



# GOVERNMENT GAZETTE

## OF THE

# REPUBLIC OF NAMIBIA

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## General Notices

### COMMUNICATIONS REGULATORY AUTHORITY OF NAMIBIA

No. 474

2013

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

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

#### 1. Definitions

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

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

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

## **2. Submission of Documents**

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

## **3. Applicability**

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

## **4. Retention of Separate Accounts for Telecommunications Services**

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

## **5. Submission of Audited Annual Financial Reports**

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

## **6. Submission of Annual Audited Segmentation Reports**

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

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

#### **7. Submission of Bi-Annual Reports**

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

#### **8. Submission of Detailed Network Data Report**

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

#### **9. Submission of *Ad Hoc* Reports**

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

#### **10. Condonation**

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

**11. Reporting Procedures**

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

**12. Failure to submit information**

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

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

**APPENDIX A**  
**ANNUAL AUDITED SEGMENTATION REPORT**

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

<b>Table 1: Annual Audited Segmentation Report for all licensees</b>						
<b>Indicator</b>		<b>Financial Year</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</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 Mobile Subscribers (active SIM cards)					
	Number of Post Paid Mobile Subscribers (active SIM cards)					
	Number of post paid roaming minutes to SADC countries					
	Number of pre-paid roaming minutes to SADC countries					
	Number of post paid SMS to SADC countries					
	Number of pre-paid SMS to other countries					
	Number of post paid roaming SMS to SADC countries					
	Number of pre-paid roaming SMS to other countries					
	Number of post paid roaming minutes to SADC countries					
	Number of post paid roaming minutes to other countries					
	Number of post paid roaming voice minutes made to local numbers from SADC countries					
	Number of pre-paid roaming voice minutes made to local numbers from SADC countries					
	Number of post paid roaming SMS sent to local numbers from SADC countries					
	Number of pre-paid SMS sent to local numbers from SADC countries					
	Number of SMS received					
	Data volume					
	Data volume for roaming in SADC countries					
Data volume for roaming in other countries						
Number of roaming minutes to other countries (outgoing)						
Number of roaming SMS to other countries (outgoing)						

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

**APPENDIX B  
BI-ANNUAL REPORTS**

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

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

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

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

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

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

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

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

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

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

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

**APPENDIX C  
DEFINITIONS**

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

ITU indicators

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

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

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

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

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

## COMMUNICATIONS REGULATORY AUTHORITY OF NAMIBIA

No. 475

2013

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

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

#### Definitions

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

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

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

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

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

### Applicability

2. These regulations shall be applicable to -

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

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

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

### Spectrum

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

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

### System features

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

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

### Software features

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

### Hardware features

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

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

**Accessories**

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

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

**Warranty and Support**

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

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

**Non – Compliance with Minimum Technical Standards**

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

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

**Amendment of Minimum Technical Standards**

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

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

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