



Independent Communications Authority of South Africa

MINUTES OF CONSUMER ADVISORY PANEL MEETING		
Date	22 September 2022	
Time:	09:00 am	
Venue:	Microsoft Teams/ICASA Head Office	
Remotely	Mariza Jurgens	MJ
	Zanyiwe Asare	ZA
	Aifheli Makhwanya	AM
	Dylan Thomas	DT
	Pretty Dibakoane	PD
Physically	Jeremiah Sikhosana	JS (Chairperson)
	Ishmael Hlomane	IH
	Fanie Swanepoel	FS
	Sibabalwe Mqhayi	SM
By Invitation	Cllr Mkumatela	Councillor
	Gumani Malebusha	Regions and Consumer Affairs
	Lerato Morobane	Regions and Consumer Affairs

No.	Action Item	Person Responsible
1.	Opening and Welcome <ul style="list-style-type: none"> The Chairperson opened the meeting at 09:00am and welcomed Consumer Advisory Panel Members and other invited attendees. 	Chairperson
2.	Apologies Rajesh Jock RJ Confirmation of Quorum Confirmed.	Secretariat
3.	Ratification of agenda IH moved for adoption and FS seconded	IH and FS
4.	Declaration of conflict Interest Members had no conflict of interest to declare.	Secretariat
5.	Actionable Items: Outstanding Cell phone data allowance	CFO



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	Shuttle service vs Uber	
6.	<p>Minutes of the previous meeting</p> <p>MJ thanked Secretariat that she managed to access the minutes.</p> <p>AM moved for adoption and FS seconded.</p>	Chairperson and CAP members
7.	<p>Council Feedback and Governance Issues</p> <ul style="list-style-type: none"> • Council Committee was established and in a progress of amending CAP Regulations. • CFO - thanked CAP for allowing the opportunity to present. • MJ - what is a status of CAP Members are we regarded as normal staff members or Governance. Many of the rooms I was booked in has no room for persons with disability. • IH - thanked Cllr Mkumatela for being part of the meeting. He was pleased with the progress outlined regarding the Regulations. Issues around stability explained. • IH - Indicated that CAP members would like to abide with the policy mentioned by the CFO. Issue around data allowance and shuttle service vs Uber, CAP Members haven't received any proper feedback regarding those issues. • CFO - indicated that, she will enquire with Executive: Regions and Consumer Affairs whether CAP Members are referred as Governance structure. CFO requested Chairperson to send her an email regarding CAP issues. • Chairperson requested a way forward regarding data issues. • CFO - has indicated that CAP Members do not qualify for data allowance, only employees qualify for data allowance. • Chairperson - indicated that Q1 report was presented to Council and travel on international study tour. The Q1 report was approved, and the critical concerns were raised and noted. Council noticed the registered and improvement contained on the report, CAP should retain at that level. • IH - thanked the Chairperson and AM in terms of our quality of 	<p>Cllr Mkumatela</p> <p>CFO</p> <p>CFO</p>



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	<p>the report. The issue on benchmarking Council is not against CAP taking a trip on international tour, they're currently amending CAP Regulations. Thanks to colleagues who provided inputs in our presentation to Council.</p> <ul style="list-style-type: none"> • Chairperson - Any issues with clarification of presentation made to Council. • AM - requested clarity in terms of expectations around framework on international benchmark study, how should be done going forward. 	
8.	<p>FY2022/23 Annual Work Plan Recap</p> <p>a. Stakeholder Engagements and Consumer Advocacy</p> <p>Chairperson - requested champions to give a brief update on Q2 reporting.</p> <p>SM - reported that in August 2022 CAP visited Mpumalanga Stakeholder Engagements municipalities community radio stations and for the posts, the key critical concerns raised in the engagements were among other issues. Villages closer to the post border are struggling with MTN network, which automatically just switched to a Swaziland empty network, which now was a struggle for connectivity purposes.</p> <p>SM - the issue of unlicensed devices popped up again in tributary and this is slowly becoming a popular practical concern and really needs some attention. Lastly, the usual broadcasting mobile network and internet connectivity issue.</p> <p>FS - the issue of unlicensed of mobile cell phones that's not approved by cost or cannot, and this was mentioned in the previous technician and then also the fact that it's the one radio station CAP visited. Then public broadcasting to the local community, but they had listeners from the neighbouring countries, so perhaps for research that could be looked at, that's all from my side.</p> <p>Chairperson - any input or clarifications from colleagues.</p> <p>Furthermore, Chairperson reported that in all the provinces CAP visited we came out with something, the neighbouring network is so strong it takes a long time for a data to be recorded. What is</p>	



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the impact on the consumers? What are safety issues?

