



Republic of Namibia
Annotated Statutes

REGULATIONS

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).

as amended by

General Notice 62 of 2026 (GG 8841)

came into force on date of publication: 10 February 2026

The amendments were made by the
Communications Regulatory Authority of Namibia.

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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;

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

[Regulation 4 is substituted by General Notice 62/2026.]

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

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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

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(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

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(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.

[The singular words “section” and “subregulation”
should be the plural words “sections” and “subregulations”.]

(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.

Extension and condonation

13. (1) A licensee that is not able to comply with any time period set out in these Regulations may, no later than 7 days before the due date, apply in writing to the Authority for an extension of time, setting out reasons for the request of extension and the Authority must consider each request on its own merits and may grant or refuse such extension.

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

[Regulation 13 is substituted by General Notice 62/2026.]

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 -

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- (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 singular word “section” should be the plural word “sections”.]

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[General Notice 62/2026 states that it substitutes Annexures A and B, but it appears to substitute previous Annexures A-C with new Annexures A-D. Spelling and capitalisation are reproduced here as they appear in the *Government Gazette*.]

ANNEXURE A

[Annexure A is substituted by General Notice 62/2026.]

FORM A1
(Regulation 5(1)(a))

QUARTERLY DATA REQUIREMENTS FOR TELECOMMUNICATION LICENSEES

ITU Indicators		
Revenues	Mobile	Revenue: Mobile Data
		Revenue: Mobile Voice Domestic
		Revenue: Mobile Voice International
		Revenue: SMS Domestic
		Revenue: SMS International non-SADC
		Revenue: SMS International SADC
	Landline and VOIP	Revenue: Fixed line rental
		Revenue: Fixed line Voice domestic
		Revenue: Fixed line Voice International
		Revenue: VOIP Voice domestic
		Revenue: VOIP Voice International
	Data and Bandwidth	Revenue: Data (Asymmetric Digital Subscriber Line) ADSL
		Revenue: Data Fixed Wireless
		Revenue: Data (Fiber to the Premises) FTTx
		Revenue: Data Leased lines and Ethernet
		Revenue: National Data Transmission Retail
		Revenue: National Data Transmission Wholesale
		Revenue: Other Fixed Data connectivity
		Revenue: Data Mobile
		Revenue: (Very-Small-Aperture Terminal) VSAT
	Interconnection	Revenue: Interconnection All
		Revenue: Interconnection Domestic
		Revenue: Interconnection International
	Infrastructure	Revenue: Infrastructure Sharing
		Revenue: Tower Colocation
Expenses		Expense: ADSL Links
		Expense: International data capacity
		Expense: other purchased data capacity
		Expense: Mobile Data
		Expense: SMS
		Expense: Voice
		Expense: FTTx
		Expense: Satellite
		Expense: Purchased leased line capacity
		Expense: Interconnection Domestic
		Expense: Interconnection International
		Expense: Interconnection All
Mobile KPIs		KPI: Overall Data ARPU (Average Revenue per User) Monthly Average
		KPI: Overall MOU (Minutes of Use) Monthly Average
		KPI: Overall Voice ARPU Monthly Average

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		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
Subscribers	Mobile	Subscribers: Mobile Post-paid active SIM Cards/ E-SIMS
		Subscribers: Mobile Prepaid active SIM Cards/E-SIMS
		Subscribers: Mobile broadband via mobile
		Subscribers: Mobile M2M (Machine-to-machine)
		Subscribers: Smartphones usage
		Subscribers: Number ported
		Subscribers: Roaming to home
	Landline	Subscribers: Fixed line business
		Subscriber: Fixed line residential
		Subscribers: xDSL 10Mbps and above
		Subscribers: xDSL 4 to 10Mbps
	Other	Subscribers: Fibre to the home
		Subscribers: Fibre to the Business
		Subscribers: Leased lines
		Subscribers: Metronet Ethernet
		Subscribers: Other wireless
		Subscribers: Satellite broadband
		Subscribers: VoIP (Voice over Internet Protocol)
Investment	Investment	Investment: Network expansion upgrade(physical infrastructure)
		Investment: Software (network related)
		Foreign Investment: Telecommunication services
Infrastructure	Infrastructure	International download bandwidth Gbps
		International upload bandwidth Gbps
		Infrastructure Number: Microwave Links
		Infrastructure Fibre Route km (kilometre)
		Infrastructure Number: End-users Connected Fibre (RAN Sites)
		Infrastructure Number: Sites Fixed Wireless
Traffic	Mobile	Traffic: mobile incoming minutes from Fixed lines
		Traffic: mobile incoming minutes from other mobile operators
		Traffic: mobile incoming minutes International
		Traffic: mobile Outgoing Minutes International
		Traffic: mobile Outgoing Minutes Off net Fixed line
		Traffic: mobile Outgoing Minutes Off net Mobile
		Traffic: mobile Outgoing Minutes On net
		Traffic: mobile SMS Received
		Traffic: mobile SMS Sent
		Traffic: mobile Data GB used: FaceBook
		Traffic: mobile Data GB used: Instagram
		Traffic: mobile Data GB used: Tiktok
		Traffic: mobile Data GB used: Other Social Media
		Traffic: mobile Data GB used: Streaming
		Traffic: mobile Data GB used: Others
		Mobile broadband Internet traffic per mobile broadband subscriptions (GB)
	Fixed Internet	Fixed broadband Internet traffic per fixed broadband subscriptions (GB)
		Traffic: Fixed Broadband internet traffic (exabytes) - Fixed Internet section
	Roaming	Mobile Broadband internet traffic (Outside the country, roaming out, in Exabytes)

