



TRU FM ANNUAL COMPLIANCE REPORT

MARCH 2018

2016/2017 ANNUAL COMPLIANCE REPORT

The SABC BROADCASTING AS Tru FM

Licence Period: 18 December 2008 - 17 December 2018

1. PREFACE

The Independent Communications Authority of South Africa (the Authority) has a statutory mandate in terms of the Constitution¹, the ICASA Act², the Electronic Communications Act³ (ECA) and the Broadcasting Act⁴ to regulate broadcasting activities in South Africa in the public interest. One of the main tasks of the Authority, is to ensure compliance by broadcasters with the terms and conditions of their licence, and any relevant legislation and regulations.

This report outlines Tru FM's compliance with the terms and conditions, as set out in its Broadcasting Service Licence⁵, in the financial year that ended March 2017. Aspects of compliance that are measured comprise of Geographic Coverage, Community Participation, Programming, Format, News and Information, Local Content Obligations, Language(s), South African Music Regulations, Regulations Regarding Standard Terms and Conditions and Universal Service and Access Fund (USAF).

¹ The Constitution of the Republic of South Africa, No 108 of 1996

² Act No. 13 of 2000, as amended.

³ Act No. 36 of 2005.

⁴ Act No. 4 of 1999.

⁵ TRU FM's Broadcasting Service Licence

2. BACKGROUND

Tru FM holds an Individual Sound Broadcasting Service licence which provides for an Urban Contemporary Music format to East London, King Williams Town and Queenstown.

3. COMPLIANCE ASSESSMENT

3.1. Geographic Coverage Area

Clause 2 of the schedule to Tru FM licence gives an obligation to the radio station to provide service to a coverage area as defined in the frequency spectrum licence.

"The geographic coverage area is as defined in the map attached to the radio frequency spectrum licence".

The Radio Frequency Spectrum Licence⁶ held by Tru FM provides that the radio station covers the following areas: East London, King Williams Town and Queenstown. The SABC confirms that its coverage area is as defined in its frequency spectrum licence. In the year under review, the Authority did not receive any complaints alleging that the Licensee is in contravention of its frequency spectrum licence.

The Licensee was found to be in compliance with clause 2 of the schedule to its licence.

3.2. Language(s)

Clause 3 of the schedule to the licence provides that Tru FM's language split shall be as follows:

"Principal Language: 60% English and 40% isiXhosa".

⁶ Tru FM's Frequency Spectrum Licence

The Authority's monitoring exercise concluded that the main languages of broadcast on Tru FM are English and isiXhosa, with English dominating the schedule.

The Licensee was found to be in compliance with clause 3 of the schedule to its licence.

3.3 Format

According to Clause 4.1 of the schedule to the licence:

"The service authorised by this licence forms part of the public service division of the Licensee".

Further, clause 4.2 of the schedule to the licence adds that:

"The licensed service shall provide a service within an Urban Contemporary Music Format".

The monitoring exercise on Tru FM's programming profile confirmed that the radio station is a public radio station of the SABC and that it offers a full-spectrum service with an Urban Contemporary Music format to its audience, as outlined in the licence.

The Licensee was found to be in compliance with clauses 4.1 and 4.2 of its licence.

3.4 Local Content Obligations

The provision made by clause 5 of the schedule to the licence prescribes as follows:

"In each licence year, the Licensee shall, within thirty (30) days of end of the quarter, submit to the Authority written records indicating the extent of:

5.1 different genres; and

5.2 South African Music Content, in programme material broadcast on the licensed service during that quarter, in each instance, distinguishing

between genres, providing the relevant details in relation to prime time and the period between 05h00 and 23h00 daily ("the South African broadcast period"), and expressing relevant details both as an aggregate in minutes and as a percentage of the total of all such programming material".

The Licensee submitted its quarterly reports as prescribed by the Compliance Procedure Manual Regulations.

The table below shows a breakdown of the Licensee's compliance with the quotas set out by the Authority and as extracted from their quarterly submissions. These figures were verified during the monitoring exercise and in some cases, the Authority's calculations and findings differed from what the Licensee recorded. This will be dealt with under the programming obligations section.

