

THE FOCUS

03 BEWARE of SIM-card
fraud and illegal number
porting during the festive
season

CONTENTS

- 03 BEWARE of SIM-card fraud and illegal number porting during the festive season
- 05 Launch of the Information and Communication Technologies and Media Regulators' Forum
- 06 ICASA celebrates International Day of Persons with Disabilities
- 09 ICASA strengthens global partnerships and achieves key milestones



The Focus newsletter was compiled by:

The ICASA team
Editor: Zanele K. Ntuli
Editorial Team: Ramasela Matlou, Josias Mathiba, Thabisile Hlongwane and Owen Ramoroka

Copy editing, layout and design:
NEWSTART COMMUNICATION

Disclaimer

The newsletter contains information about ICASA related matters, be it an announcement, notice, advice, instruction and/or reports. Should the information be given as an advice, it should be confirmed and verified by any party intending using it. Without prejudice to the generality of the foregoing, we do not represent, warrant, undertake or guarantee that the information in the newsletter is correct, accurate, complete or non-misleading. We will not be liable to you in respect of any special, general, indirect or consequential loss or damage. All our rights are reserved. Reproduction in whole or in part without written permission is strictly prohibited. The views expressed in thefocus@icasa are not necessarily those of the editor, editorial team or NEWSTART.

Editor's note

Welcome to the third issue of The Focus for the 24/25 financial year!

In this issue, ICASA urges the readers to stay vigilant and take necessary precautions to protect themselves from these fraudulent activities involving sim-cards and illegal number porting during this festive season.

We also focus on the launch of the Information and Communications Technologies and Media Regulators' Forum which has a mandate to build a regulatory environment that encourages innovation, safeguards consumer rights, and supports South Africa's broader digital transformation.

We highlight how ICASA joined the global community in observing the International Day of Persons with Disabilities on the 3rd of December 2024 and the initiatives that have been undertaken to ensure that persons with disabilities have equal access to broadcasting, postal, and telecommunications services.

Lastly, ICASA continues to strengthen global partnerships which led to the signing of a memorandum of understanding (MoU) with the National Broadcasting and Telecommunications Commission (NBTC) of Thailand.

We also highlight South Africa's nomination to an International Organisation.

As the year draws to a close, we extend our gratitude to our readers and contributors for their support and dedication, which have been instrumental in ensuring the success of The Focus newsletter.

Have a safe festive break, happy holidays and a wonderful, prosperous New Year!

EDITOR & EDITORIAL TEAM

BEWARE of SIM-card fraud and illegal number porting during the festive season

As the festive season approaches, so too does an increase in mobile-related crimes, such as SIM-swap fraud and illegal number porting. During this time of year, many consumers take advantage of holiday deals on new phones and contracts. Unfortunately, this excitement can lead to lowered vigilance, leaving individuals vulnerable to scams.

UNDERSTANDING SIM-SWAP FRAUD AND ILLEGAL NUMBER PORTING

SIM-swap fraud and illegal number porting involve criminals gaining unauthorised access to your mobile number. They may spoof your number to target friends and family or take control of your number to intercept sensitive communications, including banking One-Time PINs (OTPs).

In some cases, unscrupulous mobile resellers or agents mislead consumers into signing agreements for “free” airtime or data on new SIM cards without complying with the mandatory registration process under RICA (the Regulation of Interception of Communications and Provision of Communication-Related Information Act).

These crimes not only disrupt the victims’ lives but can also lead to a significant financial loss.

ICASA’S REGULATIONS TO PROTECT CONSUMERS

Regulation of Interception of Communications and Provision of Communication-Related Information Act (RICA).

Number Portability Regulations of 2018.

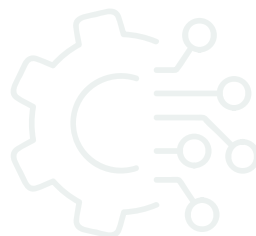
ICASA REMINDS THE PUBLIC THAT:



Mobile numbers **cannot be ported** without the consumer’s request and approval through an OTP.



Recipient-led processes are mandatory, meaning the consumer must initiate all port requests. Requests initiated by salespersons or third parties are prohibited.



TIPS TO PROTECT YOURSELF

ICASA recommends the following measures to safeguard against SIM-swap fraud and illegal porting:



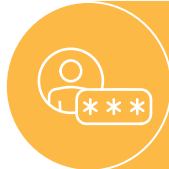
Purchase SIM cards only from accredited service providers.



Ensure all SIM cards are RICA-registered with accurate personal details.



Secure your phone with a strong password and enable biometric authentication.



Use a two-factor authentication (2FA) for all accounts linked to your SIM card, including banking, email, and social media accounts.



