



GOVERNMENT GAZETTE

OF THE

REPUBLIC OF NAMIBIA

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General Notice

COMMUNICATIONS REGULATORY AUTHORITY OF NAMIBIA

No. 106

2020

NOTICE OF INTENTION TO MAKE REGULATIONS PRESCRIBING REPORTING OBLIGATIONS FOR LICENSEES

The Communications Regulatory Authority of Namibia (hereafter “the Authority”) in terms of regulation 4(3) of the Regulations Regarding Rule-Making Procedures published as General Notice No. 334 of 17 December 2010 (hereafter “the Regulations Regarding Rule-Making Procedures”) publishes this notice of intention to make “Regulations Prescribing Reporting Obligations for Licensees” which contains the following:

1. A concise statement of the purpose for the proposed Regulations as set out in Schedule 1;
2. A draft of the proposed Regulations as set out in Schedule 2.

Members of the public are invited to make written submissions to the Authority no later than 30 days from the date of publication of this notice of intention to make regulations, in the manner set out below for making written submissions.

Reply comments to written submissions may be submitted to the Authority.

- (a) no later than 15 days after the time for the making of written submissions has lapsed; or
- (b) if the opportunity for the submission of reply comments is published in a subsequent Gazette, after the lapse of 14 days from the date of such publication.

All written submissions must -

- (a) contain the name and contact details of the person making the written submissions and the name and contact details of the person or entity on whose behalf the written submissions are made, if different; and
- (b) be clear and concise.

All written submissions must be delivered to the Authority in the manner provided above for the delivery of notices of oral submissions.

H. M. GAOMAB II
CHAIRPERSON OF THE BOARD
COMMUNICATIONS REGULATORY AUTHORITY OF NAMIBIA

SCHEDULE 1

CONCISE STATEMENT OF PURPOSE

The objects of the proposed Regulations are to –

- (a) establish an integrated reporting framework within which holders of telecommunications licenses, broadcasting licenses and postal licenses must submit information required by the Authority to discharge its regulatory functions under the Act; and
- (b) harmonise data collection activities of the Authority.

SCHEDULE 2

PROPOSED REGULATIONS PRESCRIBING REGULATIONS ON REPORTING OBLIGATIONS FOR LICENSEES: COMMUNICATIONS ACT, 2009

The Communications Regulatory Authority of Namibia in terms of section 129(1)(f) of the Communications Act, 2009 (Act No. 8 of 2009) -

- (a) makes the Regulations set out in the Schedule.
- (b) repeals the Regulations Setting Out Cost Accounting Procedures and Reporting Requirements, which were published under General Notice No. 474 of 6 December 2013.

SCHEDULE**ARRANGEMENT OF REGULATIONS****PART 1
INTRODUCTORY PROVISIONS**

1. Definitions
2. Objects and application of Regulations
3. Submission of documents to the Authority

**PART 2
SUBMISSION OF ANNUAL RETURNS, QUARTERLY COMPLIANCE REPORTS AND
OTHER INFORMATION**

4. Submission of annual returns
5. Submission of annual audited segmentation reports
6. Submission of quarterly compliance reports
7. Submission of *ad hoc* reports
8. Submission of further information
9. Retention of annual returns and quarterly reports

**PART 3
ITU INDICATORS**

10. Adherence to ITU indicators

**PART 4
GENERAL**

11. Publishing of information
12. Condonation
13. Failure to submit information

**PART 1
INTRODUCTORY PROVISIONS****Definitions**

1. In these Regulations, any word or expression to which a meaning is assigned in the Act has that meaning, and -

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

“broadcasting licensee” means the holder of a broadcasting license issued in terms of the Act;

“data portal” means the electronic interface found on the landing page of the official website of the Authority by means of which licensees are required to submit reports and other information required by the Authority;

“ITU” refers to the International Telecommunications Union, which is the United Nations specialised agency for information and communications technologies;

“licensee” means a broadcasting licensee, postal licensee or a telecommunications licensee;

“official website of the Authority” is the website with URL <https://www.cran.na>;

“postal licensee” means the holder of a postal license issued in terms of the Act;

“telecommunications licensee” means the holder of a telecommunications license issued in terms of the Act.

Objects and application of Regulations

2. (1) The objects of these Regulations are to-
 - (a) harmonise all data collection activities by the Authority; and
 - (b) make provision for the method of collecting data through the data portal.
- (2) These Regulations apply to all licensees.

