



GOVERNMENT GAZETTE

OF THE

REPUBLIC OF NAMIBIA

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General Notices

COMMUNICATIONS REGULATORY AUTHORITY OF NAMIBIA

No. 690

2025

NOTICE OF INTENTION TO AMEND REGULATIONS PRESCRIBING PROCEDURES REGARDING APPLICATION FOR AND AMENDMENT, RENEWAL, TRANSFER AND CANCELLATION OF SPECTRUM LICENCES: COMMUNICATIONS ACT, 2009

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 amend “Regulations prescribing Procedures regarding Application for and Amendment, Renewal, Transfer And Cancellation of Spectrum Licences Communications Act, 2009” which contains the following –

- (a) a concise statement of the purpose for the proposed Regulations as set out in Schedule 1; and
- (b) 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 in the *Gazette* in the manner set out below.

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

In the event that a person making a written submission wishes to designate any information contained therein as confidential, the submission must be clearly marked as “CONFIDENTIAL”.

All written comments must be submitted to the Authority in one of the following ways –

- (a) by hand to the head office of the Authority, namely Freedom Plaza Courtside Building (3rd and 4th Floors) c/o Fidel Castro and Rev. Micheal Streets Windhoek;
- (b) by post to the head office of the Authority, namely Private Bag 13309, Windhoek, 10001; or
- (c) by electronic mail to legal@cran.na.

All reply comments to the written submissions may be submitted to the Authority in writing in the manner provide above –

- (a) no later than 14 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.

T MUFETI

CHAIRPERSON OF THE BOARD

COMMUNICATIONS REGULATORY AUTHORITY OF NAMIBIA

SCHEDULE 1

CONCISE STATEMENT OF PURPOSE

The proposed amendments to the Regulations is to revise the deadline for payment of annual spectrum fees for payment from 31 December to 31 March of each subsequent calendar year. The amendment seeks to align payment timelines with the financial year and to prevent unintended lapsing of licences due to year end operations and reduce administrative disruptions.

SCHEDULE 2**GOVERNMENT NOTICE****COMMUNICATIONS REGULATORY AUTHORITY OF NAMIBIA**

No.

2025

**PROPOSED AMENDMENT OF REGULATIONS PRESCRIBING PROCEDURES
REGARDING APPLICATION FOR AND AMENDMENT, RENEWAL, TRANSFER AND
CANCELLATION OF SPECTRUM LICENCES: 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) amends Regulations prescribing Procedures regarding Application for and Amendment, Renewal, Transfer and Cancellation of Spectrum Licences: Communications Act, 2009 published under General Notice No. 104 of 29 April 2019, set out in the Schedule.

T. MUFETI**CHAIRPERSON OF THE BOARD****COMMUNICATIONS REGULATORY AUTHORITY OF NAMIBIA****SCHEDULE****Amendment of Regulation 16 of Regulations**

1. Regulation 16 of the Regulations is amended by the substitution for subregulation (5) of the following subregulation –

“(5) Notwithstanding Subregulation 4(c), the Authority condones the late payment of the applicable fees payable in terms of that subregulation in which event the spectrum license will subject to regulation 11(1)(a) continue to be valid until 31 March in each subsequent year.”

COMMUNICATIONS REGULATORY AUTHORITY OF NAMIBIA

No. 691

2025

**NOTICE OF INTENTION TO AMEND REGULATIONS PRESCRIBING THE PROVISION OF
UNIVERSAL SERVICE BY TELECOMMUNICATIONS SERVICE LICENSEES:
COMMUNICATIONS, 2009**

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 the Provision of Universal Service by Telecommunications Service Licensees” which contains the following –

- (a) a concise statement of the purpose for the proposed Regulations as set out in Schedule 1; and
- (b) 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 in the Gazette in the manner set out below.

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.

In the event that a person making a written submission wishes to designate any information contained therein as confidential, the submission must be clearly marked as “CONFIDENTIAL”.

