



# GOVERNMENT GAZETTE

## OF THE

# REPUBLIC OF NAMIBIA

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## General Notice

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### COMMUNICATIONS REGULATORY AUTHORITY OF NAMIBIA

No. 116 2013

#### NOTICE OF INTENTION TO MAKE REGULATIONS SETTING OUT COST ACCOUNTING PROCEDURES: COMMUNICATIONS ACT, 2009

The Communications Regulatory Authority of Namibia, in terms of the regulation 4(3) of the Regulations Regarding Rule-Making Procedure published in General Notice No. 334 of 17 December 2010 –

- a) publishes this notice of intention to make Regulations Setting Out Cost Accounting Procedures, as set out in the Schedule 1; and
- b) sets out the concise statement of the reasons and purpose for the proposed regulations in Schedule 2.

The public may make oral submissions on the proposed regulations to the Communications Regulatory Authority, at a time, date and place notified by the Authority.

The public may also make written submissions to the Authority within thirty (30) days from the date of publication of this notice in the Gazette, in the manner set out below for making of written submissions.

Written replies to written submission may be submitted to the Communications Regulatory Authority within fourteen (14) days from the date of notification of written comments by the Authority.

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 for whom the written submission is made, if different; and
- b) be clear and concise.

All written submission must send or given in any of the following manner:

- a) by hand to the head offices of the Authority, namely Communication House, 56 Robert Mugabe Avenue, Windhoek;
- b) by post to the head offices of the Authority, namely Private Bag 13309, Windhoek 9000;
- c) by electronic mail to the following address: legal@cran.na; and
- d) by facsimile to the following facsimile number: +264 61 23 8646.

**L. JACOBS**  
**CHAIRPERSON OF THE BOARD**  
**COMMUNICATIONS REGULATORY**  
**AUTHORITY OF NAMIBIA**

Windhoek, 25 March 2013

#### SCHEDULE 1

#### NOTICE OF INTENTION TO MAKE REGULATIONS SETTING OUT COST ACCOUNTING PROCEDURES: COMMUNICATIONS ACT, 2009

The Communications Regulatory Authority, in terms of section 54 read with section 129 of the Communications Act, 2009 (Act No. 8 of 2009), intends to Make Regulations Setting Out Cost Accounting Procedures.

#### **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 Cost Accounting Procedures.

#### **Legal Requirements of Licensees**

**2.** For telecommunication licensees the reporting requirements are contained in Sections 54 and 55 of the Act. Section 55 of the Communications Act No 8 of 2009 stipulates: “The Authority may require the filing of annual or occasional reports from all or any class of licensees.” Section 54(1) states that a dominant licensee and any other licensee designated by the Authority must keep separate accounts for its telecommunications activities. CRAN elects to include not only dominant licensees, but all licensees in terms of section 54(1). Instead of prescribing full scale accounting separation to dominant operators and selected other licensees CRAN opts to instead only prescribe expense and revenue segmentation. The reasons for this are as follows:

- Accounting separation is expensive to implement for both operators and the regulator, and has not been successfully used in Africa for regulatory purposes.
- CRAN uses a simplified licence fee based on overall revenues, not just revenues from licensed services, and would not need accounting separation to determine licence fees.
- CRAN will rely on ad hoc cost studies to address disputes such as termination rates, facility sharing or co-location disputes and access to the national digital terrestrial network.
- Section 91(1) of the Communications Act requires that every licensee must, within 60 days after the end of such licensee's financial year, submit his or her audited financial statements to the Authority. Regulation 20 of the Regulation Regarding Licence Conditions for Telecommunications Service Licences and regulation 15 of the Regulations regarding Licence Conditions for Broadcasting Service Licences obliges licensees to provide any information as requested to the Authority.

### **Audited Annual Financial Reports**

3. Audited annual financial reports need to be submitted to CRAN within 6 months of the end of financial year. Operators may request extensions to submit reports later in exceptional circumstances. Extensions should be requested in writing and the regulator should make the request public on its webpage. Whether an extension can be granted or not should be within the discretion of the regulator.

