



CONSUMER ADVISORY PANEL

The CAP Advisory Report 2022/23

Submitted March 2023

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ABBREVIATIONS

4IR	Fourth Industrial Revolution
AI	Artificial intelligence
CAP	Consumer Advisory Panel
ICASA	Independent Communications Authority
ISPs	Internet service providers
NFVF	National Film and Video Foundation
SA	South Africa
SABC	South African Broadcasting Corporation
SAFPS	South African Fraud Prevention Services
SALGA	South African Local Government Association
SAPO	South African Post office

MESSAGE FROM CHAIRPERSON

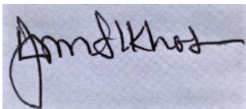
I am pleased to present the Consumer Advisory Panel (CAP) Advisory Report for the period 2022/23. It is presented in terms of the Consumer Advisory Panel Regulations Government Gazette 40725 of March 2017, as amended.

CAP and its members have been offering insights to ICASA since its initial formation in 2018. I was honoured to Chair these meetings during the reporting period and would like to thank the members for their ongoing engagement and participation.

In particular, I would like to express my thanks and appreciation to our outgoing cohort of members whose terms have completed on 31 March 2023. Your thoughtful contributions greatly enhanced our collective efforts and demonstrate CAP's continued value as an avenue for consumer insights discovery, sharing and collaboration on consumer protection issues.

We hope that the Council will consider and engage with these recommendations as they reflect our insights which seek to advance ours and ICASA's consumer protection agenda.

In terms of performance against the CAP Work Plan, I am pleased to declare that we were able to achieve all the pre-determined Work Plan targets.



Mr. Jeremiah Sikhosana

Date: 24 March 2023

Chairperson of CAP

1. BACKGROUND AND INTRODUCTION

The CAP was established by the Independent Communications Authority of South Africa (ICASA) in terms of Section 4 read with Section 71 of the Electronic Communications Act, 2005 (Act No. 36 of 2005, as amended) and the Amended Regulations on the establishment of CAP, Government Gazette, No 40725 of 2017.

The CAP performs the following functions:

1. To advise the Authority in a report submitted annually on consumer issues resulting from Electronic Communications, Broadcasting and Postal Services usage, which includes a) critical concerns of consumers; b) consumer protection research to be conducted by the Authority; and c) proposed annual priorities for the Authority.
2. To provide a consumer perspective through commentary on relevant regulations and regulatory projects when published for public comment.
3. To liaise with consumers on an annual basis to understand their perspectives on issues impacting the sector.
4. To promote the interest of consumers, with particular emphasis on persons with disabilities, senior citizens and people living in under-served areas when commentary is submitted or in the annual report.
5. To prepare an annual plan and budget for the Panel for approval by the Authority; and
6. To report quarterly and annually to the ICASA Council through the Panel's Chairperson on activities and findings for the year or as required.

2. CAP ADVISORY FOR THE PERIOD FY2022/23

These emanate from CAP activities which include stakeholder engagements and consumer advocacy initiatives, commentaries on ICASA regulations; the identification of consumer research areas and consumer issues covered in print and social media. Below is a list of CAP's consumer advisories and recommendations:

2.1 Strengthening of ICASA Regional Presence and Making a Sustainable Impact on Consumer Protection Issues at Grass-root Level

Context: This perspective is moulded by our experience in conducting regional stakeholder engagement and consumer advocacy outreach sessions. While these sessions are important in bringing up to the fore the various critical consumer concerns and the sharing of up to date consumer-related developments within the sector, the CAP Panel only gets to visit each province once in a two-year cycle. So, the frequency of such interactions is inadequate and in terms of providing feeding on progress in addressing consumer concerns raised in previous interactions. While we are aware of the fact that employment creation is not the mandate of ICASA, as CAP members during our outreach work interactions with our stakeholder set we have been confronted with this constant refrain for the need to raise a finger toward the reduction for unemployment.

