REGULATIONS MADE IN TERMS OF

Communications Act 8 of 2009

section 129(1)(f)



Regulations prescribing
Reporting Obligations for Licensees

General Notice 24 of 2021

(GG 7445)

came into force on date of publication: 1 February 2021

These regulations were made by the Communications Regulatory Authority of Namibia. The title of the regulations in the *Government Gazette* is “Regulations prescribing Regulations on Reporting Obligations for Licensees”, which is obviously an error. The title which was most likely intended has been used here. Alternatively, the intended title may have been
“Regulations on Reporting Obligations for Licensees”.

The General Notice containing these regulations repeals the Regulations Setting Out Cost Accounting Procedures and Reporting Requirements, published in General Notice 474/2013
(GG 5357). It also amends the following regulations:

* Regulations Regarding License Conditions for Broadcasting Service Licences, General Notice 309/2012 (GG 5037)
* Regulations Regarding License Conditions for Telecommunications Service Licensees, General Notice 308/2012 (GG 5037)
* Regulations Prescribing Quality of Service Standards applicable to Service Licensees, General Notice 152/2015 (GG 5713)
* Regulations Regarding Procedures for the Adjudication of Disputes, General Notice 468/2017 (GG 6466)
* Broadcasting Code for Broadcasting Licensees published under General Notice 602/2018 (GG 6750).

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**PART 1**

**INTRODUCTORY PROVISIONS**

**Definitions**

**1.** (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; and

“UPU” means the Universal Postal Union which is the United Nations specialised agency that coordinates postal policies among member nations, in addition to the worldwide postal system.

(2) For purposes of regulations 5, 6 and 7 -

(a) “due date for each quarter” of each year means -

(i) 30 April for the quarter commencing 1 January and ending 31 March;

(ii) 31 July for the quarter commencing 1 April and ending 30 June;

(iii) 31 October for the quarter commencing 1 June and ending 30 September;

(iv) 31 January in the succeeding year for the quarter commencing 1 October and ending 31 December;

(b) “due date for each semester” of each year means -

(i) 31 July for the semester commencing 1 January and ending 30 June;

(ii) 31 January in the succeeding year for the semester commencing 1 July and ending 31 December; and

(c) “due date for each year” means 31 January in the succeeding year for a calendar year.

**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.

(3) If the provision of any regulation prescribed by the Authority under the Act contradicts these Regulations, the provisions of these Regulations apply.

**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 FINANCIAL STATEMENTS, QUARTERLY, BI-ANNUAL AND ANNUAL REPORTS AND OTHER INFORMATION**

**Submission of annual financial statements**

**4.** For purposes of -

(a) section 55(1) and (3), every telecommunications licensee must within the period agreed with the Authority but no later than six months after the end of such licensee’s financial year;

(b) section 91(1), every broadcasting licensee must within 60 days after the end of such licensee’s financial year; and

(c) section 96(7), every postal licensee must within 60 days after the end of such licensee’s financial year,

upload its audited annual financial statements in electronic format via the data portal: Provided that if a licensee contemplated in paragraphs (b) or (c) is unable to comply with the 60-day period, such licensee must apply in writing to the Authority for extension of that period, subject thereto that the Authority may not extend the period for more than four months after the end of the 60-day period.

**Submission of returns other than annual financial statements: telecommunications licensees**

**5.** (1) Every telecommunications licensee must upload via the data portal -

(a) a report on or before the due date for each quarter complying with the data requirements contained in **Annexure A, Form A1**;

(b) a report on or before the due date for each semester complying with the data requirements contained in **Annexure A, Form A2**; and

(c) a report on or before the due date for each year complying with the data requirements contained in **Annexure A, Form A3**.

(2) Every telecommunications licensee must annually after the finalisation of its annual financial statements referred to in regulation 4 correlate and align its reports referred to in subregulation (1)(a) for the financial year in question with its annual financial statements for that year, to ensure reliable data submissions and the monitoring of sector performance.

(3) If the audited annual financial statements of a telecommunications licensee are restated for any reason, the reports referred to in subregulation (1)(a) must again be uploaded on the data portal, if such restatement necessitates the amendment of any of those reports.

(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 subregulation (1)(a) 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 returns other than annual financial statements: broadcasting licensees**

**6.** (1) Every broadcasting licensee including the Namibian Broadcasting Corporation referred to in section 93 of the Act must upload via the data portal -

(a) a report on or before the due date for each quarter complying with the data requirements contained in **Annexure B, Form B1**;

(b) a report on or before the due date for each semester complying with the data requirements contained in **Annexure B, Form B2**; and

(c) a report on or before the due date for each year complying with the data requirements contained in **Annexure B, Form B3**.

(2) Every broadcasting licensee must annually after the finalisation of its annual financial statements referred to in regulation 4 correlate and align its reports referred to in subregulation (1)(a) for the financial year in question with its annual financial statements for that year, to ensure reliable data submissions and the monitoring of sector performance.

(3) If the audited annual financial statements of a broadcasting licensee are restated for any reason, the reports referred to in subregulation (1)(a) must again be uploaded on the data portal, if such restatement necessitates the amendment of any of those reports.