#### **Cost Accounting Procedures**

- 54 (1) A dominant licensee and any other licensee designated by the Authority must keep separate accounts for its telecommunications activities, 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 costs and revenue, with the basis of their calculation and the detailed attribution methods used.
- (2) The Authority must prescribe reasonable accounting systems based on current costs and activity-based accounts within two years after the date of commencement of this Act.
  - (3) Such accounting procedures must be followed and implemented by the dominant licensee and, where appropriate, other licensees designated by the Authority in terms of subsection (1).
  - (4) The Authority must verify compliance with such cost accounting systems.
  - (5) The dominant licensee and other licensees required to adopt such accounting systems must provide financial information to the Authority promptly on request and at the level of detail required by the Authority.
  - (6) The Authority may make relevant, complete or summary accounting information available on request to all interested parties subject to considerations of confidentiality of proprietary information.
  - (7) Where a licensee has the obligation to comply with cost accounting procedures, discount schemes for users, including customers, must be fully transparent and non-discriminatory.
  - (8) The Authority may require such schemes to be modified or withdrawn if they are prejudicial to the objects of this Act.

#### **Reporting requirements**

- 55 (1) The Authority may require the filing of annual or occasional reports from all or any class of licensees.
- (2) The Authority may require that such reports include –
    - (a) the amount of capital stock issued, the amount and privileges of each class of stock, the amounts paid therefor and the manner of payment for the same, the dividends paid and any surplus capital;
    - (b) the debts of the company and the interest paid thereon;
    - (c) the names and addresses of all persons who owns at least one percent of such stock;
    - (d) the names and addresses of the directors and officers, and the compensation paid to each;

- (e) the earnings and expenses from all sources, and a complete exhibit of the financial operations of the company each year.
- (3) The books of accounts, accounting records and financial statements provided to the Authority must be audited annually by a person duly registered as an accountant and auditor under the Public Accountants and Auditors Act, 1951 (Act No. 51 of 1951).

#### Furnishing of financial statements

- 91 (1) Every licensee must, within 60 days after the end of such licensee's financial year, submit his or her audited financial statements to the Authority.
- (2) The auditing of the financial statements referred to in subsection (1) must be carried out by a person who is registered as an accountant and auditor in terms of the Public Accountants' and Auditors' Act, 1951 (Act No. 51 of 1951).

#### Annual Audited Segmentation Report

4. All licensees need to submit an annual audited Revenue and Expense Segmentation report to CRAN. The segmentation report captures data by financial year and by quarter. This allows for the comparison of data from operators with varying financial years. The segmentation report to CRAN needs to be independently audited, and submitted not later than six months after the end of a financial year. The segmentation report can then be easily compared to the annual report. This safeguards reliable indicators and monitoring of sector performance.

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)				
		<b>Total Mobile Voice Revenues</b>				
	Fixed-line Voice (copper or fibre)	Fixed-line rental				
		Voice (domestic)				
		Voice (International)				
		Pay-phones				
		<b>Total Fixed-line Voice Revenues</b>				
	Data and Internet Service	Mobile data				
		ADSL				
		Fibre to home data				
		Leased lines				
		Roaming				
		Other data				
		<b>Total data revenues</b>				
	SMS	SMS (Domestic)				
		SMS (SADC)				
		SMS (International)				
		<b>Total SMS Revenues</b>				
	Broadcasting	TV Licences				
		Advertisement				
Other revenue						
<b>Total broadcasting revenues</b>						
Interconnection	Termination Revenue from Namibian mobile operators					
	Termination Revenue from Namibian fixed-line operators					
	<b>Total Interconnection Revenue</b>					

Table 1: Annual Audited Segmentation Report for all licensees						
Indicator		Financial Year	Quarter 1	Quarter 2	Quarter 3	Quarter 4
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)					
	<b>Total Investment</b>					
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 Subscribers (active SIM cards)					
	Number of Post Paid 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						

