

MINUTES OF THE COUNCIL MEETING HELD ON 18 NOVEMBER 2025		
<b>Time:</b>	14:00	
<b>Venue:</b>	Virtual, MS Teams	
<b>Present</b>		Chairperson
		Councillor
<b>By Invitation</b>		CEO
		CFO
		CAE
		Executive: LRCCC
		Executive: Licensing and Compliance
		Manager: Internal Audit
		Secretariat Officer
<b>Partial Attendees</b>		Senior Manager: Spectrum Licensing
		Senior Manager: Spectrum Monitoring & Research
		Customer Complaints Officer
		Senior Manager: Talent & PM
		CCC Assessors
		Acting Executive: Corporate Services
<b>Apologies</b>		Councillor
		Councillor
		Councillor
		Corporate Secretary

No.	Action Item	Person Responsible
1.	<p><b>Opening and apologies</b></p> <p>1.1 The Chairperson welcomed all attendees and declared the meeting open.</p> <p>1.2 Apologies were noted from C [REDACTED] [REDACTED] [REDACTED] [REDACTED]</p> <p>The opening and apologies were noted.</p>	Chairperson
2.	<p><b>Ratification of the agenda</b></p> <p>2.1 [REDACTED] [REDACTED] [REDACTED]</p> <p>[REDACTED] [REDACTED] [REDACTED]</p> <p>[REDACTED] [REDACTED] [REDACTED]</p> <p>The agenda was adopted with no amendments.</p>	Council
3.	<p><b>Declaration of conflict of interest</b></p> <p>No conflict of interest was noted.</p>	Council
4.	<p><b>CCC Recommendations in the matter between Mr Mothobi Mokhele and Aganang FM</b></p> <p>The item was presented by Cllr S [REDACTED]</p> <p>Council resolved to approve the submission.</p>	Cllr [REDACTED]
5.	<p><b>Publication of the End-User and Subscriber Service Charter Amendment Regulations and Reasons Document</b></p> <p>The item was presented by Cllr [REDACTED] supported by the Senior Manager: Spectrum Monitoring &amp; Research and the Customer Complaints Officer.</p> <p><b><u>Council comments:</u></b></p> <p>5.1 Clarity was sought on the rollover period for recurring subscriptions, specifically whether bundles would roll over after 90 days or by shorter periods, given some MVNOs offer longer validity.</p> <p>5.2 The definition and treatment of “promotional bundles” required clarification, particularly to distinguish them from open market and personalised bundles to avoid enforcement challenges.</p> <p>5.3 Concerns were raised about excluding seven-day offers, which are</p>	Cllr [REDACTED]

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	<p>widely used by low-income consumers despite their higher cost, as this may shift demand to longer validity bundles and reduce competitiveness.</p> <p>5.4 It was suggested that provisions focus on bundles valid for less than 14 or 30 days, reflecting consumer purchasing patterns in lower-income segments.</p> <p>5.5 It was also recommended that the PRA monitor behavioural changes following implementation, establishing a baseline at publication and reviewing impact over the next 12 months.</p> <p>5.6 Council noted concerns that the regulations primarily impact end users, particularly at the grassroots level, where many experience data depletion or expiry without usage. It was highlighted that poor quality of service in some provinces may hinder users from fully utilising purchased data. It was emphasised that there was a need for effective education to ensure end users understand their rights, and that they are informed of regulatory changes.</p> <p>5.7 It was recommended that, alongside publishing the regulations, the Committee prepare a simple, user-friendly educational document to inform end users of their rights. It was further suggested that this document be translated into various African languages, utilising the Department of Arts and Culture's free translation services, and disseminated via the Authority's website and media partners to ensure accessibility.</p> <p>5.8 Council emphasised the need for clear communication to distinguish whether the revised regulations address flexibility, cost, or fairness, clarify their application to MNOs versus MVNOs, and specify rollover applicability during contracts, carryovers, or one-off purchases.</p> <p>5.9 Council urged PRA to anticipate and monitor the emerging secondary market for large data purchases being transferred or resold.</p> <p><b><u>The Team noted that:</u></b></p> <p>5.10 Promotional bundles are defined in the regulations and must be filed with ICASA as distinct from standard product offering.</p> <p>5.11 The decision to exclude bundles under seven days from the data expiry rules was a balanced approach to maintain affordable options for the lower end of the market without regulating prices, while monitoring market effects.</p> <p>5.12 The practice of some MVNOs offering non-expiring bundles requires further study to investigate, amongst other, potential cross-subsidisation.</p> <p>5.13 All market bundles carry specific conditions; data, SMS, and voice minutes can be transferred but retain original expiry conditions without resetting the validity period.</p> <p>5.14 The regulations require licensees to roll over unused bundles at the end of their validity at least once, including recurring bundles. This rule aims to benefit consumers by locking in the value purchased.</p> <p>5.15 Data rollover is allowed once for unused bundles still within their validity period to prevent indefinite accumulation.</p> <p>5.16 Users accept the terms and conditions of bundles upon purchase, which remain binding regarding expiry, rollover, and transfer rules applying as originally set.</p>	