**Submission of returns other than annual financial statements: postal licensees**

**7.** (1) Every postal licensee must upload via the data portal -

(a) a report on or before the due date for each quarter complying with the data requirements contained in **Annexure C, Form C1**;

(b) a report on or before the due date for each semester complying with the data requirements contained in **Annexure C, Form C2**;

(c) a report on or before the due date for each year complying with the data requirements contained in **Annexure C, Form C3**.

(2) Every postal licensee must annually after the finalisation of its annual financial statements referred to in regulation 4 correlate and align its reports referred to in subregulation (1)(a) for the financial year in question with its annual financial statements for that year, to ensure reliable data submissions and the monitoring of sector performance.

(3) If the audited annual financial statements of a postal licensee are restated for any reason, the reports referred to in subregulation (1)(a) must again be uploaded on the data portal, if such restatement necessitates the amendment of any of those reports.

**Submission of *ad hoc* reports**

**8.** (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**

**9.** Licensees must submit any additional information requested by the Authority to verify or clarify cost accounting information within 30 days from receiving the request from the Authority.

**Retention of information**

**10.** All licensees must retain the information required to complete the reports and returns required in terms of these Regulation for a minimum of 36 months after the end of the reporting period, or for a longer time period as may be directed by the Authority.

[The singular word “Regulation” in the phrase “these Regulation”
should be the plural word “Regulations”.]

**PART 3**

**ITU AND UPU DATA REQUIREMENTS**

**Adherence to ITU and UPU data requirements**

**11.** (1) As part of the international obligations of the Republic of Namibia the Authority must cause -

(a) telecommunications licensees, where applicable to comply with the information and communication technologies data requirements published periodically by the ITU; and

(b) postal licensees, where applicable to comply with data requirements published periodically by the UPU.

(2) The information and communication technologies indicators currently applicable are specified in -

(a) **Annexure A, Form A1** for telecommunications licensees; and

(b) **Annexure C, Form C1** for postal licensees.

(3) The Authority will substitute the data requirements referred to in subregulation (2) whenever they are amended or repealed by the ITU or the UPU, as the case may be.

**PART 4**

**GENERAL**

**Publishing of information**

**12.** (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**

**13.** (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**

**14.** (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 and the Penalty Regulations published under General Notice No. 159 of 29 April 2020.

[The abbreviation for “number” inconsistently appears variously as “No” and “No.” in the Annexures in the *Government Gazette*. The phrase “full time” which appears in several
places should be the hyphenated word “full-time”.]

**ANNEXURE A**

**FORM A1**

(Regulation 5(1)(a))

|  |
| --- |
| **QUARTERLY DATA REQUIREMENTS FOR TELECOMMUNICATION LICENSEES** |
| **ITU Indicators** |
| **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 |
| **Expenses** | Expenses ADSL Links |
|  | Expenses International data capacity |
|  | Expenses other purchased data capacity |
|  | Expenses Purchased leased line capacity |
| **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 |
| **Subscribers** | Subscribers Mobile Post-paid active SIM Cards |
| **Mobile** | 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 (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 |
| **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 |
| **Other Indicators** |
| **Infrastructure** | Revenue Other Infrastructure |
|  | Revenue Tower Colocation |
| **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 |

**ANNEXURE A**

**FORM A2**

(Regulation 5(1)(b))