All written comments must be submitted to the Authority in one of the following ways –

- (a) by hand to the head office of the Authority, namely Freedom Plaza Courtside Building (3rd and 4th Floors) C/o Fidel Castro and Rev. Micheal Streets, Windhoek;
- (b) by post to the head office of the Authority, namely Private Bag 13309, Windhoek, 10001; or
- (c) by electronic mail to legal@cran.na.

All reply comments to the written submissions may be submitted to the Authority in writing in the manner provide above –

- (a) no later than 14 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.

T. MUFETI

CHAIRPERSON OF THE BOARD

COMMUNICATIONS REGULATORY AUTHORITY OF NAMIBIA

SCHEDULE 1

CONCISE STATEMENT OF PURPOSE

The proposed amendments to the Regulations are intended to propose reporting obligations and the parameters of which the holders of telecommunications licenses, must submit to the Authority to promote transparency and accountability in the implementation of universal service obligations by introducing a mandatory duty to report and parameters to report on. The amendment further seeks to establish a standardised reporting for all licensees thereby enabling the Authority to effectively monitor compliance.

SCHEDULE 2

GOVERNMENT NOTICE

COMMUNICATIONS REGULATORY AUTHORITY OF NAMIBIA

No

2025

PROPOSED AMENDMENT OF REGULATIONS PRESCRIBING THE PROVISION
OF UNIVERSAL SERVICE BY TELECOMMUNICATIONS SERVICE 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) amends the Regulations Prescribing the Provision of Universal Service by Telecommunications Service Licensees published under General Notice No. 178 of 8 May 2018.

T. MUFETI
CHAIRPERSON OF THE BOARD
COMMUNICATIONS REGULATORY AUTHORITY OF NAMIBIA

SCHEDULE

Substitution of Regulation 7 of Regulations

1. The Regulations is amended by the substitution for regulations 7 of the following regulation:

“Reporting on universal service and access

7. A licensee must submit –
- (a) quarterly reports and returns regarding universal service provision and universal service access in Form D1 set out in Annexure D of the Regulations on Reporting Obligations for Licensees published under General Notice No. 24 of 1 February 2021; and
 - (b) such other information as the Authority may require concerning the implementation of these Regulations.”.

COMMUNICATIONS REGULATORY AUTHORITY OF NAMIBIA

No. 692

2025

**NOTICE OF INTENTION TO AMEND REGULATIONS PRESCRIBING REPORTING
OBLIGATIONS FOR LICENSEES: COMMUNICATIONS ACT, 2009**

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 –

- (a) a concise statement of the purpose for the proposed Regulations as set out in Schedule 1; and
- (b) 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 in the *Gazette* in the manner set out below.

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
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- (b) post to the head office of the Authority, namely Private Bag 13309, Windhoek, 10001; or
- (c) electronic mail to legal@cran.na.

All reply comments to the written submissions may be submitted to the Authority in writing in the manner provide above –

- (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.

T. MUFETI
CHAIRPERSON OF THE BOARD
COMMUNICATIONS REGULATORY AUTHORITY OF NAMIBIA

SCHEDULE 1

CONCISE STATEMENT OF PURPOSE

The proposed amendments to the Regulations are intended to –

- (a) amend the parameters of which the holders of telecommunications licenses, broadcasting licenses and postal licenses must submit the Authority to discharge its regulatory functions under the Act; and
- (b) harmonise data collection activities of the Authority.

SCHEDULE 2

GOVERNMENT NOTICE

COMMUNICATIONS REGULATORY AUTHORITY OF NAMIBIA

No.

2025

PROPOSED AMENDMENT OF 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) amends the Regulations prescribing Regulations on Reporting Obligations for licensees published under General Notice No. 24 of 1 February 2021 as set out in the Schedule.

T. MUFETI
CHAIRPERSON OF THE BOARD
COMMUNICATIONS REGULATORY AUTHORITY OF NAMIBIA

SCHEDULE

Definitions

1. In these regulations, “the regulations” means the regulations prescribing regulations on reporting obligations for licensees published under General Notice No. 24 of 1 February 2021.