Submission of documents to the Authority

3. A person permitted or called upon to submit information to the Authority must do so electronically via the data portal in accordance with these Regulations.

PART 2

SUBMISSION OF ANNUAL RETURNS, QUARTERLY COMPLIANCE REPORTS AND OTHER INFORMATION

Submission of annual returns

4. Every licensee must within a period agreed with the Authority but no later than six months after the end of its financial year upload its audited annual financial statements in electronic format via the data portal.

Submission of quarterly revenue and expense segmentation reports

5. (1) Every telecommunications licensee must upload via the data portal a quarterly revenue and expense segmentation report complying with the data requirements contained in **Annexure A**.

(2) Every telecommunications licensee must annually after the finalisation of its annual financial statements referred to in regulation 4 correlate and align its quarterly revenue and expense segmentation reports for the financial year in question with its annual financial statements for that year, to ensure reliable indicators and the monitoring of sector performance.

(3) If the audited annual financial statements of a telecommunications licensee are restated for any reason, that licensee’s annual revenue and expense segmentation report must again be uploaded on the data portal, if such restatement necessitates the amendment of that segmentation report.

(4) A licensee who provides telecommunications services but not as its main business activity must have mechanisms in place to ensure that the data requested by the Authority in terms of this regulation is separate from its other business and audited by a person duly registered as an accountant and auditor under the Public Accountants and Auditors Act, 1951 (Act No. 51 of 1951).

Submission of quarterly compliance reports

6. (1) Every broadcasting licensee must upload via the data portal a quarterly report on broadcasting services complying with the data requirements contained in **Annexure B**.

(2) The Namibian Broadcasting Corporation referred to in section 93 of the Act must upload via the data portal a quarterly report on broadcasting services complying with the data requirements contained in **Annexure C**.

(3) A subscription broadcasting licensee other than the Namibian Broadcasting Corporation must upload via the data portal a quarterly report on broadcasting services complying with the data requirements contained in **Annexure D**.

(4) Every postal licensee must upload via the data portal a quarterly report complying with the data requirements contained in **Annexure E**.

(5) Every telecommunications licensee must upload via the data portal a quarterly report complying with the data requirements contained in **Annexure F** containing -

- (a) subscriber information;
- (b) traffic in minutes (billable and bundled);
- (c) employment information;
- (d) quality of service information;
- (e) infrastructure information;
- (f) base station information; and
- (g) point-to-point or multipoint wireless or fixed links.

(6) All licensees must upload via the data portal statistics on its information and communication technologies complying with the data requirements contained in **Annexure G**.

(7) The reports referred to in this regulation must be uploaded via the data portal on or before the last day of April, July and October in each year and January of the following year and must contain the information required in respect of the preceding three months.

(8) For purposes of subregulations (1), (2) and (3), “broadcasting services” means services rendered under a commercial broadcasting license, community broadcasting license, a public broadcasting license, signal distribution broadcasting license or a multiplex broadcasting license, as the case may be.

Submission of *ad hoc* reports

7. (1) The Authority may, while carrying out its obligations in terms of the Act, require a licensee to provide reports to enable the Authority to -

- (a) monitor and enforce spectrum utilisation, consumer protection, quality of service requirements, fair competition, compliance with licence conditions or other requirements of the Act;
- (b) collect and compile information to be used for purposes of sectoral analysis, planning, reporting and conducting inquiries;

(2) The Authority must provide to a licensee referred to in subregulation (1) detailed specifications of its data request, applicable response times and a contact person to whom queries may be addressed.

(3) Such licensee must provide any report referred to in subregulation (1) in the manner and in accordance with the format determined by the Authority.

Submission of further information

8. Licensees must 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.

Retention of annual returns and quarterly reports

9. All licensees must retain reports and returns obtained in terms of these Regulation for a minimum of 36 months after the end of the reporting period, or for a time period as may be directed by the Authority.

PART 3 ITU INDICATORS

Adherence to ITU indicators

10. (1) As part of the international obligations of the Republic of Namibia the Authority must adhere to and cause licensees, where applicable to comply with the information and communication technologies indicators published periodically by the ITU.

(2) The information and communication technologies indicators currently applicable are specified in **Annexure H** and the Authority must substitute Annexure H whenever those indicators are amended or repealed by the ITU.

