



## Independent Communications Authority of South Africa

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Centurion

### COUNCIL DECISIONS– 26 March 2019

ITEM NO.	AGENDA ITEM	DECISION
1.	<p><b>CCC Matter - Mokopane Community Radio vs Mokopane Concerned Residents</b></p> <p>The purpose of the submission was to table the recommendation of the CCC in the matter between Mokopane Concerned Residents and Mokopane Community Radio.</p> <p>The licensee holds a Class Broadcasting Service Licence No: Class/Re/Com/R34/Oct/13 issued by ICASA on 22 October 2013.</p> <p>On 27 May 2018, Mokopane Concerned Residents through its Deputy Secretary, lodged a complaint with the CCC for investigation in terms of Section 17B of the Independent Communications Act of South Africa (ICASA) Act 13 of 2000.</p>	<p><b>It was resolved that:</b></p> <ul style="list-style-type: none"> <li>• <b>Mokopane radio station be ordered to file, an audited copy of the annual financial statement, which should have been filed for approval at the 2018 annual general meeting, within 30 calendar days from the day on which this order is issued.</b></li> <li>• <b>Mokopane radio station to file the said financial statement at its 2019 annual general meeting for approval and send proof thereof to ICASA within 10 working days.</b></li> <li>• <b>Mokopane radio station be fined R20 000 for the above-mentioned contravention in 2018. However, that the fine is suspended until 31 December 2022, subject to the condition that Mokopane radio station is not found by the CCC to have been in omission to have its financial statements approved at</b></li> </ul>

		<b>its AGM.</b>
<p><b>2.</b></p>	<p><b>2018/19 Q4: Voice Quality of Service Report – Eastern Cape Province</b></p> <p>The purpose of the submission was for Council to approve Engineering and Technology’s Eastern Cape QoS voice report for Q4 2018/2019.</p> <p>The Engineering and Technology Division has conducted Quality of Service measurements of the mobile networks and services being offered by Cell C, Vodacom, MTN and Telkom in Eastern Cape Province as per 2018/19 QoS Monitoring Plan for E &amp; T Division. Quality of Service is defined as the collective effect of service performance which determine the degree of satisfaction of a user of the service.</p> <p>The following were noted:</p> <ul style="list-style-type: none"> <li>• The target for the Drop Call Ratio should be less than 3% and the target for Call Setup Success Ratio should be greater than 98% over six months, in terms of the Regulations on End-User and Subscriber Service Charter of 2016.</li> <li>• The report represents the snapshot results of the route selected at a specific point and time.</li> <li>• The results show that, in terms of overall Call Setup Success Ration, all operators achieved less than 98% CSSR values, thus failed to meet the Accessibility target.</li> </ul>	<p><b>It was resolved that Council approved the Eastern Cape Province Voice Quality of Service report for publication.</b></p>

	<ul style="list-style-type: none"> <li>• All operators except Vodacom, failed to meet the Drop Call Ration target of less than 3%, thus failed to meet the Retainability target.</li> </ul>	
<p><b>3.</b></p>	<p><b>2018/19 Q4: Voice Quality of Service Report – Western Cape Province</b></p> <p>The purpose of the submission was for Council to approve the Engineering and Technology’s Western Cape quality of Service voice report for Q4 2018/2019.</p> <p>The following were noted:</p> <ul style="list-style-type: none"> <li>• The report gives a snapshot of the mobile network performance and customer experience within measured time and avocation context.</li> <li>• The results indicate that the end-user’s quality of service and operator’s network performance varies significantly on a per-location basis.</li> <li>• The results show that in terms of overall Call Setup Success Ratio, Cell C, MTN and Vodacom achieved more than 98% CSSR value and thus met the Accessibility target.</li> <li>• All operators met the Call Setup Time target off less than 20 seconds according to the End-User and Subscriber Service Charter Regulation of 2016.</li> </ul>	<p><b>It was resolved that Council approved the Western Cape Province Voice Quality of Service report for publication.</b></p>

<p><b>4.</b></p>	<p><b>2018/19 Q4: Mobile Data Quality of Service Report – Western Cape Province</b></p> <p>The purpose of the submission was for Council to approve the Western Cape Mobile Data QoS report for 2018/2019.</p> <p>The five main Key Performance Indicators measured were as follows:</p> <ul style="list-style-type: none"> <li>• HTTP download speed – the rate at which data can be transferred from the Internet to a user’s device.</li> <li>• HTTP upload speed - the rate at which data can be transferred from the user’s device to the Internet.</li> <li>• Web browsing speed – the time that it takes to load a standard web page.</li> <li>• Latency – the responsiveness of the network, measured by recording the time it takes for a small piece of data to travel to one point and return a response to the user’s device.</li> <li>• YouTube Video Average Resolution – measures resolution of the video clip delivered to the user.</li> </ul>	<p><b>It was resolved that Council approved the Western Cape Province Data Quality of Service report for publication.</b></p>
<p><b>5.</b></p>	<p><b>Application for renewal of Individual Commercial Sound Broadcasting Service Licence and Radio Frequency Spectrum Licence by Umoya Communications (Pty) Ltd in</b></p>	<p><b>It was resolved that Council approves the Applicants application to renew its I-CSBS and RFS Licences.</b></p>

	<p><b>respect of ALGOA FM</b></p> <p>The purpose of the submission was to provide Council with an analysis of the Individual Commercial Sound Broadcasting Service Licence and Radio Frequency Spectrum Licence renewal applications lodged by Umoya Communications in respect of AlgoaFM and recommend that Council approves the licence renewal application by the applicant.</p>	
6.	<p><b>Application for renewal of Individual Commercial Sound Broadcasting Service Licence and Radio Frequency Spectrum Licence by Central Media Group (Pty) Ltd t/a OFM</b></p> <p>The purpose of the submission was to provide Council with an analysis of applications for the renewal of the Individual Commercial Sound Broadcasting Service Licence and Radio Frequency Spectrum Licence held by OFM; and to request that Council approves the recommendation to renew the Licenses.</p>	<p><b>It was resolved that Council approve the Applicants application to renew its I-CSBS and RFS Licences.</b></p>
7.	<p><b>Findings Document on the role and responsibilities of ICASA in Cybersecurity</b></p> <p>The purpose of the submission was to request Council to approve the Findings Document on the Roles and Responsibilities of ICASA in Cybersecurity.</p>	<p><b>It was resolved that Council approve the Findings Document on the Roles and Responsibilities of ICASA in Cybersecurity for publication in the government gazette and the Authority's website.</b></p>

**ISSUED BY: Secretariat Office on behalf of Council**