



GROUP EXECUTIVE: REGULATORY AFFAIRS

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The Chairperson  
ICASA  
Private Bag X10002  
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Dear Dr Mncube

**RE: TELKOM'S WRITTEN SUBMISSION ON THE DRAFT REVISED END-USER AND SUBSCRIBER SERVICE CHARTER REGULATIONS 2014**

Telkom SA SOC Limited ("**Telkom**") thanks the Independent Communications Authority of South Africa ("**the Authority**") for the opportunity to comment on the draft Revised End-User and Subscriber Service Charter Regulations ("**Draft Regulations**") as published in Government Gazette No. 37251 (Notice 30 of 2014) of 22 January 2014.

Telkom's comments pertaining to the Draft Regulations are attached.

Telkom welcomes the opportunity to make oral representation to the Authority on this matter.

Yours sincerely

A handwritten signature in black ink, appearing to read "Houvet".

**MS CHARMAIME HOUVET**  
**ACTING GROUP EXECUTIVE: REGULATORY AFFAIRS**

Telkom SA SOC Limited: Reg no 1991/005476/30

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