



Independent Communications Authority of South Africa

350 Witch-Hazel Avenue, Eco Point Office Park
Eco Park, Centurion.
Private Bag X10, Highveld Park 0169

Complaints Department

Tel: + 27 12 568 3000/1

Fax: + 27 12 568 3444

E-Mail: consumer@icasa.org.za

COMPLAINT FORM

DETAILS REQUESTED	PLEASE TYPE/WRITE DETAILS IN SPACE PROVIDED		
Please tick under Type of Service <div style="text-align: center; font-size: 2em;">✓</div>	Telecommunication Service	Broadcasting Service	Postal Service
Name of service provider complained about e.g. Telkom, Vodacom, MTN, Cell C, SABC, Multichoice, SAPO etc.	NOT APPLICABLE		
Account number with your service provider	NOT APPLICABLE		
Reference no. received when you complained to your service provider	NOT APPLICABLE		
Telephone number that your complaint relates to	NOT APPLICABLE		
Tracking number for postal complaint	NOT APPLICABLE		
Name	John		
Surname	Brodrick		
Identity Number (ID) of complainant			
Physical Address	Bedfordview		
Postal Address	P O Box 753109 Gardenview		
Postal Code	2047		
Province	Gauteng		
Contact Tel.			

Email address

jeb@iafrica.com

Brief description of your complaint

I refer to the decision to extend the expiry time for data to six months by all the relevant service providers. i believe this is an inadequate response. I do not understand why data is to be treated differently from airtime. They are both consumables, surely. If there is a difference, I would be grateful if someone would explain it to me and to the public at large.

Resolution sought

Data should be treated in the same way as airtime, with no expiry date.

Signature:
John Brodrick

Date: 19 April 2022