Key Issues: The key issues arising from the status quo in terms of consumer protection are that: (a) the visits/out-reach by CAP are inadequate due to time and resources available to the Panel; (b) the structure and nature of the Panel is such that it has no operational capability as it is a part-time Committee of ICASA and there is therefore inadequate follow-up on issues and feedback loop to issues raised by consumers in the various regions visited during outreach work; (c) the absence of a feedback loop to communities creates fertile grounds for possible disillusionment and fatigue from consumers regarding the work of CAP as it does not yield immediate

outcomes for communities and stakeholders visited; and (d) the consequence of the foregoing is that CAP's impact on consumer protection issues at grass-root level is undermined and may lack a sustainable effect.

Options: There are various options available to ICASA to address the above-mentioned issues: (a) alignment and harnessing of CAP regional mandate to effectively include follow-up on issues raised by CAP. It is clear to CAP that there are varying levels of understanding of CAP's work internally and therefore unwillingness of ICASA regions, at times, to assist with CAP work as it is not in their key performance areas (KPA's); (b) consider establishing support for ICT- Activism at grass-root levels in regions by introducing an ICT Ambassadors Programme. A pilot programme can be done with one region to explore the effectiveness of this idea prior to replication to other regions. ICASA Corporate Social Responsibility could explore partnerships for mobilizing resources to reduce cost – the Expanded Public Works Programme (EPWP) which targets youth and unemployed and the Sector Education and Training Authority (MICT SETA) could allies in this initiative.

The creation of grass-root ICT Activism will ensure that the CAP Panel, ICASA Region has allies in the consumer protection in communities, ensuring that there is continuity and sustainability in the work of CAP ICT outreach- creating a multiplier effect in efforts to address grass-root activism.

Benefits: (a) This would assist with the practical implementation of the need to prioritise rural consumer issues, which we have communicated to ICASA in our previous advisories; (b) assist with the creation of employment for the poor, unemployed youth, women, persons with disabilities, of which we have highlighted in our previous advisories; (c) the creation of a strong link with CAP stakeholders post the outreach engagements; (d) improved credibility of CAP within the stakeholder set; (e) provision of supplementary effort to make up for CAP's lack of operational capability; and (f) the regulator would be contributing towards addressing cybercrime awareness and digital literacy skills to vulnerable groups such as senior

citizens and the youth. The elderly are often neglected by digital literacy campaigns, which is counterintuitive, as they need to be prepared to effectively function in an information society. For the youth, digital literacy is significant because it has the potential of enhancing their employment opportunities.

2.2 Internal cascading of the CAP Consumer agenda sensitivity awareness across ICASA Regional Points of Presence

Context: During the implementation of our CAP stakeholder engagement and outreach programmes in the provinces, we have experienced differing levels of support and cooperation from the regional offices. It is clear to us that there is no consistent understanding of the CAP mandate and its relevance to their duties as ICASA's eyes and ears in the regions. While this may be due to some offices being recently established, it is clear that even with the long-established offices, there was unexplained unwillingness to cooperate with the CAP team when setting up engagements with stakeholders in their prospective areas.

Key issues: This above-mentioned situation is indicative of a non-uniform view and understanding of the CAP agenda by ICASA regional teams. As the eyes and ears of ICASA locally, the importance of their role cannot be over-emphasised. The regional teams ought to play a key role in closing the loop with the stakeholders in between the CAP visits and maintaining the relations.

Options: In order to cascade the CAP consumer awareness agenda across regions, it is proposed that an effective integrated communication programme be implemented to address this situation. In practical terms, this could include the following (a) On-boarding/ orientation of regions on the role and CAP consumer mandate impact their day-to-day work in the regions; (b) align key performance areas to include this aspect as part of their work.

Benefits: (a) This will ensure that there is uniformity and consistency of understanding across regions and that ICASA's credibility and profile in the region is raised; (b) role of ICASA and CAP be better communicated to consumers and so encourage them to make use of the ICASA complaints procedures as to better address the issues which confront them.

2.3 Effective external communication strategy for consumer protection and the leveraging ICASA Platforms for Visibility on Consumer Protection Issues

Context: It must be noted that in previous advisories, the issue of poor awareness of CAP and ICASA was raised previously. We advised then that poor awareness of CAP and ICASA and the correspondingly scant appreciation of their role or importance of ICASA in protecting the consumers was an issue. This was contrasted to operators in the sector who are claiming greater public credit for the regulator's achievements and successes, particularly those in defence of consumer rights. Nevertheless, an attempt was made recently with regard to the successful auctioning of 5G spectrum, indicating the forthcoming benefits for operators and consumers.