Amendment of Regulation 4 of Regulations

2. Regulation 4 of the regulations is amended by the substitution for regulation 4 of the following regulation:

“4. For purposes of section 55(1) and (3), section 91(1), and section 96(7), every telecommunications licensee, broadcasting licensee, and postal licensee must, within the period agreed with the Authority but no later than six months after the end of such licensee’s financial year, upload its audited annual financial statements in electronic format via the data portal.”.

Amendment of regulation 13 of Regulations

3. Regulation 13 of the Regulations is amended by the substitution for the following regulation:

“Extension and condonation

13. (1) A licensee that is not able to comply with any time period set out in these Regulations may, at least 7 days before the due date, apply in writing to the Authority for an extension of time, setting out reasons for the request of extension.

(2) Where a licensee has failed to meet a prescribed time period, a licensee may, without undue delay and on good cause shown, apply to the Authority for condonation of such non-compliance.

(3) The Authority must consider each request on its own merits and may grant or refuse such request having regard to the reasons for non-compliance.

Amendment of Annexures A and B of Regulations

4. The Regulations are amended by the substitution for Annexures A and B of the following Annexures:

ANNEXURE A

FORM A1
Regulation 5(1)(a)

QUARTERLY DATA REQUIREMENTS FOR TELECOMMUNICATION LICENSEES

ITU Indicators		
Revenues	Mobile	Revenue: Mobile Data
		Revenue: Mobile Voice Domestic
		Revenue: Mobile Voice International
		Revenue: SMS Domestic
		Revenue: SMS International non-SADC
		Revenue: 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: Data Mobile
		Revenue: VSAT
		Revenue: Tower Colocation
		Revenue: Infrastructure Sharing
	Infrastructure	
Expenses		Expense: ADSL Links
		Expense: International data capacity
		Expense: other purchased data capacity
		Expense: Mobile Data
		Expense: SMS
		Expense: Voice
		Expense: FTTX
		Expense: Satellite
		Expense: Purchased leased line capacity
		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
		Expense: Interconnection Domestic
		Expense: Interconnection International
		Expense: Interconnection All
Subscribers	Mobile	Subscribers: Mobile Post-paid active SIM Cards
		Subscribers: Mobile Prepaid active SIM Cards
		Subscribers: mobile broadband via mobile
		Subscribers: Mobile M2M (Machine-to-machine)
		Subscribers: Smartphones usage
		Number ported
		Subscribers: Visitor Network roaming
		Subscribers: International roaming
	Landline	Subscribers: Fixed line business
		Subscriber: Fixed line residential
		Subscribers: xDSL 10Mbps and above
		Subscribers: xDSL 4 to 10Mbps
	Other	Subscribers: Fibre to the home
		Subscribers: Fibre to the Business
		Subscribers: Leased lines
		Subscribers: Metronet Ethernet
		Subscribers: Other wireless
		Subscribers: Satellite broadband
		Subscribers: VoIP (Voice over Internet Protocol)
Investment	Investment	Investment: Network expansion upgrade(Physical infrastructure)
		Investment: Software (network related)
		Foreign Investment: Telecommunication services
Infrastructure	Infrastructure	International downlink bandwidth Gbps
		International uplink bandwidth Gbps
		Infrastructure No(number) Microwave Links
		Infrastructure Fibre Route km (kilometre)
		Infrastructure No End-users Connected Fibre (RAN Sites)
		Infrastructure No Sites Fixed Wireless

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: FaceBook
		Traffic: mobile Data GB used: Instagram
		Traffic: mobile Data GB used: Tiktok
		Traffic: mobile Data GB used: Other Social Media
		Traffic: mobile Data GB used: Streaming
		Traffic: mobile Data GB used: Others
		Mobile broadband Internet traffic per mobile broadband subscriptions (GB)
	Fixed Internet	Fixed broadband Internet traffic per fixed broadband subscriptions (GB)
		Traffic: Fixed Broadband internet traffic (exabytes) - Fixed Internet section
	Roaming	Mobile Broadband internet traffic (Outside the country, roaming out, in Exabytes)
		Mobile Broadband internet traffic (Outside the country, roaming out on Country Level Roaming Agreements (CLRAs), in Exabytes)
	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 mobile operators
	Employment	Employment: contract semi-permanent
		Employment: disabled fulltime
		Employment: expats fulltime
		Employment: female fulltime
		Employment: female management
		Employment: fulltime
		Employment: part-time

