

**SUBSCRIPTION BROADCASTING SERVICES INQUIRY QUESTIONNAIRE 2023**

**Annexure C**

Questionnaire for Internet Service Providers

**Instructions**

Participants are required to complete the questionnaire in full and must provide accurate information. All data should be provided electronically in Microsoft Excel. When providing written responses, as well as supporting evidence and data, indicate clearly to which question the information pertains to.

**The information requested is to be provided within forty-five (45) working days from the date of the publication of the *Notice of Further Consultation with Stakeholders with respect to the Inquiry Into Subscription Television Broadcasting Services* as published in the Government *Gazette* on 10 November 2023.**

Kindly address all enquiries and questions of clarification to the Chairperson: Subscription Inquiry into Television Broadcasting Services Council Committee via email at subscriptioninquiry@icasa.org.za

**Confidential information**

Should a participant be of the view that the information submitted is confidential, the participant must apply for confidentiality in terms of section 4D of the Independent Communications Authority of South Africa Act, 2000 (Act No. 13 of 2000).

**Contact Details for the Participant**

Please complete the table below. Where there is more than one contact person, please include the full details of the additional contact person/s in the format provided below.

|  |  |
| --- | --- |
| First Name |  |
| Last Name |  |
| Title |  |
| Organisation |  |
| Department |  |
| Address Line 1 |  |
| Address Line 2 |  |
| Address Line 3 |  |
| Postal Code |  |
| City |  |
| Telephone (Switchboard) |  |
| Telephone (Direct Line)  |  |
| Mobile |  |
| Email  |  |

**Glossary of Terms**

|  |  |
| --- | --- |
| Audio-visual content | electronic media with or without sound and a visual component of moving images, such as, films or television programs, which in the case of an audiovisual media service, constitutes an individual item, irrespective of its length, within a programme schedule or a catalogue.  |
| Video on Demand | Electronic audio-visual media wherein the user selects when to view the content |
| OTT | the delivery of audio-visual content to viewers over the Internet |

**Questions**

1. Describe your company's ownership structure. If your company is a subsidiary, please provide details of the parent company and its ownership structure.
2. Provide a list of all the products and services that your company provides.
3. Provide your company’s broadband coverage for South Africa over the period 2019 to date.
	1. Please indicate what percentage of the coverage consists of 3G, 4G (LTE) and 5G.
4. What is the overall average speed of your broadband service in South Africa over the period 2019 to date of this questionnaire? Please provide the data on a yearly basis.
5. Provide the average prices for your broadband services for the period 2019 to the date. Please provide the data on a yearly basis.
6. Do you offer any packages to your customers for the use of streaming audio-visual content from OTT, Broadcasters and other providers?
	1. If so, provide a full summary of the packages offered for streaming of audio-visual content.
7. Does your company offer any fibre internet connectivity?
	1. if so, provide your company’s overall coverage of South Africa over the period 2019 to date.
	2. Provide your average prices for each of the packages offered over the period 2019 to the date.
8. As an Internet service provider are you able to determine what percentage of your customers utilise your services to consume audio-visual services from OTT suppliers?
	1. If so, provide the overall proportion of customers who utilised OTT services on a weekly basis for the period 2019 to date.
9. Do you offer any services related to television broadcasting, such as streaming video content or partnering with broadcasters for content distribution?
10. Are there specific partnerships with television content providers that you have or plan to establish?
11. How do you ensure the quality and reliability of streaming services, especially during peak demand times?