (3) Parental Lock functionality should be available.

Hardware features

6. The Set-Top Box decoder should be manufactured in accordance with all hardware features as shown in the table below.

| DESCRIPTION | MINIMUM STANDARD |
|--------------|---|
| Power Supply | Internal 160 – 264V AC and 47-63 HZ or External AC to DC adaptor Over/under voltage protection Overheating protection |
| Connections | IEC 60169-2 RF IN – Female RF OUT – Male Audio/Video RCA or HDMI Serial/USB for software upgrade Ethernet Port |
| Exterior | Standby functionality Volume (V+ & V-) Channel Change (Ch+ & Ch-) One tri-colour LED indication required Channel Scan Menu with accept functionality |

Accessories

7. (1) The following accessories shall be included in the box for each Set-Top Box decoder:

- (a) A Standard remote control with batteries;
- (b) Required power adaptors and a RF cable and/or a RCA cable;
- (c) An English instruction manual.

Warranty and Support

8. (1) The manufacturer of the Set-Top Box decoder shall offer a one (1) year warranty as a minimum requirement.

(2) Manufacturers and Importers of Set-Top Box decoders shall maintain local repair and/or swop facilities within the borders of the Republic of Namibia.

Non – Compliance with Minimum Technical Standards

9. (1) Any person, Signal Distributor Licensee, Multiplex Licensee, decoder manufacturer or distributor or retailer who fails to comply with any of the provisions contained in these Regulations shall be in contravention of these Regulations.

(2) Any person, Broadcasting Licensee, Multiplex Licensee, Decoder, Manufacturer, or Distributor or Retailor who contravenes any provision contained in these Regulations shall be subject to the provisions of Section 90, and Sections 114 to 127 of the Communications Act, 2009 (Act No. 8 of 2009), where applicable.”

Amendment of Minimum Technical Standards

10. The Authority may amend these minimum technical standards from time to time.

L. N. JACOBS
CHAIRPERSON OF THE BOARD
COMMUNICATIONS REGULATORY AUTHORITY
