



CRAN
Communications Regulatory Authority of Namibia

CRANICLES

STAKEHOLDER NEWSLETTER

QUARTER 4



SCAN ME

ACCESS, QUALITY & AFFORDABILITY FOR ALL

Keeping you at the forefront of ICT.

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BUILDING A SAFER DIGITAL NAMIBIA: A YEAR OF PROGRESS AND COLLABORATION

Dear Esteemed Stakeholders,

As we close 2025, I reflect on a year marked by significant strides in Namibia's digital transformation and cybersecurity resilience. At the Communications Regulatory Authority of Namibia (CRAN), our unwavering commitment remains to foster an inclusive, secure, and innovative digital environment for all Namibians.

This year, our collective efforts culminated in vital initiatives such as the Namibia Cyber Security Incident Response Team (NAM-CSIRT) Constituents' Engagement, emphasising that cybersecurity is a shared responsibility. We are advancing the development of sector-specific Cyber Incident Response Teams (CIRTs) and promoting a culture of proactive cyber hygiene practices, vital steps toward building a resilient digital nation.

In our pursuit of connectivity, the launch of the Epinga Universal Service Fund (USF) Tower exemplifies our dedication to bridging the digital divide. This infrastructure empowers rural communities with access to information, education, and economic opportunities, reaffirming our pledge that no Namibian should be left behind.

Additionally, our collaboration with the Namibian Police Force (NamPol) underscores the importance of strategic partnerships. Strengthening law enforcement's capacity to combat cyber threats ensures that Namibia's digital space remains safe and trusted.

Furthermore, our regional and international engagements such as hosting the Communications Regulators' Association of Southern Africa (CRASA) postal workshop and the Namibia Regulators Forum, highlight our role in fostering regional cooperation and regulatory innovation.

The signing of Memorandum of Understandings (MoUs) with the University of Namibia (UNAM) and the Electoral Commission of Namibia (ECN) signifies our focus on education and democratic integrity, vital pillars for Namibia's sustainable growth.

Additionally, the progress on the Starlink licensing process and the promotion of secure internet practices, including safe use of public Wi-Fi, reflect our forward-looking approach to integrating cutting-edge technology while safeguarding citizens' interests.



FROM THE CEO'S DESK

Mrs. Emilia Nghikembua

As we celebrate this festive season, I extend my sincere gratitude to all Information and Communication Technology (ICT) stakeholders for your unwavering support and dedication. Together, we are building a safer, more connected Namibia. May this holiday season bring joy, renewal, and inspiration as we look forward to a prosperous and innovative 2026.

Wishing you a joyful holiday season and a successful New Year!

Warm regards,

Mrs. Emilia Nghikembua
Chief Executive Officer

CRAN HOSTS REGIONAL WORKSHOP TO STRENGTHEN POSTAL SECTOR COLLABORATION IN SOUTHERN AFRICA

Jairus Kapenda - Manager: Communication & International Relations

CRAN proudly hosted the joint Regional Preparatory Workshop and Postal Committee Meeting of the Communications Regulators' Association of Southern Africa (CRASA) on 27 October 2025 in Windhoek, marking a significant milestone in regional cooperation. Opening the event, Ms. Ronel Le Grange, Technical Advisor to the CEO, emphasised the critical role of the postal sector in fostering economic resilience, trade, and financial inclusion across Southern Africa.



Ms. Le Grange highlighted that today's postal networks are vital in supporting e-commerce, cross-border trade, and last-mile delivery solutions. She underscored that robust, innovative, and accessible postal services underpin regional development, ensuring secure and reliable communication channels for communities and businesses alike.

CRAN's commitment extends beyond regulation; it aims to stimulate investment, promote innovation, and uphold consumer protections within the postal sector. Recognising the convergence of ICT and postal services, Ms. Le Grange stressed that a well-regulated digital backbone is essential for efficient, secure, and inclusive postal networks. The regulator advocates for competition, infrastructure sharing, and new business models to expand access and affordability for all Namibians and regional partners.