Furthermore, based on our experience as CAP in terms of having performed relevant benchmarking with other jurisdictions such as Ghana (National Communications Authority¹), we are of the view that there is ample headroom to drive further consumer protection visibility efforts by the regulator. For instance, Ghana's national regulator utilises relevant platforms to dynamically send out messages - for instance the website, electronic Consumer Watch bulletins aimed at educating, enlightening and protecting consumers with regard to communication services in that country such as equipment, type approval, know your communication services and tariffs, etc. using the website and other platforms. With the acceleration of the trend for growth

¹ <https://nca.org.gh/>

in e-commerce and cybercrime, consumer education and sensitization of vulnerable consumers becomes critical for all role players.

Key Issues: (a) During its engagements, CAP has been confronted with the reality that low-end vulnerable consumers in far-flung rural areas need to be better communicated to so as to encourage them to make use of the ICASA complaints procedures in order to better address the issues which confront them. (b) The increase in cybercrime and e-commerce has no doubt led to the proliferation of cybercrime and the need for digital literacy and consumer protection education for vulnerable consumers. It is acknowledged that this cannot be done by one supervisory agency alone as it is cross-sectoral. Accordingly, the role of the regulator in these issues ought to be increased regarding these matters.

Options: In order to address this poor visibility, the regulator may need to increase its efforts regarding consumer protection through the following: (a) development and implementation of an effective communication programme to address this situation. It is proposed that this strategy ought to be underpinned by a program logic design for the associated engagement actions to achieve accessible, inclusive and effective consumer communication and awareness. For instance, the actions to **address barriers to effective communication/awareness** (communicate in ways people can understand, cater for diverse needs and support increased digital access & digital literacy); and **catalyzing action** (use of consumer behaviour in simplifying design of messages to influence consumer awareness decisions and strengthening of protection measures).

Benefits: This will assist with increasing the regulator's profile in consumer protection education.

2.4 Effective Transparent Dealings Between CAP and ICASA

Context: While CAP has been set up in accordance with section 71 of the Electronic Communications Act No. 36 of 2005 as part of ICASA's duty to establish and maintain effective arrangements for consultation with consumers, there is a need to harmonise relations and dealings between the parties. This is intended to supplement and not to replace the statutory framework and the independence of the Panel within ICASA. Our experience to date has been that even though feedback to CAP's work has improved, there is still inadequate feedback to CAP's Workplan outputs/targets. For example, with respect to the identification of consumer research areas and critical concerns as stipulated in the CAP mandate, there are a number of uncertainties. These relate to whether CAP ought to conduct its own research, bearing in mind that it does not have such capacity. Furthermore, there is no clarity as to what happens to all the research areas that have been identified against the Authority's own research agenda as articulated in its annual performance plan (APP). In the event that CAP is expected to conduct its own research it is vital that CAP and the Consumer Division effectively cooperate to avoid duplication of efforts and to ensure that this is done to serve consumer interests.

Options: (a) Put in place a memorandum of understanding: this Memorandum of Understanding would establish the principles that both ICASA and CAP agree to adopt in their relations and dealings with each other such as consultation and advice; collaboration; openness; resource provision including budget.

Benefits: (a) This will ensure an effective, efficient and transparent working relationship between the two parties (b) enable the Panel to provide the high-quality evidence-based advice that Council requires and thus serve well the interests of the broad range of stakeholders.

2.5 The call for more ICASA stakeholder support initiatives/and or governance education for the community broadcasting sector/ and sharing of best practice learnings to improve sustainability.

Context: There are over 250 community radio stations in South Africa providing sound broadcasting services to a geographic community or a community of interest. The challenges of funding for signal distribution and governance have been a feature since these tiers of broadcasting was introduced in 2004. The Authority has introduced regulatory reforms to improve the sustainability of community radio stations.

Issues: It is common knowledge that Community radio stations outside metros in Johannesburg, Cape Town, Durban and Tshwane struggle with sustainability and governance issues. While capacity building from the Authority and other players such as the Community Radio Forum and the Media Development and Diversity Agency assist with capacity building, it is perceived not to be enough.