Other Indicators		
	GDP Contribution	GDP: Operating Expenses total Reported
		GDP: Revenue total Reported
		GDP: Salaries Expenses total Reported
		Depreciation/Amortisation Reported
	Product Submission	Product Name
		Application Letter in PDF
		Tariff information Excel/Word
		Terms & Conditions
	Promotions	Product Name
		Start Date
		End Date
		Promotional Material 1
		Promotional Material 2

FORM A2
(Regulation 5(1)(b))

QUARTERLY DATA REQUIREMENTS FOR TELECOMMUNICATION LICENSEES

RAN SITES			
Mobile Network Cell Level Data			
		cell 1	cell 2
Site Info	Operator Name		
	Site ID		
	Site Name		
	Site longitude (decimal degrees)		
	Site Latitude (decimal degrees)		
	Tower Owner		
	Tower Type (steel lattice, guyde lattice, concrete, monopole, tree top, rooftop, indoor, other)		
	Tower height (m)		
	Power: main grid (yes/no)		
	Power: Solar (yes/no)		
	Power: Backup Generator (yes/no)		
	Backhaul: fibre (yes/no)		
	Backhaul: microwave (yes/no)		
	Backhaul: satellite (yes/no)		
	Backhaul Capacity Mbps		

Cell info / antenna specification	Cell ID		
	Antenna height (m)		
	Antenna Model		
	Antenna Type (Secorised, omni)		
	Antenna Power (Actual power in Watts)		
	Receiver sensitivity dBm		
	Antenna Vendor		
	Azimuth		
	Front to back ratio dB		
	Polarisation (Vertical, horizotal)		
	Technology (2G, 3G,4G, 5G)		
	Tilt Electrical		
	Tilt Mechanical		
	Upload Frequency (MHz)		
	Download Frequency (MHz)		
	Channel size MHz		
QoS	Average upload speed (Mbps)		
	Average download speed (Mbps)		
	Average Latency		
	Average Call Setup Success Rate (CSSR)		
	Average Dropped Call Ratio (DCR)		
Traffic	Erlang in cell i (1 Erlang = 60 min/h)		
	GBs in cell		

P2P Links		
FK_Operator_ID	Link 1	link 2
PK P2P_ID		
P2P_Link_Name		
Link_Data_rate_Mbps		
Frequency_Band_MHz		
Equipment type		
Manufacturer		
Site_A_ID		
Site_A_Name		
Site_A_Longitude		
Site_A_Latitude		
Site_A_Installation_Height_m		
Site_A_Azimuth		
Site_A_Power_Level_dBm		
Site_A_Tx_Frequency_MHz		
Site_B_ID		
Site_B_Name		
Site_B_Longitude		
Site_B_Latitude		
Site_B_Installation_Height_m		
Site_B_Azimuth		

Site_B_Power_Level_dBm			
Site_B_Tx_Frequency_MHz			
P2MP Links			
Site Info	Operator Name		
	Site ID		
	Site Name		
	Site longitude (decimal degrees)		
	Site Latitude (decimal degrees)		
	Tower Owner		
	Tower Type (steel lattice, guyde lattice, concrete, monopole, tree top, rooftop, indoor, other)		
	Tower height (m)		
	Power (main grid, generator, solar, multiples allowed)		
	Backhaul (fibre, microwave, satellite, multiples allowed)		
Cell info / antenna specification	Cell ID		
	Antenna height (m)		
	Antenna Model		
	Antenna Type (Secorised, omni)		
	Antenna Power (Actual power in Watts)		
	Receiver sensitivity dBm		
	Antenna Vendor		
	Azimuth		
	Front to back ratio dB		
	Polarisation (Vertical, horizotal)		
	Technology		
	Tilt Electrical		
	Tilt Mechanical		
	Upload Frequency (MHz)		
	Download Frequency (MHz)		
QoS	Channel size MHz		
	Average upload speed (Mbps)		
	Average download speed (Mbps)		
	Average Latency		
	GBs in cell		