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		Mobile Broadband internet traffic (Outside the country, roaming out on CLRAs, in Exabytes)
	Landlines	Traffic: Fixed line incoming from mobile operators
		Traffic: Fixed line incoming International
		Traffic: Fixed line Outgoing International
		Traffic: Fixed line Outgoing On-net
		Traffic: Fixed line Outgoing mobile operators
	Employment	Employment: Fixed Term Contract/ Temporary Contract
		Employment: Disabled fulltime
		Employment: Expats fulltime
		Employment: Female fulltime
		Employment: Female management
		Employment: Fulltime
Employment: Part-time		
Other Indicators		
	GDP Contribution	GDP: Operating Expenses total Reported
		GDP: Revenue total Reported
		GDP: Salaries Expenses total Reported
		Depreciation/Amortisation Reported
	Product Submission	Product Name
		Tariff information Excel/Word
		Terms & Conditions
	Promotions	Product Name
		Start Date
		End Date
		Promotional Material 1
Promotional Material 2		

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

**QUARTELY [QUARTERLY] ANNUAL DATA REQUIREMENTS FOR
TELECOMMUNICATION LICENSEES**
[The word "ANNUAL" appears to be in error.]

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

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Cell info / antenna specification	Cell ID		
	Antenna height (m)		
	Antenna Model		
	Antenna Type (Sectorised, omni)		
	Antenna Power (Actual power in Watts)		
	Receiver sensitivity dBm		
	Antenna Vendor		
	Azimuth		
	Front to back ratio dB		
	Polarisation (Vertical, horizontal)		
	Technology (2G, 3G, 4G, 5G)		
	Tilt Electrical		
	Tilt Mechanical		
	Upload Frequency (MHz)		
	Download Frequency (MHz)		
Traffic	Channel size MHz		
	Erlang in cell i (1 Erlang = 60 min/h)		
	GBs in cell		

P2P Links		
	Link 1	Link 2
FK_Operator_ID		
PK_P2P_ID		
P2P_Link_Name		
Link_Data_rate_Mbps		
Frequency_Band_MHz		
Equipment type		
Manufacturer		
Site_A_ID		
Site_A_Name		
Site_A_Longitude		
Site_A_Latitude		
Site_A_Installation_Height_m		
Site_A_Azimuth		
Site_A_Power_Level_dBm		
Site_A_Tx_Frequency_MHz		
Site_B_ID		
Site_B_Name		
Site_B_Longitude		
Site_B_Latitude		
Site_B_Installation_Height_m		
Site_B_Azimuth		
Site_B_Power_Level_dBm		
Site_B_Tx_Frequency_MHz		

P2MP Links	
Site Info	Operator Name
	Site ID
	Site Name
	Site longitude (decimal degrees)
	Site Latitude (decimal degrees)
	Tower Owner
	Tower Type (steel lattice, guyed lattice, concrete, monopole, tree top, rooftop, indoor, other)
	Tower height (m)

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	Power (main grid, generator, solar, multiples allowed)
	Backhaul (fibre, microwave, satellite, multiples allowed)
Cell info / antenna specification	Cell ID
	Antenna height (m)
	Antenna Model
	Antenna Type (Secorised, omni)
	Antenna Power (Actual power in Watts)
	Receiver sensitivity dBm
	Antenna Vendor
	Azimuth
	Front to back ratio dB
	Polarisation (Vertical, horizotal)
	Technology
	Tilt Electrical
	Tilt Mechanical
	Upload Frequency (MHz)
	Download Frequency (MHz)
QoS	Channel size MHz

FORM A3
(Regulation 5(1)(c))

**QUARTELY [QUARTERLY] 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

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ANNEXURE B

[Annexure B is substituted by General Notice 62/2026.]