The area pertaining to the navigation of licence renewal processes by community radio stations causes a tremendous amount of fear and anxiety. In addition, though workshops are held by ICASA, such workshops are conducted in the capital and major cities, marginalising those in far-flung rural areas who must incur travel and accommodation costs to participate in such workshops.

Options: It is recommended that the Authority explores targeted workshops aligned to monitoring reports outcomes and/or complaints that have been lodged against community sound broadcasting licensees; (b) facilitating the sharing of best practice from peers, for instance most Western Cape community radios visited did not have issues of sustainability as they were also supported by their local municipality in funding; (c) exploring collaboration is key to the success of community radios, this needs to be emphasised; (d) creating a digital portal consisting of a checklist and a 'chat with agent' option for the broadcasting license renewal process to make ICASA support easily accessible and less tedious.

3. CONSUMER ENGAGEMENTS AND ADVOCACY WORK

For the fiscal period under review, CAP conducted consumer engagements and advocacy work in the Limpopo, Mpumalanga, Western Cape, and the areas between Free State and Eastern Cape. The outcomes are summarised below.

3.1 North West and Limpopo (25-29 April 2022)

We visited Bojanala (NW), Thabazimbi, Lephalale, Mokopane, Makhado, Musina, Thulamela and Tzaneen.

3.2 Mpumalanga (01-03 August 2022)

We visited Carolina, Manzana, Barberton, Malelane, Komatipoort, White River, Hazyview, Bushbuckridge, and Lydenburg.

3.3 Western Cape (17-19 October 2022)

CAP visited the Western Cape Province from the 17th to the 19th of October 2022. Areas visited: Hermanus, Swellendam, George, Oudtshoorn, and Jeffreys Bay.

3.4 Eastern Cape and Free State (20-23 February 2023)

CAP visited Cumakala, Komani, Maletswai, Sterkspruit, Stutterheim, Aliwal North, Weppenaar, the Maseru Bridge border post, Welkom, Bloemfontein and surrounds.

4. CRITICAL CONSUMER CONCERNS

CAP has identified the following critical consumer concerns during the period under review which have possible implications on the consumer protection environment in the sector.

4.1 Challenges with Toll-Free and 0860 and 0861 Call Numbers

Context: Telecommunications license holders offer toll-free and incoming call numbers in South Africa. Toll-free numbers, normally 0800 numbers, are advertised as having no cost for the consumer. Alternatively, companies often offer incoming call numbers, which are normally 0860 numbers, these numbers are normally used by large companies with many offices which can all be contacted through one number that can only accept incoming calls. Previously incoming-call numbers were called share-call numbers and they were charged as local calls shared between the company and the consumer.

Challenges: CAP took a mystery caller exercise to ascertain the following facts; (a) often not all license holders honour these numbers as toll-free; and (b) these numbers cannot be called from abroad and companies very seldom offer alternative numbers that can be called from abroad. CAP was put on this potential problem by a fellow CAP member based on her experience of being out of the country and her frustrating attempts to call her bank and insurance company back home. The mystery caller exercise was conducted by calling the Gautrain call centre, after which further calls were placed to the NSFAS and SASA call centres. The CAP mystery caller was charged for the call to the Gautrain toll-free number but not the NSFAS and SASA numbers. In all cases the customer care consultants confirmed that clients calling in often complained or commented that they were charged for the toll-free number. My Broadband did a similar exercise in 2022 where they called three government departments' toll-free numbers from four different cell-phone networks. In all cases

calls from Vodacom, MTN, and Telcom were not charged, but in all three cases the calls from the Cell C cell-phone were charged at normal call rates.

Options: Consumers find themselves in a cross-fire of conflicting messages about these numbers being advertised as being free and sometimes not free. This is largely due to lack of awareness on the part of consumers. It is suggested that ICASA relooks the regulations with regards to these numbers and enforces standardisation across license holders so that consumers can be assured that when they call a number that is advertised as either toll-free or incoming-call, it is in fact so. Furthermore, it is recommended that ICASA sets regulations so that license holders can accept calls from abroad to these numbers at a normal overseas call charges or that an alternative number always be made available in all communications, and most importantly, that consumers be made aware of when certain charges will apply.