The event also underscored the importance of regional cooperation. CRASA facilitates dialogue among regulators to harmonise standards, streamline cross-border processes, and build capacity.

Such collaboration enhances operational efficiencies, reduces trade barriers, and supports sustainable growth across Southern Africa. Ms. Le Grange praised CRASA's leadership in fostering policy coherence and knowledge exchange, empowering regulators to adapt swiftly to evolving market needs. As the region advances, the workshop aims to generate actionable insights and strengthen the collective effort to modernise and expand postal services. Ms. Le Grange concluded by inviting participants to engage openly, challenge ideas constructively, and work towards tangible outcomes that benefit communities, businesses, and economies.

CRAN's hosting of this regional gathering exemplifies Namibia's dedication to building a connected, inclusive, and prosperous Southern Africa through strengthened postal and ICT sectors.

3% SIM card subscribers increased by 3%



CRAN LAUNCHES EPINGA USF TOWER

Jennifer Pogisho - Manager: Access to Information and Consumer Relations & Advocacy (Acting Manager)

Running under the banner “Empowering Communities. Connecting Namibia,” the Universal Service Fund (USF) launched its first tower on 19 November 2025, in Epinga village, situated in the Omundaungilo constituency of the Ohangwena Region.



Hundreds of villagers, government officials and community members gathered under the shade of the new 60-metre tower to witness Hon. Emma Theofelus, Minister of Information and Communication Technology (MICT), officially launch the tower, a symbol of progress, inclusion, and empowerment.

During her keynote address Hon. Theofelus stated that the tower will serve as a catalyst for enhanced opportunities in education, healthcare, and economic participation, aligning with national priorities. She further stressed the importance of inclusion stating that “The USF Epinga Tower ensures that no Namibian is left behind, especially those in rural and underserved areas.”

Excitement filled the air as the villagers erupted in ululation at the announcement that the Communications Regulatory Authority Namibia would donate 120 OSmartphona, including sim cards and airtime, as well as an additional ten OSmartphona donated by Dr Licky Erastus, Managing Director of MTC, to households in Epinga Village and surrounding areas.

Ohangwena Regional Governor, Honourable Kadiva Hamutumwa, also lauded the initiative, highlighting its value to local communities.

“This tower will connect families, businesses, students, and institutions, enabling access to information, education, healthcare, and economic opportunities. It will empower our community to participate fully in the digital age,” she said.

According to Mr. Toivo Shilumbu, Principal of Shimkode Primary School, the tower has greatly improved their lives. “We used to go to the main road to make a phone call or drive to Eenhana to send emails, now we can send messages, make calls and access the internet in the comfort of our homes. In addition, the community now also opened WhatsApp groups where they share information.”

The USF is administered by CRAN under the mandate provided by Section 56 of the Communications Act (No. 8 of 2009), with the core purpose is to improve telecommunications infrastructure in underserved and rural areas, especially where commercial investment is not commercially viable. The government through the Ministry of Information and Communication Technology committed N\$145 million as seed funding for the USF over a three-year period (2024 to 2027).

CRAN LEADS THE WAY IN BUILDING DIGITAL TRUST THROUGH PKI FRAMEWORK

Rackel Shikongo - Practitioner: Access to Information and Communication

CRAN hosted a stakeholder engagement in Windhoek on 30 October 2025 to deliberate on the implementation of the Public Key Infrastructure (PKI) Framework an essential component in advancing Namibia's secure digital future.

Under the Electronic Transactions Act (No. 4 of 2019), CRAN serves as the Root Certification Authority (Root CA) for Namibia, a role that ensures the authenticity, confidentiality, and integrity of electronic transactions across various sectors.

Speaking at the engagement, CRAN Chief Executive Officer, Mrs. Emilia Nghikembua, explained that PKI consists of policies, procedures, and technologies that facilitate secure management of digital communication. "PKI enables authentication of identities, encryption of data, and generation of legally binding e-signatures. It lays the foundation for trusted digital services such as e-signatures and digital IDs," she noted.