Monitor your phone's signal. Unexplained signal loss may indicate fraudulent activity – contact your service provider immediately.



Avoid sharing personal information online, including your full name and mobile number.



Avoid clicking on unsolicited links sent through social media, SMS, or email, as they may be part of a phishing scam. Phishing is a type of online fraud where criminals send messages that appear to be from trusted sources, such as an internet service provider, or the bank. These messages are designed to trick you into sharing sensitive information, like your ID number or other personal details, which can then be used for illegal activities.



Delete all OTP messages related to number porting, if you did not request your number to be ported.



Consider investing in security software to protect your mobile device.

FRAUD

MOBILE SERVICE PROVIDERS' RESPONSIBILITY

ICASA emphasises that mobile service providers are legally obligated to safeguard consumer rights during the number porting process. Consumers who suspect irregularities or fraud should:

1. Lodge a formal complaint with their service provider.
2. Contact their service provider to lock the SIM card.
3. Block suspicious numbers.
4. Freeze banking accounts linked to the affected SIM card.
5. Escalate unresolved issues by lodging a complaint to ICASA at consumer@icasa.org.za.

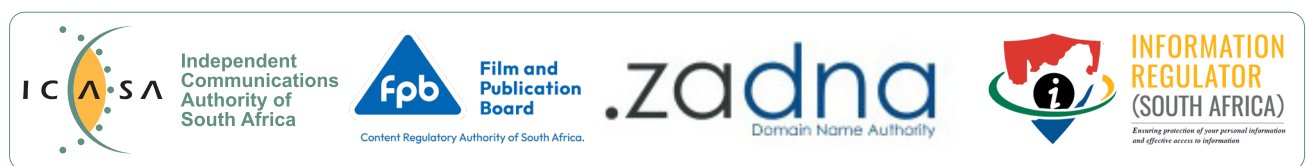
STAY SAFE THIS FESTIVE SEASON

ICASA encourages everyone to remain aware and take proactive steps to protect their mobile identity.

Launch of the Information and Communications Technologies and Media Regulators' Forum

On 10 October 2024, South Africa celebrated a landmark development in its regulatory framework with the official launch of the Regulators' Forum of South Africa

THIS INITIATIVE BRINGS TOGETHER FOUR PIVOTAL REGULATORY BODIES:



The Forum aims to promote collaboration among regulators, reduce overlapping efforts and establish cohesive regulations to address the evolving challenges in the ICT and media sectors. With the convergence of traditional media, information and communication technologies, this approach is seen as essential in ensuring regulatory frameworks remain effective and relevant.

LEADERSHIP AND VISION

ICASA's CEO, Tshiamo Maluleka-Disemelo, was nominated as the inaugural Chairperson of the Forum. In her opening address, she highlighted the Forum's critical role in navigating the complexities of the digital age.



"This forum is an important step in ensuring that our regulatory landscape remains responsive and effective. This will allow regulators to work together to solve shared challenges and seize new opportunities", said Chairperson of the Forum Tshiamo Maluleka-Disemelo





ICASA celebrates International Day of Persons with Disabilities

Advancing inclusivity for a sustainable future

On 3 December, ICASA joined the global community in observing the International Day of Persons with Disabilities under the theme: “Amplifying the leadership of persons with disabilities for an inclusive and sustainable future.” This day serves to promote awareness of disability and advocate for the inclusion and rights of persons with disabilities in all areas of society.

ICASA’S COMMITMENT TO ACCESSIBILITY

ICASA has made significant progress in ensuring that persons with disabilities have equal access to broadcasting, postal, and telecommunications services. A key milestone in this journey was the publication of the *Code for Persons with Disabilities in the Government Gazette on 9 April 2021*. The Code sets the regulatory framework for enhancing accessibility and protecting the rights of persons with disabilities within the ICT sector.

KEY INITIATIVES LED BY ICASA

To drive inclusivity, ICASA has implemented several initiatives tailored to address the unique needs of persons with disabilities:

National Relay System (NRS):

In order to support persons who are deaf or have hearing and speech impairments, ICASA introduced the National Relay System. This system provides a vital communication lifeline, enabling access to emergency services through sign language interpretation.

Audio Description Services:

For persons who are blind or visually impaired, ICASA has furthermore advocated for audio description services, which narrate visual elements in media content. These services enrich the media experience by narrating visual elements, ensuring content is more accessible and enjoyable.