4.2 ICASA Accessibility and Loadshedding

Context: It was noted by consumers that ICASA cannot be contacted by consumers during load shedding currently. The switchboards seem to be offline during loadshedding and the website's upload functions are also disabled during loadshedding.

Issues: This presents challenges to consumers when attempting to contact ICASA using the affected consumer touchpoints.

Options: As Eskom has indicated that loadshedding will be permanently implemented for the next two years, it is recommended that ICASA strengthens its systems availability such as setting up a UPS system for their communication portals.

4.3 Mobile Network Availability Challenges in Rural Areas vs. Loadshedding

Context: Since CAP's inception, the consistent feedback from stakeholder engagements has been the unreliability of network mobile network availability in the far-flung rural areas outside towns, and we have highlighted this in previous

advisories to ICASA. The hope was that the release of 5G spectrum would make this problem a thing of the past. The additional layer to this problem now the worsening of the power situation in the country, particularly when there is stage 6 loadshedding results in there being no power for at least eight hours a day.

Based on our recent stakeholder engagement in 19-23 February 2023 where CAP visited the Eastern Cape and the Free State towns of Stutterheim, Komani (Formerly Queenstown), Aliwal North, Sterkspruit, Weppenaar, the areas around the Maseru Bridge border post, Welkom, Bloemfontein and surrounds, the combination of loadshedding and tower vandalism and theft at sites disproportionately negatively impact low-end rural consumers. MTN was often highlighted as offering particularly unreliable service even though all mobile operators were cited as being unreliable outside of towns.²

Options: While the top mobile operators (MTN and Vodacom) have experience in operating off-grid mobile towers because of their experience on the continent. For instance, MTN in Nigeria runs network of over 17,000 towers and 95% of them off-grid yet still maintain a 99.74% network availability, it is untenable that we cannot say the same in South Africa.³ As there is a national state of disaster around electricity, perhaps the regulator will need to consider certain measures/dispensation to assist operators to deal with this such as (a) roaming agreements in the event of grid collapse (b) how operators can sharing power to reduce duplication of resources (the Competition Commission collaboration may be required to sanction this).

Benefit: This will assist with making the regulator pro-active in dealing with the electricity crisis affecting operators and consequently the consumers.

² CAP Eastern Cape and Free State Stakeholder Engagement Report 19-23 February 2023

³ <https://www.timeslive.co.za/sunday-times/business/business/2023-03-19-mtn-taps-africa-to-keep-towers-alive/>

4.4 Customer Care Call Centres of License Holders

Context: It was recently reported in the News that the Post Office’s Customer Care line does not answer 80% of the calls made to it⁴. Apparently at the Post Office, you only hear the music and never get connected to the Consultants. Also, using a “mystery caller” method, during the month of January 2023 a call was placed by a CAP member contacting MWEB, one of the largest ISP in South Africa, and was confronted with lengthy periods of listening to music before being connected to a Customer Care Consultant. An inspection of consumer comments on their page does corroborate growing dissatisfaction with MWEB Customer Care⁵.

Challenges: As most of these calls in South Africa are done through cell-phones, this is very costly to consumers and would tend to disproportionately affect vulnerable consumers, particularly when one must spend hours and hours holding on the phone.

Options: It is recommended that ICASA sets industry-wide standards of what is considered to be an adequate waiting period before being connected to Customer Care Consultants by License Holders.

4.5 Zero-Rated Applications, Vulnerable Consumers and Post Office Crisis

Context: During the Covid Pandemic certain Zero-Rated Applications and websites to assist students to access online learning which universities introduced during the hard lock down.

Issues: Due to the challenges with the Post Office, Persons with Disabilities are no longer able to receive audio books from the Library of the Blind based out of Grahamstown) and other tapes. Persons with disabilities now use data to download and use specific applications. As an example, the National Library for the Blind’s and

⁴ <https://techfinancials.co.za/2023/01/22/80-of-calls-to-the-sa-post-office-go-unanswered/>

⁵ <https://customercarecontacts.com/contact-of-mweb-south-africa-customer-support/comment-page-2/#comment-599695>

Tape/Aids for the Blind's print-disabled beneficiaries use data to download their audio books.