|  |
| --- |
| **BI-ANNUAL DATA REQUIREMENTS FOR TELECOMMUNICATION LICENSEES** |
| **Quality of Service** | Billing and administration No complaints |
|  | Billing and administration Resolved 24H (hours) |
|  | 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 elapsed days percent |
|  | Supply time Internet within 5 elapsed days percent |
|  | Supply time initial mobile within 5 days percent |
|  | Total No complaints not resolved |
|  | Total No complaints resolved within 24 Hours |
|  | 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 % |
|  | Percent of faults repaired within 24 lapsed hours |
|  | Remaining percentage of faults repaired within 48 elapsed hours |
|  | SMS originating Attempts |
|  | Number test data transmissions |
|  | Number successful test data transmissions |
|  | Number successful login attempts |
|  | Number portability request deviating process |
|  | Data Speed advertised Mbps (Megabits per second) |
|  | Data Speed achieved Mbps |
|  | Total No of bills issued to customers |
|  | No of bills issued resulting in customer complaints |
|  | Hours defined as busy time for calls |
|  | % successful Calls during busy time |
|  | No of Successful send and received SMS |
|  | Hours defined as busy time for calls |
|  | Hours defined as busy time for SMS |
|  | % dropped Calls |
|  | % deviating requests number portability |
|  | Hours defined as busy time for internet |
|  | No of log-in attempts |
|  | No of successful log-ins |
|  | No of originating SMS attempts |
|  | No of successfully send SMS |
|  | No of test data transmissions |
|  | No of successful data transmissions |
|  | Hours defined as busy time for data |
| **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 Type |
|  | Landlord |
|  | Site Altitude |
|  | Site Latitude |
|  | Site Longitude |
|  | Tower Make |
|  | Tower Model |
|  | Tower Type |
|  | Tower Height (m) |
|  | Building Height (m) |
|  | OPEX per month (N$) (excluding collation costs) |
| **Technology** | 2G |
|  | 3G |
|  | 4G |
|  | CDMA |
|  | WIFI |
|  | WIMAX |
| **Transmission Backhauling** | Fiber |
|  | Microwave |
|  | Other |
|  | Bandwidth Mbps |
|  | Backhaul Data Connectivity |
|  | Backhaul Bandwidth |
|  | Backhaul Cost per month (N$) |
|  | Electricity |
|  | Electricity Cost per Month (N$) |
|  | Colocation site |
|  | Space available |
|  | Co-locator Names |
|  | Co-location rent per month (N$) |
| **GSM Cells** | Cell name |
|  | NE (Network) name |
|  | Tower Height (m) |
|  | Type |
|  | Antenna Type |
| **Antenna info** | Antenna Vendor |
| Antenna Model |
| Antenna height meters |
| Power Max Watt |
|  | Azimuth |
|  | BCC |
|  | BCCH (Broadcast Control Channel) |
|  | BSIC (Base Station Identity Code) |
|  | CL |
|  | LAC (Location Area Code) |
|  | Tilt Electrical |
|  | Tilt Mechanical |
|  | Power Actual Watt |
|  | Frequency Download Mhz |
|  | Band Number |
|  | ARFCN |
|  | Bandwidth |
|  | 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 |
|  | Antennae Type |
|  | Antenna Vendor |
|  | Antenna Model |
|  | Power Max Watt |
|  | Azimuth |
|  | Tilt Electrical |
|  | Tilt Mechanical |
|  | Frequency Download Mhz |
|  | Band Number |
|  | UARFCN |
|  | Bandwidth |
|  | Antennae Height (m) |
| **LTE Cells** | Cell Name |
|  | Antennae Type |
|  | Azimuth |
|  | EARFCN (E-UTRA Absolute Radio Frequency Channel Number) |
|  | eNodeB ID |
|  | eNodeB Name |
|  | Local Cell ID |
|  | Antenna Vendor |
|  | Antenna Model |
|  | Antenna height meters |
|  | Power Max Watt |
|  | Power Actual Watt |
|  | Azimuth |
|  | Tilt Electrical |
|  | Tilt Mechanical |
|  | Frequency Download Mhz |
|  | Band Number |
|  | EARFCN |
|  | Bandwidth |
|  | 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 Centre Frequency MHz |
|  | Downlink Centre Frequency MHz |

**ANNEXURE A**

**FORM A3**

(Regulation 5(1)(c))

|  |
| --- |
| **ANNUAL DATA REQUIREMENTS FOR TELECOMMUNICATION LICENSEES** |
| **Customer Complaints** | No of complaints received |
|  | 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 |
|  | Other: Service and product delivery, advertisement, confidential information |

**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 |
| **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 |
| **Staff** | Full time women |
|  | Full time disabled |
|  | Full time expatriates (excluding permanent residence) |
|  | Part-time |
|  | Contract and semi-permanent |

**ANNEXURE B**

**FORM B2**

(Regulation 6(1)(b))

|  |
| --- |
| **BI-ANNUAL DATA REQUIREMENTS FOR BROADCASTING LICENSEES** |
| **Quality or service**[The word “or” should be “of”.] | Supply time for subscription-based television service connections within 5 elapsed days percent |
|  | Supply time for subscription-based television service connections within 7 elapsed days percent |
|  | Fault Repair Within 24h |
|  | Fault Repair Within 48h |
|  | Customer Service No Complaints |
|  | Customer Service resolved 24h |
| **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 |

**ANNEXURE B**

**FORM B3**

(Regulation 6(1)(c))

|  |
| --- |
| **ANNUAL DATA REQUIREMENTS FOR BROADCASTING LICENSEES** |
| **Customer complaints** |  |
| **Number of complaints received on:** | Advertisement |
|  | Content |
|  | Billing |
|  | Reception/signal |
|  | Supply time for subscription-based television service connection |
|  | Customer/Licensee complaint resolution time |
|  | No of complaints received |
|  | 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 |
| **Content** | Total number of hours or time the broadcasting licensee broadcast applicable local content during the performance period |
|  | 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) |

**ANNEXURE C**

**FORM C2**

(Regulation 7(1)(b))

|  |
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| **BI-ANNUAL DATA REQUIREMENTS FOR POSTAL LICENSEES** |
| **Quality of Service** | No. of standard mail delivered within 2 days within a town (J+2) |
|  | No. of standard mail delivered within a town after 2 days (J+2) |
|  | No. of standard mail delivered within 3 days from town to town (J+3 - intra-city) |
|  | No. of standard mail delivered after 3 days from town to town (J+3- Intra-city) |
|  | No. of standard mail delivered within 5 days for International dispatchers (J+5) |
|  | No. of standard mail delivered after 5 days (J+5) |
|  | 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) |

**ANNEXURE C**

**FORM C3**

(Regulation 7(1)(c))

|  |
| --- |
| **ANNUAL 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 |