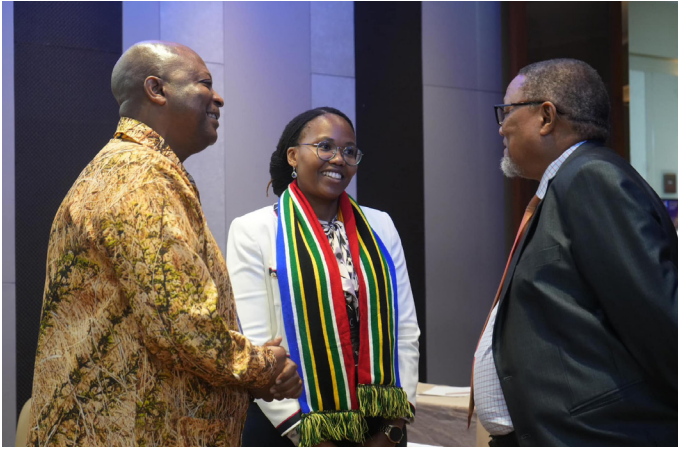
ONGOING COLLABORATION FOR GREATER INCLUSIVITY

ICASA continues to work closely with stakeholders to ensure that its regulations promote inclusivity and equitable access for persons living with disabilities. Special emphasis is placed on addressing the needs of those who are deaf, hard of hearing, blind, or visually impaired.

This day reinforces ICASA’s dedication to creating a regulatory environment that supports and uplifts persons with disabilities, enabling them to thrive in a more inclusive and sustainable society.



ICASA Highlights: October - December 2024



ICASA attending the International Regulators Forum and the IIC 55th Annual Meeting in Thailand



DCDT Minister Solly Malatsi and his team visiting ICASA Head Office



Public Hearings which were held during Q3

ICASA Highlights: October - December 2024...



ICASA attended the Presidential Imbizo in Umgababa



ICASA celebrates Heritage Month



Stakeholder Engagement Consultation on the ICASA Strategy held in Sandton

ICASA strengthens global partnerships and achieves key milestone



ICASA SIGNS MOU WITH THAILAND'S NBTC

ICASA has formalised a partnership with the National Broadcasting and Telecommunications Commission (NBTC) of Thailand through the signing of a memorandum of understanding (MoU). This agreement underscores both regulators' commitment to sharing expertise in broadcasting and telecommunications services, with a focus on Thailand's digital transformation roadmap.

The MoU highlights a shared vision for promoting innovative regulatory practices while addressing common challenges in

the ICT sector, including knowledge exchange, joint training, and capacity-building initiatives, which aim to enhance regulatory effectiveness between the regulators.

The signing ceremony took place on the sidelines of the International Regulators Forum 2024 and the IIC's 55th annual conference. The event was led by the ICASA Chairperson with the support of South Africa's Ambassador to Thailand, H.E. Darkey Africa.



ITSO PANEL OF LEGAL EXPERTS



Adv. Norman Gidi was elected to the Panel of Legal Experts at the 41st Assembly of Parties hosted by the International Telecommunications Satellite Organisation (ITSO) in Washington, D.C.

ITSO is an intergovernmental organisation with 149-member states, that incorporates the principle set forth in Resolution 1721 (XVI) of the General Assembly of the United Nations, which established that communication by means of satellite should be available to the nations of the world as soon as practicable on a global and non-discriminatory basis.

This recognition reinforces ICASA's commitment to advancing global satellite communication services and ensuring equitable access to ICT services worldwide.



CONTACTS

CENTURION (HEAD OFFICE)

Phone: +27 (0)12 568 3060
Email: info@icasa.org.za

CAPE TOWN

Phone: +27 (0)21 561 6800

DURBAN

Phone: +27 (0)31 334 9500
Email: icasakzn@icasa.org.za

GQEBERHA

Phone: +27 (0)12 568 3060
Email: info@icasa.org.za

BLOEMFONTEIN

Phone: +27 (0)51 411 5900
Fax: +27 (0)51 447 3099

POLOKWANE

Phone: +27 (0) 15 001 0041
Email: limpopo@icasa.org.za

MAHIKENG

Phone: +27 (0)12 568 3251
Email: icasanwregionaloffice@icasa.org.za

KIMBERLEY

Phone: +27 (0)12 568 3042
Email: icasanc@icasa.org.za

NELSPRUIT

Phone: +27 (0)12 568 4054/2
Email: mpumalanga@icasa.org.za

Find us on the following social media platforms and website:

Twitter: [@ICASA_org](https://twitter.com/ICASA_org)
Instagram: [@icasa.za](https://www.instagram.com/icasa.za)
Facebook: [icasa.org](https://www.facebook.com/icasa.org)
LinkedIn and YouTube: ICASA
Website: www.icasa.org.za

For Online Spectrum Licence and Type Approval Applications visit:
<https://online.icasa.org.za/>