(3) Where applicable and where indicated on any return or report required in terms of these Regulations, a licensee must report in accordance with those information and communication technologies indicators contained in Annexure H, in the manner and complying with such data requirements provided for in such return or report.

PART 4 GENERAL

Publishing of information

11. (1) Subject to the provisions of section 27 and 28 of the Act and subregulation (2) and (3) the Authority may publish in any format and in the manner that the Authority deems reasonably appropriate, information obtained because of the submission of any return or report in terms of these Regulations.

(2) A licensee may request the Authority to treat any information contained in a report or return submitted in terms of these Regulations as confidential commercial information that may not be disclosed to third parties other than appropriate government agencies, in which event section 28 of the Act applies.

(3) Notwithstanding subregulation (1), the Authority must consult with a licensee before publishing any information referred to in that subregulation, which may be confidential commercial information of or regarding that licensee.

Condonation

12. (1) If a licensee is unable to comply with any period set out in these Regulations, it may request from the Authority for an extension of at least seven days prior to the time set out or within any other time agreed by the Authority upon good cause shown.

(2) The Authority must respond to the request for condonation as soon as practicable, and may in its sole discretion either grant or deny the request taking into account the nature and the reasons for non-compliance with the time set out.

Failure to submit information

13. (1) If a licensee fails to submit any return or reports required in terms of these Regulations, the Authority may -

- (a) issue a written request for submission of outstanding information within 30 days; or
- (b) require the licensee to implement a remedial plan within a time frame agreed with the Authority and again submit the outstanding 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 section 114, 115 and 116 of the Act.

ANNEXURE A
(Regulation 5(1))

Data requirements for quarterly segmentation reports by telecommunications licensees:

QUARTERLY DATA	
Revenues	
Mobile	Revenues Mobile Data
	Revenues Mobile Voice Domestic
	Revenue Mobile Voice International
	Revenues SMS Domestic
	Revenues SMS International non SADC
	Revenues SMS International SADC
Landline and VOIP	Revenue Fixed line rental
	Revenue Fixed line Voice domestic
	Revenue Fixed line Voice International
	Revenue VOIP Voice domestic
	Revenue VOIP Voice International
Data and Bandwidth	Revenue Data ADSL
	Revenue Data Fixed Wireless
	Revenue Data FTTX
	Revenue Data Leased lines and Ethernet
	Revenue National Data Transmission Retail
	Revenue National Data Transmission Wholesale
	Revenue Other Fixed Data connectivity
	Revenue VSAT
Infrastructure	Revenue Other Infrastructure
	Revenue Tower Colocation
Expenses	Expenses ADSL Links
	Expenses International data capacity
	Expenses other purchased data capacity
	Expenses Purchased leased line capacity

ANNEXURE B
(Regulation 6(1))

Data requirements for quarterly report on broadcasting services by broadcasting licensees:

QUARTERLY DATA	
Revenue	Advertisements
	Sponsorships
	Decoder sales
	Infrastructure sharing
	SMS short codes
	Subscription fees
	Other broadcasting related
	Other non-broadcasting related
Expenses	Signal distribution terrestrial
	Signal distribution satellite
	Decoders and end-user equipment
	Programming fees international content
	Programming fees local content
	Studio Cost
	Local Content Production Costs
	Other
Investment	Property and plant
	Satellite transmission infrastructure
	Terrestrial transmission infrastructure
Subscribers	Digital mobile
	Digital terrestrial
	Satellite tv
Content	Share of Namibian music played of total music broadcasted
	Share of local news played of total news broadcasted
	Share of local programmes played of total programmes played
Staff	Full time women
	Full time disabled
	Full time expatriates (excluding permanent residence)
	Part-time
	Contract and semi-permanent
Quality or service	
Number of complaints received on	Advertisement
	Content
	Billing
	Reception/signal
	Supply time for subscription-based television service connection
	Customer/Licensee complaint resolution time

ANNEXURE C
(Regulation 6(2))

Data requirements for quarterly report on broadcasting services by Namibian Broadcasting Corporation:

Revenue	Advertisements
	Sponsorships
	Decoder sales
	Infrastructure sharing
	SMS short codes
	Subscription fees
	Other broadcasting related
	Other non-broadcasting related
Expenses	Signal distribution terrestrial
	Signal distribution satellite
	Decoders and end-user equipment
	Programming fees international content
	Programming fees local content
	Studio Cost
	Local Content Production Costs
	Other
Investment	Property and plant
	Satellite transmission infrastructure
	Terrestrial transmission infrastructure
Subscribers	Digital mobile
	Digital terrestrial
	Satellite tv
Content	Share of Namibian music played of total music broadcasted
	Share of local news played of total news broadcasted
	Share of local programmes played of total programmes played
Staff	Full time women
	Full time disabled
	Full time expatriates (excluding permanent residence)
	Part-time
	Contract and semi-permanent
Quality or service	
Number of complaints received on	Advertisement
	Content
	Billing
	Reception/signal
	Supply time for subscription-based television service connection
	Customer/Licensee complaint resolution time

ANNEXURE D
(Regulation 6(3))

Data requirements for quarterly report on broadcasting services by a subscription broadcasting licensee other than the Namibian Broadcasting Corporation:

Revenue	Advertisements
	Sponsorships
	Decoder sales
	Infrastructure sharing
	SMS short codes
	Subscription fees
	Other broadcasting related
	Other non-broadcasting related
Expenses	Signal distribution terrestrial
	Signal distribution satellite
	Decoders and end-user equipment
	Programming fees international content
	Programming fees local content
	Studio Cost
	Local Content Production Costs
	Other
Investment	Property and plant
	Satellite transmission infrastructure
	Terrestrial transmission infrastructure
Subscribers	Digital mobile
	Digital terrestrial
	Satellite tv
Content	Share of Namibian music played of total music broadcasted
	Share of local news played of total news broadcasted
	Share of local programmes played of total programmes played
Staff	Full time women
	Full time disabled
	Full time expatriates (excluding permanent residence)
	Part-time
	Contract and semi-permanent
Quality or service	
Number of complaints received on	Advertisement
	Content
	Billing
	Reception/signal
	Supply time for subscription-based television service connection
	Customer/Licensee complaint resolution time

ANNEXURE E
(Regulation 6(4))

Data requirements for quarterly report by postal licensees:

QUARTERLY DATA	
Employment	Employment contract semi-permanent
	Employment disabled fulltime
	Employment female fulltime
	Employment female management
	Employment fulltime
	Employment part-time
	Staff productivity level (Items sorted per gross staff hour)
	Total Number of staff
	Number of staff in operations
Revenue	Postal items
	Letter post
	Parcels and express
	Postal financial services
	Other income
Postal Access and Deliveries	Number of inhabitants per permanent post offices by region
	Maximum distance/Traveling time to a permanent post office
	% of the population within 5 Km of a post office by region
	% of the population within 10 Km of a post office by region
	Number of inhabitants per postal agency by region
	Maximum distance /Traveling time within 5Km of a postal agency by Region
	% of the population within 10 km of a postal agency by region
	Number of post offices accepting financial transactions
	Number of post offices offering public internet services
	Number of postal establishments not open to the public i.e. sorting centres
	Number of private letter boxes
	Number of private bags
	Number of post offices in remote areas including, mobile post offices
	Number of ordinary mail deliveries per working day in rural areas
	Number of ordinary mail deliveries per working day in urban areas
P O Boxes	Number of Post Boxes installed at location by location
	Number of Post boxes rented by location
	Number of applicants on waitlist for Post boxes by location
	Longest date for applicant on waiting list for post box
Delivery times	% of standard national mail items delivered within 3 working days of posting

	% of standard national mail items for an address in the town of posting delivered within 2 working days
	% of items that suffered loss, damage or abstraction
Customer Complaints	Number and nature of customer complaints
	Total number of repeated complaints (i.e. by the same customer)
	Average handling time for customer complaints
	% of complaint resolved to customers satisfaction by the licensee
Safety and Security	Number of items opened in accordance with authorisation
	Number of incidents investigated by postal security unit
	Total number of lost items (from customer complaints data)
	Number of lost time accidents involving the licensee's staff
Postal Financial Services	Government Payments
Domestic Services - Total Number sent in manual form, electronic means/other means	Bills
	Money orders
International Dispatch - Total Number sent in manual form, electronic means or other Communications methods	Number of payments
International Receipt - Total Number of payments sent in manual form, electronic means or other Communication methods	Number of payments
Savings Bank	Number of post offices providing this service
	Number of post offices not providing this service
	Number of post offices providing this service in cooperation with other institutions
	Number of Business Accounts held
Collections	Collections from letter boxes not attached to post offices per working day in urban areas
	Collections from letter boxes not attached to post offices per week in rural areas
	Number of boxes sited in streets and in post offices
	Number of letter boxes sited in shopping centres.
Letter-Post Communications Products	
Letter -Post items	Weight of domestic letter post items
	Weight of international letter post items (receipt)
	Weight of international letter post items (dispatch)
Connectivity	Permanent post offices using counter automation systems
	Number of post offices with broadband Internet access