CRAN has made significant strides in finalising the PKI framework, including the development of two key regulatory instruments: the Regulations Regarding the Accreditation of Security Products and Services and Providers of Such Products and Services, and the Regulations on Electronic Signatures. These instruments will promote standardisation and build user confidence in electronic security solutions.



Discussions further highlighted PKI's applications in e-government, financial services, healthcare, and education. Mrs. Nghikembua emphasised CRAN's commitment to collaboration, stating that through collective effort, Namibia can establish a secure and trusted digital ecosystem that empowers citizens and strengthens the nation's digital economy.



2% Fixed-line subscriptions declined by 2%

CRAN AND UNAM FORGE STRATEGIC PARTNERSHIP TO BOLSTER NAMIBIA'S DIGITAL FUTURE

Jairus Kapenda - Manager: Communication & International Relations

On 01 December 2025, a milestone event unfolded at the University of Namibia's administration building as CRAN and UNAM formalised their collaboration through the signing of a Memorandum of Understanding (MoU). The signing ceremony was attended by key stakeholders, university officials, and media representatives, all united by a shared vision to enhance ICT, cybersecurity, and research initiatives.



CRAN's Chief Executive Officer, Mrs. Emilia Nghikembua emphasised CRAN's commitment to fostering innovation, effective sector regulation, and expanding digital infrastructure. The MoU aims to harness UNAM's academic excellence to build a skilled workforce capable of tackling the sector's evolving challenges. This collaboration will facilitate joint research, internships, curriculum development, and capacity building, aligning educational outcomes with Namibia's socio-economic aspirations.

A notable highlight of the event was CRAN's donation of computers valued at N\$360,000 to bolster UNAM's Cyber Security Centre. This contribution will enhance the university's technological capabilities and support the training of future cybersecurity experts. Mrs. Nghikembua expressed confidence that these efforts will position Namibia as a regional leader in cybersecurity and digital innovation.

Both institutions committed to fostering knowledge exchange, professional development, and establishing joint facilities, creating a vibrant ecosystem for technological advancement.

The partnership signifies a pivotal step toward a digitally empowered Namibia, driven by education, innovation, and strategic collaboration. Overall, the collective efforts aim to build a safer, smarter, and more connected nation.



CRAN AND ECN FORMALISE PARTNERSHIP WITH MOU

Jairus Kapenda - Manager: Communication & International Relations

On 02 December 2025, CRAN and the Electoral Commission of Namibia (ECN) solidified their collaborative efforts through the signing of a groundbreaking Memorandum of Understanding (MoU) at the ECN Boardroom. The ceremony, attended by senior officials, stakeholders, and media, marked a pivotal step toward enhancing Namibia's democratic landscape.

CRAN's Chief Executive Officer, Mrs. Emilia Nghikembua highlighted the significance of the partnership in strengthening electoral transparency and public engagement. She emphasised that the MoU underscores a shared commitment to cooperation, information sharing, and capacity building. "Our collaboration will facilitate timely data exchange, support innovative communication strategies, and ensure regulatory clarity, all aimed at benefiting Namibians," she stated.



The partnership recognises the vital role of digital communication platforms in informing and empowering citizens, especially during elections. Mrs. Nghikembua stressed that accessible, accurate, and secure electoral information fosters public trust and confidence in Namibia's democratic institutions. She also linked the MoU to national development goals, including Namibia's Vision 2030, advocating for increased public participation through joint initiatives and resource sharing.

The agreement exemplifies a mutual pledge to uphold transparency, support democratic processes, and leverage technology for inclusive governance. As the two agencies work together, they aim to nurture a knowledgeable electorate and bolster Namibia's electoral integrity. The signing signals a promising future of cooperation, aligning with Namibia's broader aspirations for democratic excellence and sustainable development.



CRAN PROVIDES UPDATE ON STARLINK LICENSING APPLICATION AND PUBLIC CONSULTATION PROCESS

Jairus Kapenda - Manager: Communication & International Relations

CRAN announced an important development in its review of Starlink's telecommunications licence application, submitted in June 2024. This process marked a significant step towards allowing the satellite internet provider to operate within Namibia.

