



## Independent Communications Authority of South Africa

MINUTES OF CONSUMER ADVISORY PANEL Q4 MEETING 2023/2024		
Date:	25 March 2024	
Time:	10:00 am	
Venue:	Physical ICASA Head Office	
Physical	Jack Tlokana	JT
	Josephine Mabotja	JM
	Lindiwe Maepa	LM
	Mongezi Menye	MM-1
	Moshe Masonta (joined the meeting 13:51 pm)	MM-2
	Phosa Mashangoane	PM
By invitation	Gumani Malebusha	Regions and Consumer Affairs
	Lerato Morobane	Regions and Consumer Affairs
	Cllr Luthando Mkumatela	Councillor

<b>No.</b>	<b>Action Item</b>	<b>Person Responsible</b>
<b>1.</b>	<b>Opening and Welcome</b> Coordinator welcomed all present and noted the apologies.	<b>Coordinator</b>
<b>2.</b>	<b>Apologies</b> Dr Masonta requested to join the meeting later.	<b>MM</b>
<b>3.</b>	<b>Declaration of Interest</b> None	<b>Secretariat</b>
<b>4.</b>	<b>Ratification of Agenda</b> LM moved for adoption and seconded by PM	<b>LM and PM</b>
<b>5.</b>	<b>Adoption of the previous Minutes of Meeting</b> 25 March 2024 MM moved for adoption subject to corrections and changes.	<b>Secretariat</b>
<b>6.</b>	<b>Council Feedback</b>	<b>Cllr</b>



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	<p>a. Cllr Mkumatela apologised on behalf of Council that some of the things have not been done. He further indicated that ICASA Council acknowledged CAP Members' attendance, and accepted the assignment of the previous members. The Acting Chairperson would like to consolidate appointment letters for all the members. The Council is required to amend the appointment letters, specifically the dates.</p> <p>b. Furthermore, Cllr Mkumatela reported that Council is fast-tracking the issue of the remaining CAP Members for appointment. He opened the meeting on behalf of ICASA Council.</p> <p>c. GM has sent an email to HR division regarding a list of CAP issues, and the Secretariat for CAP must be considered. GM indicated that Regulations determine the Terms of Reference when developing those Terms of Reference CAP Members must be included as well.</p> <p>d. JT raised a question, that in the Regulations there was no position for a Coordinator.</p> <p>e. MM thanked and appreciated feedback and apologies on behalf of CAP Members. MM was nominated as the Co-ordinator and Chairperson for today's CAP meeting.</p>	<b>Mkumatela</b>
<b>7.</b>	<p><b>7.1 CAP Budget Monitoring-CAP Expenditure Report to Date</b> GM proposed that the item be discussed later, meeting request and reminder were sent to finance.</p> <p><b>7.2 Feedback regarding the CAP 2024/25 Planning Session</b></p> <p>a. MM raised a question regarding the above-mentioned when CAP Members are expected to meet.</p> <p>b. GM indicated that CAP members need to indicate their availability to meet in the office, he will communicate with the planning office to confirm their availability, once confirmed the session normally takes one or two days for the annual work plan to be</p>	<p><b>Finance</b></p> <p><b>Management</b></p>

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	<p>done.</p> <p>c. MM indicated that he would circulate the proposed dates for confirmation.</p> <p><b>7.3. Feedback regarding the appointment of the CAP Chairperson</b></p> <p>a. Cllr Mkumatela has apologised on behalf of ICASA Council that certain things have not been done, however, the Acting Chairperson is working on that. MM will take responsibility for today's meeting until the next meeting.</p> <p>b. GM indicated that CAP members would have the formally appointed Chairperson, however, the ICASA Acting Chairperson is amending the dates on the current appointment letters. Issues of appointment and other HR-related matters.</p>	<p><b>Cllr Mkumatela</b></p>
<p><b>8.</b></p>	<p><b>Performance Review (CAP Q4)</b></p> <p><i>CAP Annual Work Plan for 2023/24 and Reporting on ALL Projects:</i></p> <p><b>8.1 CAP Budget Monitoring-CAP Expenditure Report to Date</b></p> <p>GM reported that an email was sent to Finance reminding them about the meeting, however we have not received a response.</p> <p><b>8.2 Commentary on Regulations</b></p> <p>a. JT reported that page three to nine address administrative and legal considerations, whilst pages ten to fifteen explain the real area's amendments of the regulations 8A and 8B, 8B has been the issues the regulations 8A are similar, and what motivates the regulations. Consensus and consent data bundle and data rates. Members observed that the Regulator is mindful of its mandate.</p> <p>b. On summary of the regulations the Regulator on Regulation 1 addresses more about the definitions. On the bundles we agree with the regulation, the data bundles identify the validity periods. The issue of OTT services was not explained in the regulations,</p>	<p><b>CAP Members</b></p>