Indicator		Financial Year	Quarter 1	Quarter 2	Quarter 3	Quarter 4
	Data volume for roaming in SADC countries					
	Data volume for roaming in other countries					

Restatements of previous annual reports need to be reflected in a resubmission of the segmentation report as well. The sum of the quarters add up to the financial year, and the segmentation report and audited annual financial statements should also match up. Some of the items in the segmentation report may not be applicable to a licensee and may be indicated in the report as such

### Bi-Annual Reports

5. The bi-annual reports are to be submitted in July for the June report, and in January of the following year for the December report, and should indicate the value at the end of June and at the end of December respectively. The data collected serves the purpose of monitoring developments of the sector and supply indicators to the ITU. The links to ITU indicators are specified in the tables below.

Operators will only be required to submit limited Quality of Service (QoS) in terms of this reporting on the follow indicators. Detailed Quality of Service (QoS) reporting will be done separately in terms of Section 129 of the Communications Act no. 8 of 2009 and in terms of the Quality of Service Regulations.

		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				

### All Telecommunication Licensees

6. The information that has to be provided by any telecommunications licensee is differentiated into subscriber, traffic, faults and billing; employment and infrastructure data.

Table 3: Subscriber information					
Indicators		June 20xx	December 20xx	Link to ITU indicators	
				Code	Name
Mobile Subscribers	Prepaid			I271P	Prepaid mobile-cellular telephone subscriptions
	Postpaid				
	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 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

Table 4: Traffic in minutes (billable and bundled)						
			June 20xx	December 20xx	Link to ITU indicators	
					Code	Name
Fixed	Outgoing	On net			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
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 20xx	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



**Broadcasting Licensees**

Table 8: Broadcasting Indicators				
	Jun 20xx	Dec 20xx	Link to ITU indicators	
			Code	Name
Number of TV Licence holders			I965C	Terrestrial multichannel TV subscriptions
Satellite TV subscriptions (DSTV, Deutcom, etc)			I965S	Direct-to-home (DTH) satellite antenna subscriptions

**Detailed Network Data**

7. The detail network data comprises reporting on base stations (BTS) and points of presence (POPs). The reports should be done bi-annually, for June and December each year and submitted in the following month. This data are required to monitor compliance with licensing conditions for service and spectrum use licenses, identify universal access gaps and plan universal access intervention. The data will be combined with the GIS system of the National Statistical Agency to calculate, among other things, population coverage for voice and data services. Apart from the planning of universal access and services interventions, the collected data also allows CRAN to report on the following ITU indicators:

- I271POP - Percentage of the population covered by a mobile-cellular network
- i271Land - Percentage of the land area covered by mobile-cellular network
- i271G - Percentage of the population covered by at least a 3G mobile network

Table 9: 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 10: 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 11: Fibre Links				
Link Name	Start Point Physical Address	End Point Physical Address	Data rate in Mbit/s	Protection

**All Broadcasting Licensees**

Table 12 Broadcasting Stations						
		1	2	3	4	5
Site Name						
Town						
Region						
Physical Address						
Location Data	Longitude (degrees,N/S,minutes, seconds)					
	Latitude (degrees,E/W,minutes, seconds)					
Structural	Site Height (m)					
Technology deployed (FM, Analog, Digital)						
Equipment	Make					
	Model					
	Manufacturer					
	Bandwidth (MHz)					
	Modulation					
	TX lower frequency (MHz)					
	TX upper frequency (MHz)					
	Actual frequency (MHz)					
	Make					
	Model					
	Type					
	Lower frequency (MHz)					
	upper frequency (MHz)					
	Polarization*					
	Gain * (dBi)					
output power (dBm)						
Antenna height (ASL)* (m)						
Antenna height (AGL)* (m)						
Antenna direction						

Table 13 Satellite Sites						
		1	2	3	4	5
Site Name						
Town						
Region						
Physical Address						
Location	Longitude					
	Latitude					
Frequency Type						
Downlink Centre Frequency (GHZ)						
Uplink Centre Frequency (GHZ)						

Table 14: 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)							

Table 14: POINT-TO-POINT/MULTIPOINT WIRELESS/FIXED LINKS						
		1	2	3	4	6
	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						

### Ad Hoc Reports

8. Additional to the regular reporting requirement, information may be requested by CRAN for specific regulatory purposes. For example, in the case of a termination rate dispute, the regulator may commission a cost study to be carried out.