The application was officially published in the Government Gazette Notice Number 897, on 28 November 2025, inviting public and stakeholder feedback. Interested parties had until 12 December 2025 to submit written comments. This period aimed to foster transparency and ensure that all voices are heard before final decisions are made.

Mr. Mufaro Nesongano, CRAN's Executive of Communication and Consumer Relations, emphasised the importance of the public consultation, stating, that the process marked a critical step in the licensing process, enabling stakeholders and the public to review the application details and submit feedback. With all comments collected, CRAN will conduct a comprehensive review, evaluating the application against criteria such as ownership structure, technical capabilities, security standards, and compliance with national policies.



CRAN also confirmed that the ownership status of Starlink, as clarified by the Minister of ICT, is being carefully considered alongside other licensing requirements. The authority is committed to a transparent process, assuring the public that updates will be provided as the evaluation progresses.

This careful scrutiny underscores Namibia's commitment to balancing innovation with security, fair competition, and national interests as it advances toward integrating cutting-edge satellite technology.



CRAN TECH CHALLENGE CROWNS YYENI AI AS WINNER OF YOUTH INNOVATION

Rackel Shikongo - Practitioner: Access to Information and Communication

CRAN marked a significant milestone in advancing youth-driven innovation with the successful conclusion of its inaugural CRAN Tech Challenge on 21 November 2025. Launched on 20 October 2025, the initiative aims to nurture emerging talent, promote digital inclusion, and accelerate the development of homegrown technological solutions that can support Namibia's socio-economic growth.



The competition invited Namibians aged 18 to 35 to submit prototype or operational solutions in AgriTech, HealthTech, and the gig economy. A total of 110 submissions were received, reflecting the creativity, determination, and progressive thinking of young innovators committed to shaping the nation's digital transformation.

Following a competitive pitch session, YYeni AI emerged as the overall winner, securing the N\$50,000.00 grand prize. The education technology startup impressed judges with its AI-powered solution tailored to address critical challenges within Namibia's education sector. PatientCare claimed second place, earning N\$30,000.00 for its innovative health wallet designed to improve access to medical services, especially for uninsured communities. The third prize of N\$20,000.00 went to GovRecruit Namibia, a streamlined digital recruitment platform aimed at strengthening public sector hiring processes.

CRAN leadership commended the participants for their ingenuity and impact-driven ideas. The Executives emphasised the organisation's commitment to cultivating a dynamic digital ecosystem that supports young innovators and amplifies their contributions to national development.



The winning solutions will be featured across CRAN's digital platforms, widening visibility and opening doors for potential collaborations. The CRAN Tech Challenge will continue to serve as a vital platform for empowering youth innovation and advancing Namibia's digital future.

CRAN STRENGTHENS CYBERSECURITY COLLABORATION WITH NAMPOL

Jairus Kapenda - Manager: Communication & International Relations

In a strategic move to enhance Namibia's digital resilience, CRAN reinforced its commitment to cybersecurity collaboration through a high-level engagement with the Namibian Police Force (NamPol). Led by CRAN's Chief Executive Officer and Head of the Namibia Cybersecurity Incident Response Team (Nam-CSIRT), Mrs. Emilia Nghikembua, the delegation paid a courtesy visit to NAMPOL Headquarters.

During the visit, Mrs. Nghikembua and her team met with Inspector General Lieutenant General Joseph Shikongo and his officers. The discussion centered on CRAN's mandate through Nam-CSIRT, which is tasked with coordinating national responses to cybersecurity incidents, and assessing Namibia's current cybersecurity readiness. This dialogue provided an invaluable opportunity to evaluate existing capabilities and identify areas for strengthening the country's defences against cyber threats.

The engagement underscored the importance of collaboration between key national institutions in safeguarding Namibia's cyberspace. Mrs. Nghikembua emphasised CRAN's dedication to fostering partnerships that ensure a secure digital environment for all Namibians. By working closely with law enforcement and other stakeholders, CRAN aims to build a resilient cyber infrastructure capable of detecting, preventing, and responding effectively to emerging cyber threats.



