



Independent Communications Authority of South Africa
Pinmill Farm, 164 Katherine Street, Sandton
Private Bag X10002, Sandton, 2146

MEDIA RELEASE

ICASA CONDUCTS PUBLIC HEARINGS IN RESPECT OF THE DRAFT END-USER AND SUBSCRIBER SERVICE CHARTER REGULATIONS

15 February 2016

Johannesburg - The Independent Communications Authority of South Africa ("the Authority") hereby gives notice to all media, the public and interested stakeholders, that it will hold public hearings in respect of the review of the Draft End-User and Subscriber Service Charter Regulations.

The purpose of the Draft Regulations is to:

- 1) Introduce stricter rules on information to be provided to consumers at the point of contracting and on promotions
- 2) Strengthen parameters to improve the quality of service offered to end-users
- 3) Introduce rules and frameworks for data billing
- 4) Introduce information and billing requirements for subscribers roaming internationally
- 5) Introduce a new penalty regime that includes, non-monetary penalties.

Presentations are limited to interested parties who submitted written comments. However, members of the public may participate by being permitted to raise questions / or submit comments. The hearings are a last leg of the consultative process on the regulations and the Authority encourages the participation of consumers.

The public hearings will be held as follows, according to the attached schedule:

Date : 17 February 2016

Venue: Pinmill Farm, Block C Presentation Room

164 Katherine Street

Sandton

ENDS...

All media enquiries should be directed to:

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PROGRAMME FOR THE HEARINGS

TIME: 10:00 A.M

TIME	ITEM	PRESENTER
10h00 - 10h20	Opening Address	ICASA: Chairperson of the Committee
10h20 - 10h40	Presentation by Consumer Goods and Services Ombud (CGSO)	Consumer Goods and Services Ombud (CGSO)
10h40 - 11h00	Presentation by South African National Consumer Union (SANCU)	Presentation by South African National Consumer Union (SANCU)
11h00 - 11h20	Questions and Answers	ICASA Panel
11h20 - 11h40	Tea Break	All
11h40 - 12h00	Presentation by Cell C	Cell C
12h00 - 12h20	Questions and Answers	ICASA Panel
12h20 - 12h40	Presentation by MTN	MTN
12h40 - 13h00	Questions and Answers	ICASA Panel
13h00 - 14h00	Lunch Break	All
14h00 - 14h20	Presentation by VODACOM	VODACOM
14h20 - 14h40	Questions and Answers	ICASA Panel
14h40 - 14h50	Tea Break	All
14h50 - 15h10	Presentation by NEOTEL	NEOTEL
15h10 - 15h30	Questions and Answers	ICASA Panel
15h30 - 15h50	Presentation by TELKOM	TELKOM
15h50 - 16h10	Questions and Answers	ICASA Panel
16h10	Closure	ICASA: Chairperson of the Committee