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	<p>CAP Members can always add what the OTT services entail.</p> <p>c. Furthermore, under paragraph G of the Regulations the Regulator intends to identify and monitor the validity period of data bundles. There is a need to standardize the validity period to be clear. CAP Members to assist the regulator to standardize the validity period. Promotional bundles are clear in relation to its terms and conditions.</p> <p>d. JT recommends that the data bundle transfers should be applicable across all the networks, let the operators argue that point. Promotional bundles are clear in relation to its terms and conditions.</p> <p>e. LM advised that the bundle transfers should be applicable to all network, the bundle scenario it is the best thing for everyone. To enable harmonization for the billing system. That is the applicability to always stay scenario to be left up on the list. Based on number six we want to put the document with solid discussions.</p> <p>f. JM proposed that members present the draft Regulations to Council after working on the document, that they are still going to work on the document, since the closing date for submission of the draft Regulations is 14 May 2024.</p> <p>g. MM-1 requested members to submit the finalized report on the following Wednesday, on what has been done, however, members are still going to add on what has been submitted.</p> <p>h. PM indicated that how MM explained the comments, it should be added on the regulations.</p> <p>i. JM queried a suggestion made by PM stating that if Members add comments to the work done by other Members, they can only claim two hours for the work done. JM suggested that the</p>	
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	<p>remuneration be based on the quality and quantity of the work submitted. Furthermore, she highlighted the fact that if Members are only remunerated for two hours of work then this may discourage Members from commenting on other Member's papers.</p> <p>j. GM indicated that he does not remember anything regarding that. However, members are mindful of the hours which clarifies that the person who has done the research is allowed to claim. It becomes an issue when the secondary contributor wants to claim more than the contributor. Furthermore, it does not mean members are restricted to claim.</p> <p>k. JT recommended that the transfer of data bundles should be applicable across all networks, and not limited to on-net scenarios. He proposed that we let the operators argue that point. JT indicated that the operators should explain themselves around the issue of data bundle transfers and harmonize the billing systems.</p>	
<b>9.</b>	<p><b>Identified Research Areas</b></p> <p>a. PM reported that members have spent more than ten hours working on the identified research areas report.</p> <p>b. JT indicated that they had a meeting and spent more than three hours working on their documents and that they needed to clean and consolidate the document; the final document will be submitted at a later stage.</p> <p>c. GM indicated that members need to be confident in doing their work and are required to augment the report.</p> <p>d. MM-1 reported that members are required to review their work and be reminded of the work done by previous members. GM advised members that when presenting to Council about</p>	<b>CAP Members</b>



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	<p>research Cllr Lewis is the one who feed committee members with Research Information Presentation should be based on the comments received from research.</p> <p>e. MM-1 proposed that members should agree on the hours worked, and how to align the proper hours worked on the documents. PM proposed that CAP members should claim ten (10) hours, it was agreed that members would claim ten (10) hours individually.</p> <p>f. LM indicated that CAP members need to be professional about expertise, it is a reflection of members working collectively, furthermore, she clarified that submission of the work goes with the quality of work, it reflects the committee, not the individual.</p> <p>g. MM-1 asked regarding a way forward about the hours to be claimed.</p> <p>h. LM indicated that for claiming the attendance register would be attached as the evidence of the memo, and then submitted to finance for processing. Furthermore, GM reported that there is a template that would be used by members to claim.</p> <p>i. GM indicated that the issue of hours should be discussed on the terms of reference to assist the management of clams. The hours must correspond with the work done. Members are required to claim according to the work done. GM clarified that the work that has been done by other members forms part of the evidence required by the Finance department. MM-2 reported that the critical role of SAPO provides the background and services that are supposed to be provided, TABLE 1 demonstrates the activities of SAPO sites in the Country, and SAPO sites are categorised into six (6) regions.</p> <p>j. CAP recommends that Universal Access and Service to postal</p>	
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	services is a human right that needs to be enjoyed by all consumers in urban, rural, and underserved areas of South Africa. In that light, CAP recommended that the Regulator consider a study be conducted on the research area identified in this document. CAP members are available to provide further information and context on the identified research area.	
<b>10.</b>	<b>General</b> Communication after hours it was made clear that members are allowed to call between 8:00 am to 16:30 pm, however in case of emergency calls can be made.	<b>All</b>
<b>11.</b>	<b>Closure</b> Meeting adjourned at: 15:38 pm. Date of next meeting: 20 September 2024	<b>Chairperson</b>

Signed by:

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CAP Chairperson

Date: 28 June 2024