IH - Research area what has been done previously, on broadcasting CAP should request feedback from ICASA the issue of illegal network operators.

IH - Regulatory issues within Mozambique and Swaziland in particular, and how does that translate to the benefit of our consumers. So perhaps let's start as an action, by reviewing what is it that we can do. That the cases this board around the issue then we may propose it as a topical research area and take it from there. How we take forward the issues we got from the Stakeholder Engagements.

IH - How is the nature of illegal operators, how do we establish that they're illegal? Is it not another phenomenon? There's an issue of illegal there is an issue of acquiring capacity from someone and then you operate, and you market yourself likewise.

Chairperson - Typically, in our framework when we started this, we have all the ICASA, all our CAP constituency as targets and then in terms of firming up the final meetings, availability, and some of them drop off alongside and as we go along, and we find ourselves having to do.

IH - indicated that the key issue is to investigate illegal licensees with the support of ICASA officials, our recommendation on that was to say this needs further investigation from the Authority so that we can really deduce the legality of it, because there are those who will get be licensed or be subcontractors from their licenses.

Cllr Mkumatela - commented that, if there are organisations in these provinces let it be their responsibility to represent the people they came to be presenting.

IH - indicated that, a lot of work has been put in place in terms of the planning, there's been active participation from some of the members. Zanyiwe came up with critical stakeholders we need to consider a plan has been made in terms of adding value.

SM - reported that in the Western Cape will be engaging among the stakeholders The Western Cape Association for Persons with Disabilities the two business chambers in Knysna and Local Municipalities. The stakeholder champions are now going to take a



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different approach in terms of the stakeholder engagements deliverables and ICT Consumer Workshop concept is underway. The purpose of the workshop is to gather masses of their respective CAP.

SM - The large constituencies in one enabling platform identified stakeholders are all members of civil society professionals in the ICT sector, postal services and broadcasting sectors. The theme for the workshop is Consumer Education. Driving inclusion of persons with disabilities views, ideas, solutions, innovations and policy discussions.

GM - requested CAP members to provide Consumer Affairs with a plan on time to enable Consumer Affairs team more time for arranging travel bookings and accommodation.

MJ - have insight on the persons that you wish to invite to the workshop, she can also ensure that the correct people in that fields are invited to the workshop.

b. Comment on Regulations

DT - indicated that there is currently only one regulation that I can see that we could potentially be doing I believe last week that we thought we had missed, but they had opened it up for they extended the deadline for commenting on that item. I've gone through the item, it's on the information memorandum on the second phase of the IMT licensing process. It is quite a technical document. I am going to share the document with the remaining CAP members. Members may decide whether there are inputs they would like to make on that item.

AM - indicated that she would place input research on Consumer issues, she will send draft document to members to look at. It was agreed that AM will prepare a draft on the IMT Regulations and share with the members, Chairperson requested AM and DT to manage members regarding time.

c. Consumer Trends

MJ - indicated that a matter of discussion worldwide it because it could mean that you know that you have lost a lot of sense of your own privacy and typically, I mean you could ask for your due locations information to prove, which I think in we should look at and see what the benefit for the consumer is and what is the rate flags for this consumer. Because for persons with vision



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impairment using and having your tracker for due location on is very beneficial because, we need that information for wayfinding, and we use it. You know you have this new type of apps where you can go into supermarkets, Finder app and you can move from your home everywhere till you know the station inside with proper location. With this type of geolocation way Finder apps. So, I think it is something which you know which is a trained.

d. Critical Consumer Concerns

Chairperson - indicated that IH already included issues on the report.

Perspective in terms of how they are followed up or action, and of course, that will translate into the operational things. May need to be actioned from a regional perspective or you know whatever according to the structures and some of the issues. Perhaps action needed as a directive from Council, so I'm happy Councillor is here, and you know maybe to really put this on his dashboard at Council level, and from CCA level. Welcome money seats to say these are the issues that we may do something about it as operational issues like beginning with the investigations of what we may think are illegal. Network operators. What's the impact on the consumers for me, that is the gist?