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

QUARTERLY DATA REQUIREMENTS FOR BROADCASTING LICENSEES

Revenue	Advertisements
	Sponsorships
	Decoder sales
	Infrastructure sharing
	SMS short codes
	Subscription fees
	Other broadcasting related
	Other non-broadcasting related
	Shareholder funding
Expenses	Signal distribution terrestrial
	Signal distribution satellite
	Decoders and end-user equipment
	Programming fees international content
	Programming fees local content
	Studio Cost
	Local Content Production Costs
	Other
Investment	Property and plant
	Satellite transmission infrastructure
	Terrestrial transmission infrastructure
	Foreign Investment
Subscribers	Digital mobile
	Digital terrestrial
	Satellite TV
	IP TV Subscriptions
Employment	Employment: Fixed Term Contract/ Temporary Contract
	Employment: Disabled fulltime
	Employment: Expats fulltime
	Employment: Female fulltime
	Employment: Female management
	Employment: Fulltime
	Employment: Part-time

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

QUARTELY [QUARTERLY] DATA REQUIREMENTS FOR BROADCASTING LICENSEES

SITES	Site Name
	Site Altitude
	Site Latitude
	Site Longitude
	Antenna Height (m)
Studio Links	Antenna Model

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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 Moded
	Manufacturer
	Modulation Type
	Polarization
	Antenna Height (m)
	Satellite Name
	Satellite Type
	Frequency Type
	Type Service
	Modem
	Polarization
	Power Output (Watt)
	Power dbM
	Uplink Speed Mbps
	Uplink Centre Frequency MHz
	Downlink Centre Frequency MHz

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

**QUARTELY [QUARTERLY] DATA REQUIREMENTS FOR BROADCASTING
LICENSEES**

Customer complaints	
Number of complaints received:	Advertisement
	Content
	Billing
	Reception/signal
	Supply time for subscription-based television service connection
	Customer/Licensee complaint resolution time
	Total No of complaints received
	No of complaints resolved within 14 days from date of receipt
	No of complaints resolved after 14 days from date of receipt
	No of complaints not resolved within 14 days from date of receipt
	No of complaints not resolved after 14 days from date of receipt
	No of complaints not resolved after 14 days which were submitted to the Authority
Content	Total number of hours or time the broadcasting licensee broadcast applicable local content during the performance period

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	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

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ANNEXURE C

[Annexure C is apparently substituted by General Notice 62/2026,
although this is not explicitly stated.]

FORM C1
(Regulation 7(1)(a))

ANNUAL DATA REQUIREMENTS FOR POSTAL LICENSEES

UPU	
Employment	Employment: Fixed Contract/ Temporary Contract
	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
	Interconnection
	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
Postal Access and Deliveries	Operating costs
	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

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	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 (Express Mail Service) – dispatch
	International service (Express Mail Service) – receipt
Postal Parcel	Domestic service
	International service – dispatch
	International service – receipt
Connectivity	Permanent post offices using counter automation systems
	Number of post offices with broadband Internet access
	Number of post offices providing Internet access points
Tariffs (weight per category)	No of Letter mail (up to 100 g)
	No of Fast mail (Priority mail up to 100 g)
	No of Printed matters domestic
	Up to 250 g
	251 g up to 500 g
	501 g up to 750 g
	701 g up to 1 kg
	Basic tariff for a domestic priority letter (first weight step)

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

QUARTELY [QUARTERLY] DATA REQUIREMENTS FOR POSTAL LICENSEES

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

REGULATIONS
Communications Act 8 of 2004

Regulations prescribing Reporting Obligations for Licensees

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

QUARTELY [QUARTERLY] DATA REQUIREMENTS FOR POSTAL LICENSEES

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

REGULATIONS
Communications Act 8 of 2004

Regulations prescribing Reporting Obligations for Licensees

ANNEXURE D

[Annexure D is apparently inserted by General Notice 62/2026, although this is not explicitly stated. The text of these regulations does not refer to Annexure D or Form D1, but they are referenced in Regulation 7(a) of the Regulations prescribing the Provision of Universal Service by Telecommunications Service Licensees in General Notice 178 of 2018.]

FORM D1
(Regulation 7(1)(a))

**QUARTERLY DATA REQUIREMENTS FOR
TELECOMMUNICATION LICENSEES FOR USE**

The following indicators will be required per Tower funded through USF	
Revenue	Revenue: Mobile Data
	Revenue: Mobile Voice Domestic
	Revenue: Mobile Voice International
	Revenue: SMS Domestic
	Revenue: SMS International non-SADC
	Revenue: SMS International SADC
Expenses	Expense: Mobile Voice
	Expense: SMS
	Expense: Mobile Data
	Expense: Other
	Expense: Mobile Voice
Subscribers	Subscribers Mobile Post-paid active SIM Cards/E-SIM
	Subscribers Mobile Prepaid active SIM Cards /E-SIM
Infrastructure	Site Tower Name
	Site Type
	Technology
	Tower Make
	Tower Model
	Tower Type
	Vendor
	Backhaul Bandwidth
	Tower Height (m)
	Constituency
	Latitude
	Longitude
	Tower Height (m)
	Number 2G Cells
	Number 3G Cells
	Number 4G Cells
Traffic	Traffic: mobile incoming minutes from Fixed lines
	Traffic: mobile incoming minutes from other mobile operators
	Traffic: mobile incoming minutes International
	Traffic: mobile Outgoing Minutes International
	Traffic: mobile Outgoing Minutes Off-net Fixed line
	Traffic: mobile Outgoing Minutes Off-net Mobile
	Traffic: mobile Outgoing Minutes On-net
	Traffic: mobile SMS Received
	Traffic: mobile SMS Sent
	Traffic: mobile Data GB used