Tools such as accounting separation are complex and expensive to implement, both for operators and for the regulator. In the case of a termination rate dispute a specific cost study may be commissioned to establish the cost of termination. Several international companies specialise in such cost studies. To minimise regulatory burden of operators and CRAN, these ad hoc studies may be initiated when required. Other areas where ad hoc studies may be required include local loop unbundling, facility sharing and home-and-away roaming requirements.

### Conclusion

The reporting template is limited only to crucial information required for monitoring developments in the sector in order to minimise the burden on operators and to comply with international reporting requirements. Additional information may be collected on an ad hoc basis as need arises. The segmentation report and the bi-annual data collection may be adjusted over time to include additional information if required.

## References

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## Appendix

### Definitions

Table 15: 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

Table 15: Terms and Definitions	
Terms	Definitions
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 16: 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
I112IP	VoIP subscriptions	No
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	No
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	No
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
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	

Table 16: List of the indicators included in the World Telecommunication Indicators/ICT Indicators database, June 2012		
Codes	Indicators	Covered by CRAN Reporting framework
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	Assessed by using detailed network reporting together with GIS and census data
I271G	Percentage of the population covered by at least a 3G mobile network	
I271MB_ACTIVE	Standard mobile-broadband subscriptions	
I271MD	Dedicated mobile-broadband subscriptions	

Codes	Indicators	Covered by CRAN Reporting framework
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	No
I282	Primary-rate ISDN subscriptions	No
I28C	ISDN voice-channel equivalents	No
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	No
I4213TFB	Fixed (wired)-broadband subscriptions	
I4214	International Internet bandwidth, in Mbit/s	Yes
I51	Full-time equivalent telecommunication employees, total	Yes
I51F	Full-time equivalent telecommunication employees, female	No
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
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
I965C	Terrestrial multichannel TV subscriptions	Yes
I965M	Multichannel TV subscriptions	Yes



Codes	Indicators	Covered by CRAN Reporting framework
I965S	Direct-to-home (DTH) satellite antenna subscriptions	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	
XHH2	Percentage of households with TV	
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

## SCHEDULE 2

### PURPOSE OF THE PROPOSED REGULATIONS SETTING OUT COST ACCOUNTING PROCEDURES: COMMUNICATIONS ACT, 2009

Information from operators is required to evaluate the impact of regulatory decisions, to monitor the health of the sector, and to comply with international reporting requirements. The key principles for the data collection of CRAN are to collect as much information as necessary and as little as possible. Providing and processing information is labour intensive for both operators and the regulator. Information requirements may change with time and additional data requests may be made by the Authority in future.

The current reporting framework is designed to minimise the burden on all parties involved, while providing the information required for monitoring the health of the sector, complying with international reporting requirements such as from the International Telecommunications Union (ITU) and the Communications Regulatory Association of Southern Africa (CRASA), and addressing possible foreseeable disputes. The requested information will help Namibia to be more fairly reflected in international benchmarking and rankings. Currently, estimates are being used for many indicators reported to the ITU. The key pillars for the reporting framework are:

- Audited annual financial reports;
- Prescribed revenue and expense segmentation for audited annual financial reports that include linked quarterly reporting;
- Bi-Annual reports for monitoring and impact assessment;
- Technical reports, statistical and any reporting that may be required for sectoral analysis that may be required by the Authority; and
- Ad hoc information requests for concrete disputes and regulatory affairs.