ANNEXURE B

FORM B1
(Regulation 6(1)(a))

QUARTERLY DATA REQUIREMENTS FOR BROADCASTING LICENSEES

Revenue	Advertisements
	Sponsorships
	Decoder sales
	Infrastructure sharing
	SMS short codes
	Subscription fees
	Other broadcasting related
	Other non-broadcasting related
	Shareholder funding
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
	Foreign Investment
Subscribers	Digital mobile
	Digital terrestrial (IP TV Subscriptions)
	Satellite TV
Staff	Full time women
	Full time disabled
	Full time expatriates (excluding permanent residence)
	Part-time
	Contract and semi-permanent

FORM B2
(Regulation 6(1)(b))

QUARTELY DATA REQUIREMENTS FOR BROADCASTING LICENSEES

SITES	Site Name
	Site Altitude
	Site Latitude
	Site Longitude
	Antenna Height (m)
Studio Links	Antenna Model
(Point-to-Point Links)	Site Frequency 1
	Site Frequency 2
	Site Frequency 3
	Site Owner
	Bandwidth MHz
	Data rate Mbits
	Technology
	Site Name
	Site Latitude
	Site Longitude
Satellite	Antenna Model
	Manufacturer
	Modulation Type
	Polarization
	Antenna Height (m)
	Satellite Name
	Satellite Type
	Frequency Type
	Type Service
	Modem
	Polarization
	Power Output (Watt)
	Power dbM
	Uplink Speed Mbps
	Uplink Centre Frequency MHz
	Downlink Centre Frequency MHz

FORM B3
(Regulation 6(1)(c))

QUARTELY DATA REQUIREMENTS FOR BROADCASTING LICENSEES

Customer complaints	
No. of complaints received:	Advertisement
	Content
	Billing
	Reception/signal
	Supply time for subscription-based television service connection
	Customer/Licensee complaint resolution time
	Total No of complaints received
	No of complaints resolved within 14 days from date of receipt
	No of complaints resolved after 14 days from date of receipt
	No of complaints not resolved within 14 days from date of receipt
	No of complaints not resolved after 14 days from date of receipt
	No of complaints not resolved after 14 days which were submitted to the Authority
	Content
	Total number of hours or time the broadcasting licensee broadcast programmes or music (including local content programmes and music) during the performance period
	Total number of hours or time broadcasting licensee broadcast exclusions set out in sub-rule (4) during the performance period
	Amount spent on local content

ANNEXURE C**FORM C1**
(Regulation 7(1)(a))**QUARTERLY DATA REQUIREMENTS FOR POSTAL LICENSEES**

UPU	
Employment	Employment: contract semi-permanent
	Employment: disabled fulltime
	Employment: expats fulltime
	Employment: female fulltime
	Employment: female management
	Employment fulltime
	Employment: part-time
Revenue	Postal items
	Letter post
	Parcels and express
	Other postal services (MOU, PostFin, etc)
	Interconnection
	Other income
	Bills (Number of payments (sent in paper form, by electronic means or by other communication methods))
	Money orders (Number of payments (sent in paper form, by electronic means or by other communication methods))
	Operating revenue
	Operating result Both Profit and Loss
	Operating costs