First Quarter April – June 2016 (specifically week 4 of May 2016)

Content/ Genre	ICASA Quota (Minutes Daily/Weekly)	Tru FM's Provision (Minutes Daily/Weekly)	Tru FM's Compliance (%)
News	60 min (Daily)	65min (Daily)	108%
		60 min (Saturdays)	100%
		60 min (Sundays)	100%
Current Affairs	30 min (Daily)	54min (Daily)	180%
		30min (Saturdays)	100%
		60 min (Sundays)	200%
Informal Knowledge Building	60 min (Weekly)	2035 min (Weekly)	3391%
Education	120 min (Weekly)	240min (Weekly)	200%
Children	30 min (Weekly)	60 min (Weekly)	200%

Second Quarter July – September 2015 (specifically week 3 of September 2016)

Content/ Genre	ICASA Quota (Minutes Daily/Weekly)	Tru FM's Provision (Minutes Daily/Weekly)	Tru FM's Compliance (%)
News	60 min (Daily)	65 min (Daily) 60 min (Saturdays) 60 min (Sundays)	108% 100% 100%
Current Affairs	30 min (Daily)	54 min (Daily) 30 min (Saturdays) 60 min (Sundays)	180% 100% 200%
Informal Knowledge Building	60 min (Weekly)	2130min (Weekly)	3550%
Education	120 min (Weekly)	240 min (Weekly)	200%
Children	30 min (Weekly)	60 min (Weekly)	200%

Third Quarter October – December 2015 (specifically week 2 of October 2015)

Content/ Genre	ICASA Quota (Minutes Daily/Weekly)	Tru FM's Provision (Minutes Daily/Weekly)	Tru FM's Compliance (%)
News	60 min (Daily)	65 min (Daily)	108%

		61 min (Saturdays)	102%
		61 min (Sundays)	102%
Current Affairs	30 min (Daily)	54min (Daily)	180%
		30min (Saturdays)	100%
		30 min (Sundays)	100%
Informal Knowledge Building	60 min (Weekly)	700min (Weekly)	1166%
Education	120 min (Weekly)	700 (Weekly)	583%
Children	30 min (Weekly)	130min (Weekly)	433%

Fourth Quarter January - March 2016 (specifically the week 4 of January 2016)

Content/ Genre	ICASA Quota (Minutes Daily/Weekly)	Tru FM's Provision (Minutes Daily/Weekly)	Tru FM's Compliance (%)
News	60min (Daily)	64min (Daily)	106%
		61min (Saturday)	102%
		61min (Sunday)	102%
Current Affairs	30min (Daily)	54 min (Daily)	160%
		30 min (Saturdays)	100%
		60 min (Sundays)	200%
Informal Knowledge Building	60 min (Weekly)	2110min (Weekly)	3516%
Education	120 min (Weekly)	620 min (Weekly)	

Children	30 min (Weekly)	160min (Weekly)	533%
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The above record shows that the Licensee has had some changes in its programming profile in the year under review. In particular, the trends in the above entries show that Tru FM has scheduled more Children's and Educational Programming compared to previous years of reporting. The Authority's findings – in this regard are outlined below:

3.5 GENERAL PROGRAMMING OBLIGATIONS

Hereto follows the findings on Tru FM's performance based on the monitored recordings for the period under review against the Licensee's submission.

3.5.1 General

According to Clause 6.1.1 of the schedule to the licence:

"The Licensee shall ensure that its programming adequately reflects the diversity of South Africa's religions".

The SABC's editorial policy⁷ stipulates that:

"Religious programmes should take account of regional factors, target audiences, language and cultural preferences, and the devotional needs of specific groups."

The monitoring exercise established that Tru FM's religious programming is reflective of the religions of the isiXhosa speaking community in the Eastern Cape and is mostly based on Christianity. While monitoring Tru FM's programming profile, the Authority found the following programmes which contained religious content that is suited for the isiXhosa speaking community.

- *"Hlalani Kum Nam ndihlale kuni"* broadcast 4 days a week from Monday to Thursday between 19h00 and 21h00. This show carries gospel music and thought provoking religious content taken from the bible. "

⁷ An Extract form the Licensee's Editorial Policy

- "Isingqi seZulu" goes to air on Sundays between 06h00 and 09h00 and is a gospel music show which features local and international gospel musicians; and
- "Changing Lanes" broadcast on Sundays between 19h00 and 21h00. This gospel show allows for an interactive atmosphere between the presenter and the Listeners. Listeners are encouraged to call in and express views relating to Christian experiences.