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	Council resolved to approve the submission.	
6.	<p><b>Close-out Report and Dissolution of the Conveyance of Mail Council Committee</b></p> <p>The item was presented by Cllr [REDACTED]</p> <p>Council resolved to approve the submission.</p>	Cllr [REDACTED]
7.	<p><b>CSIR Application for a Trial Licence Utilising the 3800MHz to 4200MHz and 5926MHz to 6425MHz bands for the second phase of tailing Dynamic Spectrum Access and Opportunistic Spectrum Management</b></p> <p>The item was presented by the Executive: Licensing and Compliance.</p> <p>Council resolved to approve the submission.</p>	CEO / Executive: Licensing and Compliance
8.	<p><b>ViaSat Application for an RFS Trial Licence in the Ka-band</b></p> <p>The item was presented by the Executive: Licensing and Compliance.</p> <p>Council resolved to approve the submission.</p>	CEO / Executive: Licensing and Compliance
9.	<p><b>Memorandum of Understanding with the Department of Defence</b></p> <p>The item was presented by the Executive: Licensing and Compliance supported by the Senior Manager: Spectrum Licensing.</p> <p><u>Council comments</u></p> <p>9.1 [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>Council resolved to approve the submission.</p>	CEO / Executive: Licensing and Compliance
10.	<p><b>Festive Break Period for December 2025</b></p> <p>The item was presented by the Senior Manager: Talent &amp; PM.</p> <p><u>Council comments</u></p> <p>10.1 Council sought clarity on why the official closing date is after the 15th.</p> <p>10.2 It was clarified that the official closing date is the 15th, with compulsory leave starting from the 17th to the 24th, followed by additional leave</p>	CEO / Executive: Human Resources

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	<p>from the 27th to 31st December. The misunderstanding arose from the policy wording in the <i>Annual Leave Policy (October 2025)</i>, under leave conditions 4.2.8.2.</p> <p><b>Council resolved to note the submission.</b></p>	
11.	<p><b>Review Application in the matter between CellSAF v ICASA and Others</b></p> <p><b>The item was presented by the Executive: LRCCC.</b></p> <p><b>Council resolved to approve the submission.</b></p>	CEO / Executive: LRCCC
12.	<p><b>DDAH Themes Selection Table</b></p> <p><b>The item was presented by Cllr [REDACTED]</b></p> <p><b><u>Council comments</u></b></p> <p>12.1 Council sought clarity on the Committee referenced in the submission, requesting details on its establishment under Section 17, membership, terms of reference, and its link to the Regulator of the Future, noting a lack of prior information.</p> <p>12.2 It was noted that the Committee was established as an ad hoc task team to focus on digital data, distinct from connectivity and that it was not constituted in terms of sec 17. Its purpose was to identify key areas such as R&amp;D, AI, 5G, blockchain, and quantum technologies to be researched, highlighting regulatory gaps and the need to build regulatory capacity. The Committee Chair emphasised that these issues are already mandated by law, but have been neglected, urging urgent action to upskill and prepare for future challenges.</p> <p>12.3 It was further noted that Council, the CEO, and PRA should collaborate to address regulatory gaps and growth areas, with future updates aligning to the regulatory environment and the Regulator of the Future vision. Notwithstanding, such innovation must be supported by a clear governance structure for effective implementation.</p> <p><b>Council resolved to note the submission.</b></p>	Cllr [REDACTED]
13.	<p><b>SMME in ICT Dialogue Report</b></p> <p><b>The item was presented by Cllr Mushi.</b></p> <p><b><u>Council comments</u></b></p> <p>13.1 Council noted the need for an inclusive stakeholder engagement strategy targeting SMMEs, persons with disabilities, youth, and women in ICT, collaborating with bodies like the Black Business Council and ICT Chamber.</p> <p><b>Council resolved to note the submission.</b></p>	Cllr [REDACTED] / CEO
14.	<b>Closure</b>	<b>Chairperson</b>

No.	Action Item	Person Responsible
	The Chairperson thanked all who were present in the meeting and declared the meeting adjourned at 15h32.	

Signed:   
Mothibi G. Ramusi  
(ICASA Chairperson)

Date: 