	Number of post offices providing Internet access points
	Number of post offices not providing Internet Access Points
	Number of post offices without Broadband connectivity
Quality of Service	Delivery Standard for Mail within a town
	Delivery standard for Mail from town to town
	Delivery standard for International dispatchers
Financial performance /Expenses	Gross annual turnover
	Taxes
	VAT
	PAYE
	Subsidies received
Domestic Postal Traffic	Parcel post volumes
	Letter post volumes
Selected International postal traffic trends	
SADC Incoming Mail	EMS Volumes
	Letter post Volumes
	Parcel Post Volumes
SADC Outgoing Mail	EMS Volumes
	Letter post Volumes
	Parcel Post Volumes
Rest of the World incoming mail	EMS Volumes
	Letter post Volumes
	Parcel Post Volumes
Rest of the World outgoing mail	EMS Volumes
	Letter post Volumes
	Parcel Post Volumes

Financial performance /Expenses	Gross annual turnover		
	Taxes		
	VAT		
	PAYE		
	Subsidies received		
	Excise		
Revenue Contribution Per Service (%)	Letter post		
	Parcel, express and logistics services		
	Postal financial services		
	Other income		
Tariffs (weight per category)	Letter mail (up to 50 g)		

	Fast mail (Priority mail up to 50 g)		
	Printed matters domestic		
	Up to 250 g		
	251 g up to 500 g		
	501 g up to 750 g		
	701 g up to 1 kg		
Postal Parcels	ZONE 1 A (up to 250 Km)	Zone B (251 - 700 km)	Zone C (above 700 km)
5 kg			
6kg			
7kg			
8kg			
9kg			
10kg			
11kg			
12kg			
13kg			
14kg			
15kg			
16kg			
17kg			
18kg			
19kg			
20kg			
Add/kg			
EMS Tariffs	Zone A (SADC including Madagascar)	Zone B (Rest of Africa and Europe)	Zone C (Rest of the world)
Documents			
0.5 kg			
Parcels (merchandise mail)			
0.5 kg			
1 kg			
2 kg			
3kg			
4 kg			
5 kg			
6 kg			
7 kg			
8 kg			
9 kg			
10 kg			
11 kg			
12 kg			
13 kg			
14 kg			
15 kg			

16 kg			
17 kg			
18 kg			
19 kg			
20 kg			
21 kg			
22 kg			
23 kg			
24 kg			
25 kg			
26 kg			
27 kg			
28 kg			
29 kg			
30 kg			
Add/kg			

ANNEXURE F
(Regulation 6(5))

Data requirements for quarterly compliance report by telecommunications licensees:

Mobile KPIs	KPI Implied Price Overall
	KPI Implied Price Post-paid
	KPI Implied Price Prepaid
	KPI Overall Data ARPU (Average Revenue per Unit) Monthly Average
	KPI Overall MOU (Minutes of Use) Monthly Average
	KPI Overall Voice ARPU Monthly Average
	KPI Post-paid Data ARPU Monthly Average
	KPI Post-paid MOU Monthly Average
	KPI Post-paid Voice ARPU Monthly Average
	KPI Prepaid Data ARPU Monthly Average
	KPI Prepaid MOU Monthly Average
	KPI Prepaid Voice ARPU Monthly Average
Interconnection	Revenue Interconnection All
	Revenue Interconnection Domestic
	Revenue Interconnection International
	Expenses Interconnection Domestic
	Expenses Interconnection International
	Expenses Interconnection All

ANNEXURE G
(Regulation 6(6))

Data requirements for statistics on its information and communication technologies by all licensees:

RAN SITES	
Home	Site Name
	Site Owner
	Address
	Tower Height (m)
	Electricity
	Number of 2G Cells
	Number of 3G Cells
	Number of 4G Cells
	Colocation space available
RAN Sites	
Site Info	Operator ID (identification)
	Site ID
	Name
	Site Owner
	MCC (Mobile Country Code)
	MNC (Mobile Network Code)
	Site Manager
	Region
	Address
	Site Altitude
	Site Latitude
	Site Longitude
	Tower Make
	Tower Model
	Tower Type
	Tower Height (m)
	Building Height (m)
	OPEX per month (N\$) (excluding collation costs)
	Backhaul Data Connectivity
	Backhaul Bandwidth
	Backhaul Cost per month (N\$)
	Electricity
	Electricity Cost per Month (N\$)
	Colocation site
	Space available
	Co-locator Names
	Colocation rent per month (N\$)
GSM Cells	
	Cell name
	NE (Network) name
	Tower Height (m)
	Type
	Antenna Type
	Azimuth

	BCC
	BCCH (Broadcast Control Channel)
	BSIC (Base Station Identity Code)
	CL
	LAC (Location Area Code)
	Tilt Electrical
	Tilt Mechanical
	NCC (Network Colour Code)
	TCH (Traffic Channel)
UMTS Cells	NE Name
	RNC ID (Radio Network Controller)
	NodeB ID
	Cell ID
	NodeB Name
	Cell Name
	LAC (Location Area Code)
	RAC (Routing Area Code)
	Upload Frequency
	Download Frequency
	PSC (Packet Switch Capability)
	Site Configuration
	Antenna Type
	Azimuth
	Tilt Electrical
	Tilt Mechanical
	Antenna Height (m)
LTE Cells	Cell Name
	Antenna Type
	Azimuth
	EARFCN (E-UTRA Absolute Radio Frequency Channel Number)
	eNodeB ID
	eNodeB Name
	Local Cell ID
	Tilt Electrical
	Tilt Mechanical
	PHYCell ID
	Root Sequence Idx
	TAC
Point-to-Point Links	Bandwidth MHz
	Data Rate Mbits
	Site ID
	Frequency MHz
	Model
	Antenna Model
	Manufacturer
	Modulation Type
	Polarization
	Antenna Height (m)

Point-to-Multi-Point Links	Bandwidth MHz
	Data Rate Mbits
	Site ID
	Frequency MHz
	Model
	Antenna Model
	Manufacturer
	Modulation Type
	Polarization
	Antenna Height (m)
Satellite	Satellite Name
	Satellite Type
	Frequency Type
	Type Service
	Modem
	Polarization
	Power Output (Watt)
	Power DBM
	Uplink Speed Mbps
	Uplink Center Frequency MHz
	Downlink Center Frequency MHz
Fiber Links	Link Name
	Start Point Physical Address
	End Point Physical Address
	Data Rate in Mbit/s
	Protection
EA_ID	
Site Info	FK Operator ID
	PK MNO Site ID
	Site Name
	Site Type
	Landlord
	Altitude
	Longitude
	Latitude
Technology	2G
	3G
	4G
	CDMA
	WIFI
	WIMAX
Transmission Backhauling	Fibre
	Microwave
	Other
	Bandwidth Mbps

2G Cells	
Links Cells to site	Site ID
	Cell ID
Antenna info	Antenna Vendor
	Antenna Model
	Antenna height meters
	Power Max Watt
Antenna Parameters	Power Actual Watt
	Azimuth
	Tilt Electrical
	Tilt Mechanical
	Frequency Download Mhz
	Band Number
	ARFCN
	Bandwidth
3G Cells	
Links Cells to site	Site ID
	Cell ID
Antenna info	Antenna Vendor
	Antenna Model
	Antenna height meters
	Power Max Watt
Antenna Parameters	Power Actual Watt
	Azimuth
	Tilt Electrical
	Tilt Mechanical
	Frequency Download Mhz
	Band Number
	ARFCN
	Bandwidth
4G Cells	
Links Cells to site	Site ID
	Cell ID
Antenna info	Antenna Vendor
	Antenna Model
	Antenna height meters
	Power Max Watt
Antenna Parameters	Power Actual Watt
	Azimuth
	Tilt Electrical
	Tilt Mechanical
	Frequency Download Mhz
	Band Number
	ARFCN
	Bandwidth

ANNEXURE H
(Regulation 10(2))