The Licensee was found to be in compliance with clause 6.1.1 of the schedule to its licence.

Clause 6.1.2 of the schedule to the licence stipulates that:

"The Licensee shall take reasonable steps to provide programming that reflects the cultural and tradition needs of its audience".

The monitoring exercise found that, Tru FM's programming content is reflective of the cultures and traditions of the people living in the Eastern Cape.

The programme, "The Nest" was identified as having elements of cultural programming on Tru FM. "The Nest" goes to air on Sundays between 09h00 and 12h00.

The Licensee was found to be in compliance with clause 6.1.2 of the schedule to the licence.

Clause 6.1.3 of the schedule to Tru FM's licence stipulates that:

"The Licensee shall, during the South African performance period, provide programme material that caters and has due regard for the interests of all sectors of South African society and shall provide programming on healthrelated issues, gender issues relevant to all age groups".

The monitoring exercise found that the Licensee's programming profile caters for the interests of all sectors of the South African society – within the Eastern Cape

community. The programmes hereto follow were observed to cater for the different sectors of the South African society and featured programmes on health and gender related issues relevant to all age groups:

- *"Incoko"* broadcast Mondays to Thursdays is a 30 minute programme offering aired between 18h30 and 19h00. This show is an SABC education initiative driven offering mostly aimed at tackling youth issues by debating topics that are relevant to their growth and development. This programme allows for youngsters to interact during the show.
- *"Teens Unplugged"* broadcast on Saturdays between 15h00 and 18h00 Caters for and carries information that speaks to the high school going age group. The programme focuses on issues that hinder youth development, for example the implications of poverty in the society and other debatable topics among youngsters.
- *"Ezomoya"* addresses the Christian believer of all ages and physical orientation;
- *"Reggae Tunes"* speaks to the subscribers of the Rastafari movement/religion from all age groups;
- *"The Real Deal"* discusses different topical issues relating to education health, and social relations and is targeted at all genders and age groups.
- *"Iintsatshana neLizwi"* is a child orientated show providing the young ones with a Sunday school type of approach to religious teachings. The children are encouraged to call in and participate during this show; and
- *"Ground Zero"* – a show dedicated to the listeners that love hip hop music.

The Licensee was found to be in compliance with clause 6.1.3 of its licence.

3.5.2 News and Current Affairs

Clause 6.2.1 of the schedule to the licence stipulates that:

"The Licensee shall broadcast at least sixty (60) minutes of news programming each day during the South African performance period".

Tru FM's quarterly submission indicate that Tru FM schedules at least 63 minutes of news each day within the South African performance period.

The Authority's monitoring exercise found that Tru FM broadcasts 12 full news bulletins between 06h00 and 19h00 weekly. All monitored news bulletins lasted for at least 5 minutes per bulletin amounting to a total of 60 minutes of news per day during the South African Performance Period.

The Licensee was found to be in compliance with clause 6.2.1 of its licence.

Clause 6.2.2 of Tru FM's schedule to the licence provides as follows:

"The Licensee shall broadcast at least thirty (30) minutes of current affairs programming each day during the South African performance period".

The Licensee's quarterly submission indicate that the radio station broadcasts at least 50 minutes of Current Affairs Programming each day, during the South African performance period.

The Authority's monitoring exercise found that Tru FM schedules at least 330 minutes of Current Affairs programming per week. This then translates to a daily (each day) average output of 47 minutes of Current Affairs Programming during the South African performance period.

The following Current Affairs programmes were monitored:

- *The Day Breaker*: Between Monday and Thursday at 12h00 until 12h30;
- *Tru News at Six*: Between Monday and Thursday at 18h00 until 18h30;

- *Interchange*: On Saturdays between 06h00 and 06h30;
 - *News Review*: On Sundays between 18h00 and 19h00.
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The Licensee was found to be in compliance with clause 6.2.2 of its licence.

Clause 6.2.3 of the licence provides that:

"The Licensee shall in the production of its news and current affairs programming:

- i. Exercise full editorial control in respect of contents of such programming;*
- ii. Include matters of international, national, regional and where appropriate, local significance;*
- iii. Meet the highest standards of journalistic professionalism;*
- iv. Provide fair, unbiased, impartial and balanced coverage independent from governmental, commercial or other interference; and*
- v. Provide a reasonable opportunity for the public to receive a variety of points of view on matters of public concern".*

The monitoring exercise found that Tru FM's news and current affairs programmes include matters relating to the whole world including the Licensee's coverage area. In its broadcast of current affairs programming, the Licensee provides an opportunity for the public to receive a variety of points of view on matters of public concern.