Lieutenant General Shikongo expressed support for joint efforts aimed at bolstering national cybersecurity. The meeting concluded with a mutual understanding of the need for continued cooperation, information sharing, and capacity building to protect Namibia's digital assets and citizens.

This visit exemplifies CRAN's proactive approach to cybersecurity, highlighting its leadership role in fostering partnerships that strengthen Namibia's defences in an increasingly interconnected world. As cyber threats evolve, such collaborations are crucial in ensuring Namibia remains resilient and secure in the digital age.

8% Mobile voice traffic increased by 8%

CRAN JOINS NAMIBIA REGULATORS FORUM TO FOSTER SMARTER, COLLABORATIVE REGULATION

Jairus Kapenda - Manager: Communication & International Relations

CRAN proudly participated at the launch of the Namibia Regulators Forum, a groundbreaking initiative aimed at strengthening regulatory coordination and boosting economic development. Spearheaded by the Bank of Namibia (BoN), this Forum unites key regulatory bodies including CRAN, the Business and Intellectual Property Authority (BIPA), Electricity Control Board (ECB), Financial Intelligence Centre (FIC), Namibia Financial Institutions Supervisory Authority (NAMFISA), Namibia Revenue Agency (NamRA), and Namibia Standards Institute (NSI). The Namibia Investment Promotion and Development Board (NIPDB) and Namibia Chamber of Commerce and Industry (NCCI) serve as observers, emphasising the Forum's broad stakeholder engagement.

The primary goal of the Namibia Regulators Forum is to foster collaboration among Namibia's regulators by streamlining processes, aligning practices, and promoting forward-thinking, efficient regulation. This approach aims to break down silos, ensuring regulatory frameworks are more coherent, transparent, and adaptive to innovation and investment needs.

At the inaugural meeting, members endorsed the Terms of Reference (ToR) and appointed Dr. Johannes Gawaxab, Governor of the Bank of Namibia, as Chairperson. CRAN's CEO, Mrs. Emilia Nghikembua, was appointed Vice-Chairperson, establishing strong leadership to steer the Forum's work on technical assistance, research, reform initiatives, and competitiveness enhancement.

Recognised at the ongoing Namibia Public-Private Forum as a vital platform, the Namibia Regulators Forum signals a strategic shift toward outcome-driven regulation that encourages investment, innovation, and sustainable growth. By fostering collaboration across sectors, CRAN and its partners are committed to creating a smarter regulatory environment, one that drives Namibia's economic resilience and positions the country for future prosperity.



BUILDING A SAFER DIGITAL NAMIBIA: INSIGHTS FROM THE NAM-CSIRT CONSTITUENTS ENGAGEMENT

Jennifer Pogisho - Manager: Access to Information and Consumer Relations & Advocacy (Acting Manager)

In a vital step toward enhancing Namibia's cybersecurity resilience, Mrs. Emilia Nghikembua, Chief Executive Officer of the Communications Regulatory Authority of Namibia (CRAN), underscored the importance of collective action at the recent Namibia Cyber Security Incident Response Team (NAM-CSIRT) Constituents Engagement. Addressing stakeholders, Mrs. Nghikembua emphasised that cybersecurity is a shared responsibility, requiring collaboration, trust, and proactive efforts from all sectors.



CRAN, together with the Ministry of Information and Communication Technology (MICT) and NAM-CSIRT, is committed to strengthening Namibia's defenses against increasingly sophisticated cyber threats. Mrs. Nghikembua highlighted that a National Computer Security Incident Response Team (CSIRT) is more than an institutional entity; it's a practical framework for coordinated defense, enabling rapid information sharing and effective responses to cyber incidents. Trust, she noted, is the foundation of this strategy, fostering open collaboration that reduces duplication, accelerates threat mitigation, and elevates national resilience.

The engagement also aimed to raise awareness and promote cybersecurity best practices. Mrs. Nghikembua called for a culture of proactive resilience, urging stakeholders to adopt robust cyber hygiene measures such as timely patch management, strong access controls, data backups, and incident reporting. She emphasised that transparency and continuous learning are key, with NAM-CSIRT committed to publishing regular landscape reports to keep all parties informed about evolving threats and progress.