ITU indicators:

Subscribers	
Mobile	Subscribers Mobile Post-paid active SIM Cards
	Subscribers Mobile Prepaid active SIM Cards
	Subscribers mobile broadband via dongle
	Subscribers mobile broadband via mobile
	Subscribers Mobile M2M (Machine-to-machine)
	Subscribers Smartphones
	No ported
Landline	Subscribers Fixed line business
	Subscribers Fixed line residential
	Subscribers IDSN Dialup
	Subscribers Modem Dialup
	Subscribers xDSL 10Mbps and above
	Subscribers xDSL 2 to 10Mbps
	Subscribers xDSL below 2Mbps
Other	Subscribers Fibre to the home
	Subscribers Leased lines
	Subscribers MetroNet ethernet
	Subscribers Other wireless
	Subscribers Satellite broadband VSAT
	Subscribers VoIP (Voice over Internet Protocol)
Investment	Investment Network expansion upgrade
	Investment Software
Infrastructure	International downlink bandwidth Gbps
	International uplink bandwidth Gbps
	Infrastructure No(number) Microwave Links
	Infrastructure Fibre Route km(kilometer)
	Infrastructure No End-users Connected Fibre (RAN Sites)
	Infrastructure No Sites Fixed Wireless
Quality of Service	Billing and administration No complaints
	Billing and administration Resolved 24H (hours)
	Billing resolved within 14 days
	Calls to customer services answered 20 Seconds Percent
	Customer Service No Complaints
	Customer Service resolved 24h
	Fault Repair Within 24h
	Fault Repair Within 48h
	Fixed line Faults per 100 lines
	Fixed line percent faults cleared next working day

	Fixed line Waiting list
	Number portability No Complaints
	Number portability resolved 24H
	Other No complaints
	Other resolved 24h
	Resolved Complaints Fault Repair 24H
	Supply time Fixed line initial connection within 5 days %
	Supply time Internet within 5 days Percent
	Supply time Mobile within 5 days Percent
	Total No complaints not resolved
	Total No complaints resolved within 14 days
	Total No complaints resolved within 24 Hours
	Total No complaints submitted to Cran
	Unsuccessful SMS Attempts
	Total number portability request
	Total Calls received customer support
	Supply time Mobile initial connection within 7 days % (Fixed Contract)
	Supply time Internet within 7 days %
	Supply time Fixed within 7 days %
	SMS Attempts
	Number test data transmissions
	Number successful test data transmissions
	Number successful login attempts
	Number portability request deviating process
	Number login attempts
	Data Speed advertised Mbps (Megabits per second)
	Data Speed achieved Mbps
	Busy Time
	Total No of Bills issued to customers
	No of bills issued resulting in customer complaints
	Hours defined as busy time for calls
	% Unsuccessful SMS Attempts
	% Unsuccessful Calls
	% Successful SMS Attempts
	% successful test data transmissions
	Hours defined as busy time for calls
	No of login attempts
	No of successful logins
	% success full login attempts
	Hours defined as busy time for calls
	% dropped Calls
	% deviating requests number portability
	% Calls answered 20 seconds
	Hours defined as busy time for calls
	No of originating SMS attempts
	No of successfully send and received SMS

Traffic	
Mobile	Traffic mobile incoming minutes from Fixed lines
	Traffic mobile incoming minutes from other mobile operators
	Traffic mobile incoming minutes International
	Traffic mobile Outgoing Minutes International
	Traffic mobile Outgoing Minutes Off net Fixed line
	Traffic mobile Outgoing Minutes Off net Mobile
	Traffic mobile Outgoing Minutes On net
	Traffic mobile SMS Received
	Traffic mobile SMS Sent
	Traffic mobile Data GB used
Landlines	Traffic Fixed line incoming from mobile operators
	Traffic Fixed line incoming International
	Traffic Fixed line Outgoing International
	Traffic Fixed line Outgoing On-net
	Traffic Fixed line Outgoing other mobile operators
Employment	Employment contract semi-permanent
	Employment disabled fulltime
	Employment expats fulltime
	Employment female fulltime
	Employment female management
	Employment fulltime
	Employment part-time
GDP Contribution	GDP Operating Expenses total Reported
	GDP Revenue total Reported
	GDP Salaries Expenses total Reported
	Depreciation Amortisation Reported