Options: While acknowledging that this may not be within the purview of ICASA, there is a need to review the list of Zero-rated applications to assist Persons with Disabilities to download and use applications. It would be very helpful to this vulnerable community if their book download sites could be zero-rated as well as other applications which are useful to persons with disabilities such as wayfinding, documentation recognition, the Be My Eyes App, etc.

4.6 International Border and Surrounding Communities Connectivity Challenges

Context: CAP has highlighted the matter of challenges faced by border and surrounding communities with respect to unreliable mobile connectivity owing to their geographical location. This was experienced in Musina, Komatipoort, Managa and Maseru borders (CAP FY2022/23 Quarterly Reports on Stakeholder Engagements have reference).

Options: It is proposed that this matter should be investigated by the regulator.

5. AREAS IDENTIFIED FOR CONSUMER RESEARCH

The Consumer Advisory Panel identified the following consumer protection areas for research.

5.1 Research on the sale and use of non-type approved devices in SA

CAP submitted a concept document which made a case for a baseline study that investigates vulnerable consumers allegations of the sale of mobile phone handsets whose origin or type-approval certification could not be ascertained. We found this to be prevalent in the rural and small towns in the Northwest, Limpopo and Mpumalanga provinces. This will aid in ascertaining its prevalence, the forms it takes, impact on affected consumers and required interventions.

The primary purpose for the baseline study would be to document type approval, compliance, or non-compliance thereof by resellers, consumer awareness of it and to recommend interventions based on the findings of the study.

Considering the scope of the Authority's type approval regulations, CAP recommends that the following thematic questions be considered:

- Level of adherence – The level of adherence to Type Approval regulations by mobile handset equipment vendors.
- Business profile – Business profile of the typical vendors
- Awareness level of Type Approval – Whether consumers and vendors are aware of the requirement for Type Approval in South Africa and the role of the Authority.
- Conspicuous disclosure – Is there conspicuous disclosure, as required in terms of the Consumer Protection Act, with regard to handsets that are “reconditioned, rebuilt or remade”.

5.2 Regulatory impact assessment (RIA) on the regulation for Access Services for Persons with Disabilities

CAP has recommended that ICASA considers conducting RIA with the following objectives:

- Cost analysis of broadcasters, telecommunications, and postal service providers to provide access services and compliance with quotas/minimum standards in a digital environment.
- Technology advancement in access services including but not limited to AI programming, adoption, and usage in the audio- visual industry.
- To analyse changes in the Copyright Amendment Bill [13-2017], which gives the creators of the audio description material access to rights to enforce their own copyright on the content. This analysis must be against the current Regulations.
- Consider the impact of the Constitutional Court case against the Department of Trade, Industry and Competition instituted by Blind SA. ⁶The Constitutional Court has made a ruling that invalidated sections 6, 7 read together with section 23 of the Copyright Act, 1978. The ruling favours Blind SA's argument that the above provisions are unconstitutional, invalid, and inconsistent with the rights of persons with disabilities to the extent that persons with disabilities have limited access to accessible format copies of published literary works and artistic works. Cabinet has been given 24 months to cure this defect and there is Copyright Amendment Bill which was referred by the President to the National Assembly to address the constitutionality of some of its provisions.
- Any other areas that the Authority deems relevant/necessary.

⁶ Blind SA v Minister of Trade and Industry and Others (2022) ZACC 33 available on <http://www.saflii.org/za/cases/ZACC/2022/33.pdf>



6. COLLABORATION RECOMMENDATIONS

The identification of effective collaboration areas with relevant bodies is one of the five strategic focus area contained in CAP's 2022/23 Workplan. The target to identify and ultimately recommend three (3) relevant bodies was not an easy exercise for two reasons. Firstly, the Authority has already concluded a number of memoranda of understanding with several bodies which narrows annually. Secondly, although the exploring was insightful as CAP was able to scan the environment to identify some of the existing and new regulatory and self-regulatory bodies that are relevant, some of these were not recommended. The overarching principle that informed the bodies that were recommended is that of relevance from a consumer protection and empowerment perspective.