A significant focus was on fostering sectoral collaborations through the proposed Namibia Cyber Security Information Sharing Group. This platform aims to streamline information flow, reduce reaction times, and build sector-specific CIRTs and specialised teams that will strengthen Namibia's overall cybersecurity posture.

As Namibia advances toward a more secure digital future, Mrs. Nghikembua's remarks reinforce the message that cybersecurity success depends on collective effort, trust, and shared commitment. Together, stakeholders can build resilient communities, safeguard critical infrastructure, and position Namibia as a regional leader in cybersecurity maturity.



PUBLIC HEARING: CLICK CLOUD HOSTING SERVICES // TELECOM NAMIBIA

Jairus Kapenda - Manager: Communication & International Relations

On 24 November 2025, CRAN convened a pivotal public hearing to address a dispute between Click Cloud Hosting Services CC and Telecom Namibia Limited, highlighting the country's commitment to a fair and transparent telecommunications sector. The hearing focused on allegations by Click Cloud that Telecom Namibia's site access fees at Olympia Tower and Rocky Crest Tower were excessive and inconsistent with regulatory standards.

Click Cloud argued that they already had access through PowerCom, which no longer charges such fees, and contested that Telecom Namibia's charges were based on estimated lease values rather than actual costs, raising concerns about fairness and transparency. Conversely, Telecom Namibia defended its charges, citing costs related to site surveys, approvals, and physical preparations, asserting that their fees are standard and justified. They also emphasised their willingness to engage with clients and offer discounts.



CRAN's representative underscored the importance of safeguarding fair competition and preventing practices that could inflate costs for consumers and service providers alike. The authority's role was to listen to both sides, consider all submissions, and ensure decisions align with principles of fairness, non-discrimination, and cost-reflectiveness enshrined in national regulations.

This hearing exemplifies CRAN's proactive approach in balancing industry interests while fostering an environment of fairness and innovation. As Namibia strives to bolster its telecommunications infrastructure, such transparent regulatory processes are vital for ensuring equitable access, market integrity, and consumer protection.

53% Cyber threat events
dropped by 53%

FEATURE ARTICLE: SAFE USE OF PUBLIC WI-FI

Namibia Cyber Incident Response Team (NAM-CSIRT) Housed by CRAN

Public Wi-Fi is known as a wireless connection to the internet that is accessible in public places like hotels, airports, restaurants, shopping malls and libraries, offering free or easy access to the internet. A public Wi-Fi network can either be open (unsecured) or encrypted (secured). An encrypted public Wi-Fi requires a password or account creation to login for access. An open public Wi-Fi network, on the other hand, does not require a password to connect, and this means anyone can join the network without any authentication which makes it more vulnerable and prone to hacking.

It is important for internet users to be aware of the risks associated with using unsecured open free Wi-Fi networks and how the public can stay safe while surfing the internet. While it can be tempting to connect to open networks for free Wi-Fi, a general lack of security measures makes these hot spots easy for hackers to intercept sensitive information like passwords, credit card numbers, and personal information.

Using public Wi-Fi poses several cybersecurity risks, including Man-in-the-Middle (MITM) attacks where hackers intercept and alter communications, packet sniffing that allows cybercriminals to spy on users' online activities, and malware distribution through exploited device vulnerabilities that can lead to spyware or ransomware infections. Additionally, hackers may create malicious hotspots which are fake Wi-Fi networks designed to trick users into connecting, enabling them to steal data or redirect users to harmful websites.

HOW TO STAY SAFE ON OPEN WI-FI NETWORKS

- **Make use of Virtual Private Networks (VPN):** One of the best ways to minimise public Wi-Fi security risks is by using a VPN. VPN encrypts your internet traffic, making it much harder for hackers to intercept and read your data.
- **Enable Multifactor Authentication:** Consider enabling multifactor authentication on accounts in addition to passwords as an extra layer of protection. Even if someone gains access to your details and login credentials, they will still need the second factor, e.g. a verification code via your phone or email, to have full access your account.