It doesn't really help to identify this as critical concerns. And nothing is done, or it stays for a year and when we provide, the annual advisory, some of the things would have been stalled by then or we may have lost the actual purpose.

e. Areas of collaboration identification

Chairperson - requested AM to brief members on the report.

AM - the first is the National Film Video Foundation there is no relationship is schedule 3 entities. It is responsible for development of South African film content. Mariza and I have recommended SABS. We'll see if there's anything interesting that will come out of it further down the line.

MJ - indicated that, she agrees with the second one for noting not recommending.

DT - supported AM presentation.



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	<p>f. Research area identification</p> <p>AM - indicated that she still needs to work on the draft document for research area.</p> <p>IH - asked what the issues on these items are if there are issues lets identify them.</p> <p>MJ - are moving in digital era one of the issues how much content should have audio describe. MJ agreed to submit the draft on Tuesday, 27 September 2022.</p> <p>IH - agreed with what Mariza said, and perhaps if I were to encourage everyone, let us not be demotivated by that. And let us live with the fact that, what we do will have to end somewhere, you know, but it will be good if we were to know what happens after, you know, sort of the outcome or the impact out there.</p> <p>g. FY2023/24 Annual Work Plan (Planning and Reporting)</p> <p>Chairperson - indicated that reporting is due before Q3 meeting.</p> <p>IH - requested members to plan as a panel, we have 6 weeks to do all four things. We will be able to do 2 things workshop and stakeholder.</p> <p>PD - supports what IH has indicated.</p> <p>ZA - supports IH approach and have framework of what we have done.</p> <p>Chairperson - asked what the suitable time is to have, SM requested the WC stakeholder engagements dates to be moved to 17-20 October 2022.</p> <p>GM - the Annual planning meeting needs to be communicated to office of David Molapo. In terms of. the planning sides. Which includes the reporting for our Q2, and we know what will happen with tasks. And individuals to do some work assist us in that respect. And then also we know what will happen then in Q3. And the agenda.</p>	
<p>9.</p>	<p>CAP's Expenditure Report to date</p> <p>CM - I've got your August results. As I've already indicated and start with the first basket of expenses which is printing and</p>	<p>Finance Division</p>



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	<p>stationery. We have not spent anything yet. You still have a 255K for this. And category and specific to printing so we are still fine on that one. Moving to the next one is the travel costs; travel cost obviously will involve any level of travel that you may have you know relating to your projects and all that.</p> <p>CM - done well considering that your current spent is at 21% of the full year and if you look up there which is something that I have forgotten. You mentioned is that the expected spending rate is supposed to be at 42% for August. That is against your full year budget. So, on this one, you are doing it very well because you are sitting at 21%.</p> <p>In relation with IH has indicated, CM will confirm with his colleagues to check expenditures.</p> <p>GM - indicated that for budget printing/stationery we are going to procure CAP promotional material, brochures/leaflets.</p> <p>Chairperson - thanked CM with the information presented it will assist CAP Members in their planning meeting for budget purposes.</p>	
10.	<p>General</p> <p>Chairperson - shared a brief update regarding SAPOA conference held in Cape Town. The report was circulated to colleagues, and it is explanatory. So, I think that's also an example to say look, because some of these jurisdictions, they don't have the same thing as South Africa, they've got some interesting products that appeal to our stakeholder target in Botswana for the youth and they've introduced digital post being necessary to open an SMME business for the youth.</p>	
11.	<p>Dates of meetings 2022/2023</p> <ul style="list-style-type: none"> • Q1: 04 May 2022 • Q2: 22 September 2022 • Q3: 08 December 2022 • Q4: TBC 	Chairperson
12.	<p>Meeting adjourned at 15:15 pm</p> <p>Date of next meeting:</p> <p>08 December 2022</p>	Chairperson



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Signed:

A handwritten signature in black ink, appearing to read 'Jeremiah Sikhosana', written over a light blue rectangular background.

Mr Jeremiah Sikhosana
CAP Chairperson

Date: 15 December 2022

Signature Certificate

Reference number: CMF2W-GDHWW-9TUT5-EM5OL

Signer

Timestamp

Signature

JEREMIAH SIKHOSANA

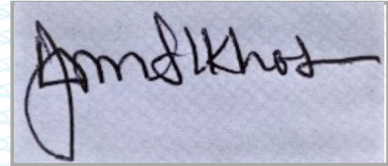
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