Postal Access and Deliveries	Number of permanent post offices
	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 centers
	Number of letter boxes (P O Boxes)
	Number of private bags
	Number of post boxes occupied
	Number of Private bags occupied
	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
	Number of post offices providing savings bank (PostFin) service
	Average number of deliveries per working day in urban areas
	Average number of deliveries per week in rural areas
	Percentage of the population having mail delivered at home
	Percentage of the population having to collect mail from a postal establishment
	Number of automated parcel lockers
	Percentage of items delivered to post office boxes
	Number of postal establishments and public access points having post office boxes
	Percentage of population without postal services
Postal Financial Services	Subsidies received
Domestic Services Total Number sent in manual form, electronic means/other means	No of bill payments over the counter (tv, utilities, etc.)
	No of money orders sent
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)
Advertising items	
Domestic service	No. of Addressed items
	No. of items Unaddressed items
International service – dispatch	No. of Addressed items
Hybrid mail	No. of Domestic service
Express Items	Domestic service
	International service (EMS) – dispatch
	International service (EMS) – receipt
Postal Parcel	Domestic service
	International service – dispatch
	International service – receipt
Connectivity	Permanent post offices using counter automation systems
	Number of post offices with broadband Internet access
	Number of post offices providing Internet access points

Tariffs (weight per category)	No of Letter mail (up to 100 g)
	No of Fast mail (Priority mail up to 100 g)
	No of 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
	Basic tariff for a domestic priority letter (first weight step)

FORM C2
(Regulation 7(1)(b))

QUARTELY DATA REQUIREMENTS FOR POSTAL LICENSEES

Quality of Service	No. of standard mail delivered within 2 days within a town
	No. of standard mail delivered within a town after 2 days
	No. of standard mail delivered within 3 days from town to town
	No. of standard mail delivered after 3 days from town to town
	No. of standard mail delivered within 5 days for international dispatchers
	No. of standard mail delivered after 5 days
	No. of mail delivered to the wrong address
	No. of items that suffered loss
	No. items that were damaged
	No of applications received for post boxes/private bag
	No of post boxes awarded within 14 days
	No. of post boxes awarded within 30 days
Other Traffic Information	
Total weight transported	Domestic and international dispatch, all categories together (in Kilograms)
Trackable items	Domestic and international dispatch, all categories together (Total No. of items)

FORM C3
(Regulation 7(1)(c))

QUARTELY DATA REQUIREMENTS FOR POSTAL LICENSEES

Customer Complaints	No. of complaints resolved within 14 days from date of receipts
	No of complaints resolved after 14 days from date of receipts
	No. of complaints not resolved within 14 days from date of receipts
	No. of complaints not resolved after 14 days from date of receipts
	No of complaints not resolved after 14 days which were submitted to the Authority
	No. of complaints: Billing
	No. of complaints: Quality of Service
	No. of complaints: Customer Service
	No. of complaints: Opened packages
	No. of complaints: Losses
	No. of complaints: Late delivery
	Other: Service and product delivery, advertisement, confidential information

ANNEXURE D

FORM D1

(Regulation 7 of Regulations Prescribing the Provision of Universal Service by
Telecommunications Service Licensees)

**QUARTERLY DATA REQUIREMENTS FOR TELECOMMUNICATION
LICENSEES FOR USF**

The following indicators will be required per Tower funded through USF	
Revenue	Revenue: Mobile Data
	Revenue: Mobile Voice Domestic
	Revenue: Mobile Voice International
	Revenue: SMS Domestic
	Revenue: SMS International non-SADC
	Revenue: SMS International SADC
Expenses	Expense: Mobile Voice
	Expense: SMS
	Expense: Mobile Data
	Expense: Other
Subscribers	Subscribers Mobile Post-paid active SIM Cards
	Subscribers Mobile Prepaid active SIM Cards

Infrastructure	Site Tower Name
	Site Type
	Technology
	Tower Make
	Tower Model
	Tower Type
	Vendor
	Backhaul Bandwidth
	Tower Height (m)
	Constituency
	Latitude
	Longitude
	Tower Height (m)
	Number 2G Cells
	Number 3G Cells
	Number 4G Cells
QoS	Average upload speed (Mbps)
	Average download speed (Mbps)
	Average Latency
	Average Call Setup Success Rate (CSSR)
	Average Dropped Call Ratio (DCR)
Traffic	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