- **Avoid Sensitive Transactions:** Minimise sharing sensitive information when using public Wi-Fi. In addition, avoid making financial transactions such as entering credit card details, making payments or inputting banking information while using public Wi-Fi. Confidential information such as banking and login details should only be accessed using secured internet.
- **Turn Off Sharing Features:** Public networks make it easier for others to access your device if file-sharing or printer-sharing features are enabled. Turn these features off on device system settings while on public Wi-Fi.
- **Disable Auto-Connect:** Most devices have an option to automatically connect to available Wi-Fi networks. Disabling this feature can prevent your device from connecting to insecure or rogue networks without your knowledge.
- **Keep Software Updated:** Ensure that your operating system, browser, and security software are up to date. Software updates often contain security patches that protect against newly discovered threats.
- **Enable Device Firewall:** Enable the firewall on your device to add another layer of protection against potential intrusions from public Wi-Fi networks.

Moreover, public Wi-Fi networks seem to be more convenient in providing easy access to the internet, however, they come with significant cybersecurity risks. Therefore, individuals must remain cautious while using public internet access and ensure the best security practices. By staying informed and practicing safe browsing habits, individuals can make use of public Wi-Fi without compromising their privacy or security.

WORLD POST DAY

Manqoba Gebashe - Temporary Content & Design Officer

On 9 October 2025, CRAN joined the global community in celebrating World Post Day under the theme "Local Service. Global Reach." The day highlighted the crucial role of postal services in connecting communities locally and internationally.



As part of the celebration, CRAN reaffirmed its commitment to enhancing the quality of postal services across Namibia. Through its robust regulatory framework, CRAN continues to oversee NamPost's Universal Service Obligation, ensuring that reliable mail delivery reaches every citizen, no matter how remote their location.

This dedication underscores CRAN's vision of fostering inclusive communication networks that bridge distances and strengthen national connectivity.

2% Pay-TV subscriptions experienced an overall 2% increase

WELCOME TO THE TEAM

Pascal Haingura, Executive: Engineering & Technical Services

Augustinus Poroto - Practitioner: Social Media

Kangongo is a peaceful village along the Kavango River, and it shaped more than just the landscape for CRAN's new Executive leading the Engineering and Technical Services department. The values he learned there continue to guide him as he looks to the future. "Growing up along the banks of the Kavango River taught me that innovation thrives in scarcity," he reflects. "When resources are limited, creativity becomes your greatest asset."

His academic journey began at Kangongo Combined School, progressed through Max Makushe Secondary School and ELCIN Nkurenkuru High School, before eventually leading him to the University of Cape Town. Those institutions, he says, did not just teach him technical skills; they showed him that access to knowledge could transform rural lives, a conviction that continues to drive his work today.

He was attracted to CRAN not just for the technical challenges, but for its culture. The mix of professionalism and warmth encourages real teamwork and new ideas. "There's a shared sense of purpose here," he observes. "That balance is hard to find."

He looks forward to leading projects that will improve national ICT infrastructure and speed up digital transformation. If he could introduce one innovation, it would be an AI-powered platform to manage spectrum use more efficiently and openly.

Outside of work, he enjoys creative writing, helping to uplift football at the grassroots level, and finding ways technology can help rural communities. He spends weekend mornings with his three sons playing football and dedicates Sundays to church.

Recently influenced by Clayton Christensen's *The Innovator's Dilemma*, he believes innovation is not just about technology but rather about rethinking entire systems in times of change. After six months at CRAN, he hopes colleagues will describe his work style in three words: strategic, collaborative, dependable.

"Those are not just aspirations," he clarifies. "They are commitments." As he settles into his new role, one thing is clear: this is someone who understands that leadership is not about having all the answers, it is about asking the right questions, empowering the right people, and never forgetting where you came from.

His journey is a testament to the power of resilience, curiosity, and a deep belief that technology, when guided by purpose, can transform lives. And perhaps that is the most important innovation of all.