The Licensee's editorial policies indicate that the Licensee exercises full editorial control in respect of contents of its programming. The editorial policies further indicate that the Licensee endeavours to meet the highest standards of journalistic professionalism. Furthermore, it provides fair, unbiased and impartial coverage independent from government, commercial or other interference.

The Licensee's Editorial Policies form part of the SABC's Charter. Monitoring of Tru FM's news and current affairs programmes not only demonstrated compliance with clause 6.2.2 of its licence but the Charter as contained in the Broadcasting Act of 1999.

The Licensee was found to be in compliance with clause 6.2.3 of its licence.

3.5.1 Programming targeted at Children

Clause 6.3.1 of the schedule to the licence stipulates that:

"The Licensee shall in the provision of the licensed service, broadcast at thirty (30) minutes of programming targeted at children (as contemplated in section 10 (1) (g) of the Broadcasting Act) per week during the South African performance period".

While clause 6.3.2 of the schedule to the licence stipulates that:

"In the production and presentation of its children's programming, the Licensee shall ensure that such children's programming is:

- (i) broadcast at times of the day when children are available to listen;*
- (ii) targeted at and appropriate for children between the ages of nought (0) to six (6) years and seven (7) to twelve (12) years respectively;*
- (iii) educational and is made from children's point of view".*

Tru FM's quarterly submissions suggest that the Licensee broadcasts at least 102 minutes of children's programming per week during the South African performance period. This shows an increase of at least 40 minutes on children's programming per week.

The Authority's monitoring exercise identified at least 60 minutes of children's programming during a show called *"Teens Unplugged"*. This is a Saturday afternoon offering and addresses, mostly, issues pertinent to the teenage stages of children. The monitoring exercise also found a new weekly offering, *"Iintsatshana neLizwi"*, between 08h00 and 09h00 (60 minutes) on Sundays. The show, *Iintsatshana neLizwi*, caters for children younger than *"six (6) years"* and this is viewed as the Licensee's remedial action against the previous financial year's non-compliance with the clause. In the past financial year, the Authority found that Tru FM's children's programming did not cater for the *"nought (0) and*

six (6) years" age group. The scheduling of the new children's offering also complies with the clause 6.3.2 (i) of the Licence as it is broadcast between 08h00 and 09h00, a time where most children are supposed to be still at home before church.

In total, the Authority found at least 120 minutes of children's programming per week during the South African Performance Period.

The Licensee was found to be in compliance with clause 6.3.1 and 6.3.2 of its licence.

3.5.2 Educational Programming

Clause 6.4 of the schedule to the licence stipulates that:

"The Licensee shall broadcast at least two (2) hours of educational programming (as contemplated in section 10 (1) (e) of the Broadcasting Act) per week within the South African performance period".

The Licensee's quarterly submission indicate that Tru FM provides at least 7 hours 30 minutes of educational programming, per week, during the South African performance period.

The monitoring exercise found that Tru FM has multiple genre programmes in that, some of its shows carry content that has elements of Educational, Children's and Informal Knowledge Building (IKB) Programming. This part of the report will focus on those shows that had more Educational Programming than Children's and IKB programmes in its content. The Authority's findings are that; Tru FM broadcast during the period in review, approximately 33 hours of educational programming per week during the South African performance period.

The following programmes were identified as Educational Programming as defined by the South African Television Content Regulations:-

- *"Mid-Morning Blend"*: Broadcast from Monday to Friday on the 09h00 until 12h00 slot;
- *"The Real Deal"*: Broadcast from Monday to Friday on the 12h30 until 15h00 slot;
- *"Incoko"*: Broadcast from Monday to Thursday between 18h30 and 19h00;
- *"Teens Unplugged"*: Broadcast on Saturdays between 15h00 and 18h00; and
- *"Iintsatshana neLizwi"*: Broadcast Sundays between 08h00 and 09h00

The Licensee was found to be in compliance with clause 6.4 of its licence.