Institution	Rationale and benefit of collaboration
South African Local Government Association (SALGA)	<p>a synergy in SALGA's stated ICT Agenda and that of ICASA's CAP's mandate to generally promote and endeavour to protect the interests of the consumer to maximize consumer welfare awareness.</p> <p>The Consumer Advisory Panel proposes an issue-based engagement or bilateral around the need for better facilitation and coordination of ICT infrastructure by mostly the rural municipalities.</p>
Consumer Goods and Services Ombudsman (CGSO).	<p>Consumer education and research is relevant in this instance considering both the Authority and CGSO conduct roadshows targeted at consumers. Most importantly, the CGOS deals with the precarious area of e-commerce where cybercrimes are prevalent.</p> <p>The Consumer Advisory Panel recommends to Council to consider a working relationship with the CGSO and the SAFPS. There is scope for collaboration for consumer education outreach programmes as well as complaints forwarding mechanism between the parties. Furthermore, their reporting for referrals of complaints is very useful and the Consumer Protection Unit should look at their reporting mat</p>

South African Fraud Prevention Service (SAFPS)	<p>a non-profit organisation which plays an important of educating businesses and consumers against the growing incidents of fraud, financial crime, and identity.</p> <p>Panel proposes an issue-based engagement or bilateral around the need for better facilitation and coordination of ICT infrastructure by mostly the rural municipalities.</p>
National Film & Video Foundation (NFVF)	Regular Liaison with ICASA is provided for in the NFVF enabling mandate

6. PROFILES OF PANEL MEMBERS

 <p>Mr. Jeremiah Sikhosana</p> <p><i>Chairperson</i></p>	<p>Jeremiah Sikhosana holds a Master's in Business Administration (MBA) and BA Social Science (majoring in Economics & Public Administration).</p> <p>He is a seasoned business executive with extensive experience in the South African ICT sector. He has worked in various capacities at IBM SA, Sentech SOC Limited, Neotel (Liquid Telecoms) and the Culture Art Tourism Hospitality Sport (CATHSSETA) SETA Education and Training Authority.</p>
 <p>Ms. Aifheli Makhwanya</p> <p><i>Resigned: January 2023</i></p>	<p>Aifheli is an independent consultant & researcher in the cultural and creative industries (CCIs). She worked in the public sector between February 2004 - March 2018 for the ICASA) and the National Film and Video in legal, research and management roles. She is a member of council of the Market Theatre Foundation.</p> <p>She holds an undergraduate Bachelor of Laws degree and Master of Laws (Communications) from the University of the Witwatersrand and various postgraduate certificates in management and law.</p>



Ms. Pretty Dibakoane

Pretty Flavia Dibakoane born in Bushbuckridge is an on-air personality/content contributor at Rise FM, Mpumalanga. She is currently employed as a Researcher in the City of Mbombela. She has worked for the SABC, Siswati radio station Ligwalagwala FM between 2005-2017, with experience in Public Administration, she has worked as a Media Liaison Officer of the Mpumalanga Provincial Legislature and Mpumalanga Department of Culture, Sports, and Recreation. Pretty studied Public Management at the Tshwane University of Technology.



Ms. Sibabalwe Mqhayi

Sibabalwe Mqhayi holds an LLB Degree & a Compliance Management Certification (University of Cape Town). She is registered with the Compliance Institute of Southern Africa (CISA).

She has previously worked as a Consumer Advisor at the Department of Economic Development and Environmental Affairs and Tourism and has a strong passion for Consumer Rights. She has completed her Attorneys Board examinations and is currently in the process of completing her articles of clerkship.



Ms. Zanyiwe Asare

Zanyiwe Asare is a founder and CEO of Digitally Legal, a cyber laws, ICT and training advisory that serves SME's, large corporates, and governments locally and the broader Africa region. She is an admitted Advocate of the High Court of South Africa, holds a Bachelor of Laws - LLB and has specialised in ICT Law.

She is passionate about sustainable technology, economic empowerment, and access to justice. She served as an Internet Society (Gauteng Chapter) board member and has been involved in several community projects focussing on upskilling and connecting the unconnected.