7% Advertising revenue
increased by 7%

WELCOME TO THE TEAM

Evelyn Shilamba, Temporary Administrative Assistant

Augustinus Poroto - Practitioner: Social Media

Evelyn Shilamba joined CRAN as Administrative Assistant in the Governance, Risk and Compliance Management department, drawn to work that provides strategic support to the Board while ensuring adherence to governance protocols. The entire position excites her, particularly because the ICT industry is a new territory where she can acquire skills across different systems and processes.

Her mother was a teacher who worked at various schools in northern Namibia, which meant the family moved frequently. During her teen years Evelyn relocated to Windhoek and grew up in a multi-cultural household. She often says she is from everywhere, as her childhood in various places mirror a career that later spanned different industries, teaching her to understand diversity in all spheres.

Her mother instilled integrity, hard work, resilience and self-reliance, values that shaped how she serves in every role. Mediocrity was never an option!

CRAN's healthy, friendly and supportive culture stands out immediately. The CEO's quarterly Mental Wellness Day declaration impressed her as a deliberate effort to create a productive workforce that can meet business goals while managing life's challenges.

Colleagues might be surprised to learn she established Naija Flavour Namibia to serve African cuisines, with her daughter declaring her an expert jollof rice chef. She loves singing while cooking or doing house chores, and something about it boosts morale, often happening subconsciously when she is busy.

The film "The Forge", directed by Alex Kendrick, recently influenced her perspective, reminding her that with love and patience we can all help others realise their potential through tough times.

As an MBA candidate focused on Business Ethics and Good Governance, she would choose to have dinner with Professor Mervyn King to ask what inspired him to study law.

Childhood moves taught her that change was constant, shaping adaptability skills that serve her across public, private and non-governmental sectors. After six (6) months she hopes colleagues will describe her work style as meticulous, supportive and cooperative.



WELCOME TO THE TEAM

Kornelia Shimpanda, Legal Advisor: Corporate Advice

Augustinus Poroto - Practitioner: Social Media

Kornelia Shimpanda joined CRAN as Temporary Legal Advisor: Corporate Advice in the Regulatory and Corporate Legal Services department. The role offers what she describes as the perfect blend of legal work, strategy, and public-interest service. Contributing to Namibia's fast evolving ICT sector energises her, particularly the prospect of providing sound legal advice that supports innovation, governance, and regulatory integrity.

She was born in northern Namibia and raised by a family that valued hard work, education, and community. Those early lessons about responsibility continue to shape how she approaches both life and work today.

Kornelia has a strong passion for food production and food security, and can set up a drip-irrigation system on a two-hectare plot within thirty minutes. She is fascinated by manufacturing and production processes, often researching how things are made and how systems can be improved. She also maintains a deep interest in Chinese culture and industrial development, inspired by their rapid growth and problem-solving approach.

CRAN's culture of collaboration and openness has stood out during her first weeks. Colleagues are approachable, supportive, and genuinely invested in teamwork, an environment where people want each other to succeed.

Robert Kiyosaki's book *Why "A" Students Work for "C" Students* recently influenced her perspective, reminding her that practical thinking, financial literacy, creativity, and initiative often matter more in real-world environments than perfect grades.

Her innovation wish involves a streamlined digital compliance tool that would help licensees understand regulatory obligations clearly and submit required information efficiently.

Weekend mornings begin with good coffee, quiet reflection, and sometimes light reading. Although not connected to law or regulation, she would choose dinner with Muammar Gaddafi to understand his views on power, influence, and nation-building.

A childhood lesson continues to guide her: if the mountain will not come to Mohammed, then Mohammed must go to the mountain. After six (6) months, she hopes colleagues will describe her work style as reliable, thoughtful, and solution oriented.





Quiz Time!

**Test your knowledge about CRAN's
Regulatory Initiatives. Good Luck!**

Scan the QR Code to play!

CRANICLES Q4 NEWSLETTER QUIZ





CRAN
Communications Regulatory Authority of Namibia

**CRAN @ FREEDOM PLAZA
COURTSIDE BUILDING | 3RD & 4TH FLOOR
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