3.5.3 Informal Knowledge Building Programmes

Clause 6.5 of the schedule attached to the licence stipulates that:

"The Licensee shall broadcast at one (1) hour of informal knowledge building programming per week within the South African performance period".

The Licensee's submissions report that Tru FM carried an average weekly output of at least 21 hours of Informal Knowledge Building programming per week during the South African performance period.

The monitoring exercise found that Tru FM carries an average weekly offering of 40 hours of Informal Knowledge Building Programming during the South African performance period.

During the period in review the monitoring exercise identified the following IKB programmes:

- *"Mid-Morning Blend"*: broadcast daily between Monday and Friday on the 09h00 to 12h00 time slot;
- *"Hlani Kum, nam ndihlale kuni"*: a between Monday and Thursday offering between 19h00 until 21h00;
- *"The Real Deal"*: broadcast daily from Monday to Friday in the 12h30 and 15h00 time slot;

- "Incoko": A daily offering between Monday and Thursday in the 30 minutes between 18h30 and 19h00; and
- "The Nest": A Sunday offering between 09h00 and 12h00

Tru FM was found to be in compliance with clause 6.4 of the schedule to its licence.

3.6 Training and Skills Development Obligations

Clause 7 of the schedule attached to the licence provides as follows:

- 7.1 *"The licensee must adopt and implement equal opportunity employment practices;*
- 7.2 *The licensee must ensure that its management and staff are representative of South African society and that its human resource policies takes into account the development of managerial, production, technical and other skills and expertise, particularly with regard to the historically disadvantaged persons;*
- 7.3 *The licensee shall endeavour to achieve fair and reasonable participation by historically disadvantaged persons with respect to:*
 - (a) its management and control structures;*
 - (b) skills development;*
 - (c) enterprise development; and*
 - (d) procurement*
- 7.4 *The licensee must, within thirty (30) days of the end of each financial year, provide the Authority with written information regarding its compliance with the above requirements".*

The Licensee's employment equity statistics are showing an increase compared to the previous year's reporting. At least one more percent was added to the Licensee's employment of Black people and females respectively. The SABC

employed at least 86% black people compared to last year's 85% in its staff complement in the year that is currently being reviewed while 49% (48% past financial year) in that number were female employees. Black people are in the majority at management level at 78%, while females at management level are at 45%.

The Licensee's report is proving to be a step in the right direction in terms of improving their employment of Black people and females. The SABC has set targets for itself to employ more Black people and women each year.

In addition, 2% of the overall staff complement within the Licensee are people with disabilities and a bulk of that percentage is stationed at the licensee's headquarters. The SABC intends growing the number of disabled people in its overall staff complement to 4% by the year ending 2019.

In terms of training, the Licensee reports of having trained at least 1785 employees in the year that ended March 2017. The statistical breakdown of these training interventions shows that at least 88% of SABC's trained personnel were people from previously disadvantaged backgrounds.

The Licensee was found to be in compliance with clause 7 of its licence.

3.7 Provision of Audited Financial statements to the Authority

Clause 8 of the licence stipulates that:

"The Licensee shall provide the Authority with the audited annual financial statements of the licensed service within four (4) months of the end of the Licensee's financial year, provided that the licensee may on good cause apply to the Authority for extension".

The Licensee's audited financial statements for the 2016/17 financial were received within six months post year end.

The Licensee was found to be in compliance with clause 8 of its licence.

4. REGULATIONS

4.1 Code on People with Disabilities

Clause 3.1 (a) of the Code for People with Disability of 2007 provides as follows:

"Broadcasting service Licensees must ensure that their services are made available and accessible to people with disability."

Tru FM submits that its programming does not stereotype towards people with disabilities and that their programming is developed in conjunction with and for people with disabilities. The Licensee boasts of its membership in the following entities who are involved with disabled persons:

- EC Disability Empowerment Trust;
- Dream Weavers;
- South African National Council for the Blind;
- Eastern Cape Disability Economic Empowerment Trust;
- SA Blind Youth Organisation;
- SA National Council for the Blind;
- Help the Blind & Partially Sighted Society;
- Eastern Cape Braille and Print Institution (Dimbaza) and
- Deaf Blind South Africa.

In addition to the above Tru FM's Form 7C⁸ – a report on the Licensee's compliance with the Code on People with disabilities shows that the radio station has, for the period under review been actively engaging people with disabilities in its programming through dedicated weekly slots or features.