Zanyiwe currently serves as the Chairperson of the South African Internet Governance Forum, representing the country at the United Nations Internet Governance Forum. She believes mastering new age regulatory compliance and using technologic pathways to illustrate that mastery is Africa's launchpad to being key decision-makers at the global table.



Mr. Fanie Swanepoel

Fanie Swanepoel is part of the National Council of Persons with Disabilities and currently holds the position of Disability Information Coordinator. He assists with Universal Access Audits, Disability Equity Training and Children's Programs. Fanie is Partially Sighted.

Fanie studied Teaching and Music at the University of the Free State. Fanie joined the Disability Sector in July 1996. He was part of the delegation to the Economic Empowerment Training in Japan during January 2012. Fanie serves as a member of the ICT Sub Committee for Accessibility at the National Department of Transport, ICT Working Group, ICT Education Committee - Education Sub Committee of the Working Group on Affordable and Accessible ICT for Persons with Disabilities, ICASA: Consumer Advisory Panel.



Mr. Rajesh Jock
Resigned: October 2022

Rajesh Jock has a B. Com (Hon) & Masters (Philosophy) degrees and higher postgraduate diplomas in Marketing, & Company Law and a diploma in Technology. He completed his Accredited Certified Meta-Coach (ACMC) training in 2007 and went on to specialise in Executive and Performance Coaching.

Rajesh served as a former Deputy Director-General in Government. He is presently the Chairperson of Karuna Home, a Not-For-Profit company that offers accommodation to girls and women with mental disabilities. He currently serves on several State Entity Boards: The Community Schemes Ombud Services (CSOS), The Companies Tribunal, The Artscape Theatre Company, and the Consumer Advisory Panel of ICASA.



Mr. Tirhani Ishmael Hlomane

Ishmael Hlomane holds a Bachelor of Administration degree, postgraduate diplomas in Brand Leadership, and Innovation, IMM Sales and Marketing, Leadership Essentials, Performance Management and Project Management. He has a passion for consumer advocacy, leadership, and management.

He is an entrepreneur and an experienced business leader whose career spans over twenty years, mostly in telecommunications and postal industries. He is currently the CEO of RMDP Management Consulting Firm and Consultant for Vari Holdings (Pty) Ltd.

He serves in Compliance Committees and Business Advisory Structures of various well-established SMMEs.



Mr Dylan Thomas

Dylan Thomas is a Telecommunications and Information Technology lawyer on the executive board of a group of international technology companies. He advises start-ups, SMEs, and multinational companies across various sectors, as well as Universities on Cyber Risks and Digital Commercial contracting and negotiation including data privacy.

He is an admitted attorney with a bachelor's degree in social sciences, an Honours degree in Psychology, and a Bachelor of Laws degree.



Mrs. Mariza Jurgens

Mariza Jurgens, BA (Hons) International Politics Nelson Mandela University, is a past chairperson of Retina South Africa Northern Gauteng and a former National Vice-Chairperson of Retina South Africa. She also formerly served on the London Sight-Loss Council, the Board of Directors of the Commonwealth Future, and was till very recently the Charity Manager (CEO) of Kinston Association for the Blind. She has served as Chairperson of the Working Group on Affordable and Accessible ICT for Persons with Disabilities, and convened the Subcommittee on Taxation Matters for Persons with Disabilities. For her work in the digital inclusion of persons with disabilities Mrs Jurgens was nominated by the South African Government for the UNESCO/Emir Jaber Al Ahmad Al Jaber Al Sabah Prize for Digital Empowerment of Persons with Disabilities. She Currently serves on the Technical Committee on ICT Equipment for Persons with Disabilities of the SABS. She is visually impaired.

Mrs Jurgens has experience in the International arena, having served as a diplomat at the South African Foreign Service, she is also a registered JSE Securities Trader and Compliance Officer, and is in possession of an International Capital Markets Qualification from the Royal Institute and other Investment Management Qualifications from the University of Witwatersrand. Furthermore, Mrs Jurgens is a former President of the United Nations Women's Guild of Rome.



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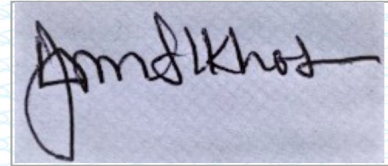
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