On the overall, at least 2% of the Licensee's (SABC) overall staff complement is made up of persons with disabilities.

The Licensee was found to be in compliance with the abovementioned regulation.

⁸ TRU FM's Form 7c

4.2 Compliance Procedure Manual – Form 12A

Tru FM is required, in terms of the Compliance Procedure Manual Regulations, to submit a Form 12A⁹ which reports on all complaints received in the course of each financial year. The Licensee submitted its complaints report as required indicating that no complaints were received against the station for the year in review.

The Licensee was found to be in compliance with the Compliance Procedure Manual Regulation.

4.3 ICASA South African Music Content Regulations

Regulation 3.1 of the South African Music Content¹⁰ as published on 31 January 2006 stipulates that:

"Every holder of a public sound broadcasting licence to which these regulations apply must ensure that after eighteen months of the gazetting of these regulations, a minimum of 40% of the musical works broadcast in the performance period consist of South African music and that such South African music is spread reasonably evenly throughout the said period."

Tru FM's quarterly submission indicate that the Licensee plays at least 79% South African Music content. The monitoring exercise shows that, Tru FM's music play list is dominated by South African music. At least an average total of 65% in the overall playlist was South African music. The following artists were identified as enjoying airtime on Tru FM: Zonke Dikana, Jezeil Brothers, Amanda Black, Musa Sukwene, Ntando Bangani, Ringo Madlingozi, Emtee, Amanda Mankayi, Nathi Mankayi, Vusi Nova, K.O and Nandi Mngoma, Proverb, AKA, Veliswa Skeyi, Ricky Rick, The Soil, Naaq Music, Simphiwe Dana, Heavy K, Thandiswa Mazwai, Sifiso Ncwane, Nomuzi Mabhena, Bucie, Lira, Busiswa, Teargas, Zola 7 and many others.

⁹ SABC Form 12A

¹⁰ South African Music Content Regulations

The Licensee was found to be in compliance with regulation 3.2 of the South African Music Content Regulations.

4.4 Regulations regarding Standard Terms and Conditions for individual broadcasting licences

Regulation 11 (3) of the standard terms and conditions¹¹ stipulates that:

"A station must clearly identify itself at intervals of not more than thirty (30) minutes."

The Licensee's jingles/announcement were identified frequently during the period under review and these broadcasts were at intervals of not more than ten (10) minutes apart. The jingles/announcement always carried the name and frequency location of the Licensee. Furthermore, no non-compliance was detected by the Authority with the standard terms and conditions for individual licences.

The Licensee was found to be in compliance with the regulations on standard terms and conditions for individual licensees.

4.5 Universal Service and Access Fund Regulations

Regulation 3 of the USAF Regulations¹² stipulates that:

- (1) *"Every holder of a licence granted in terms of Chapters 3, 4 and/or 9 or converted in terms of Chapter 15 of the Act, must pay an annual contribution of 0.2% of its Annual Turnover to the Fund".*
- (2) *"A BS licensee who has paid an annual contribution to the MDDA must set off that contribution against its USAF Contribution, provided that the MDDA contribution and the USAF contribution against which it is set off are for the same financial year".*

¹¹ Regulations regarding the Standard Terms and Conditions for Individual Licensee's

¹² Universal Service and Access Fund Regulations

The Licensee paid its annual contribution to the USAF subsequent to negotiations with the MDDA to pay the USAF in two instalments and proof was duly submitted to the Authority.

The Licensee was found to be in compliance with the regulations in respect of Universal Service and Access Fund.

5. CONCLUSION

In the year under review, Tru FM complied with its licence terms and conditions, the provisions of the Compliance Procedure Manual and all regulations that govern the sector. Most importantly, the Authority notes the efforts made by the radio station to remedy the shortfall reported as non-compliance with the Children's Programming obligation in the past year.

6. TERMS OF REFERENCE

Appendix A: Tru FM's Broadcasting Service Licence

Appendix B: Tru FM's Frequency Spectrum Licence

Appendix C: Extract from the Licensee's Editorial Policy

Appendix D: Tru FM's Form 7c

Appendix E: SABC Complaints Report – Form 12A

Appendix F: South African Music Content Regulations

Appendix G: Regulations regarding the standard terms and condition

Appendix H: Universal Service and Access Fund Regulations

