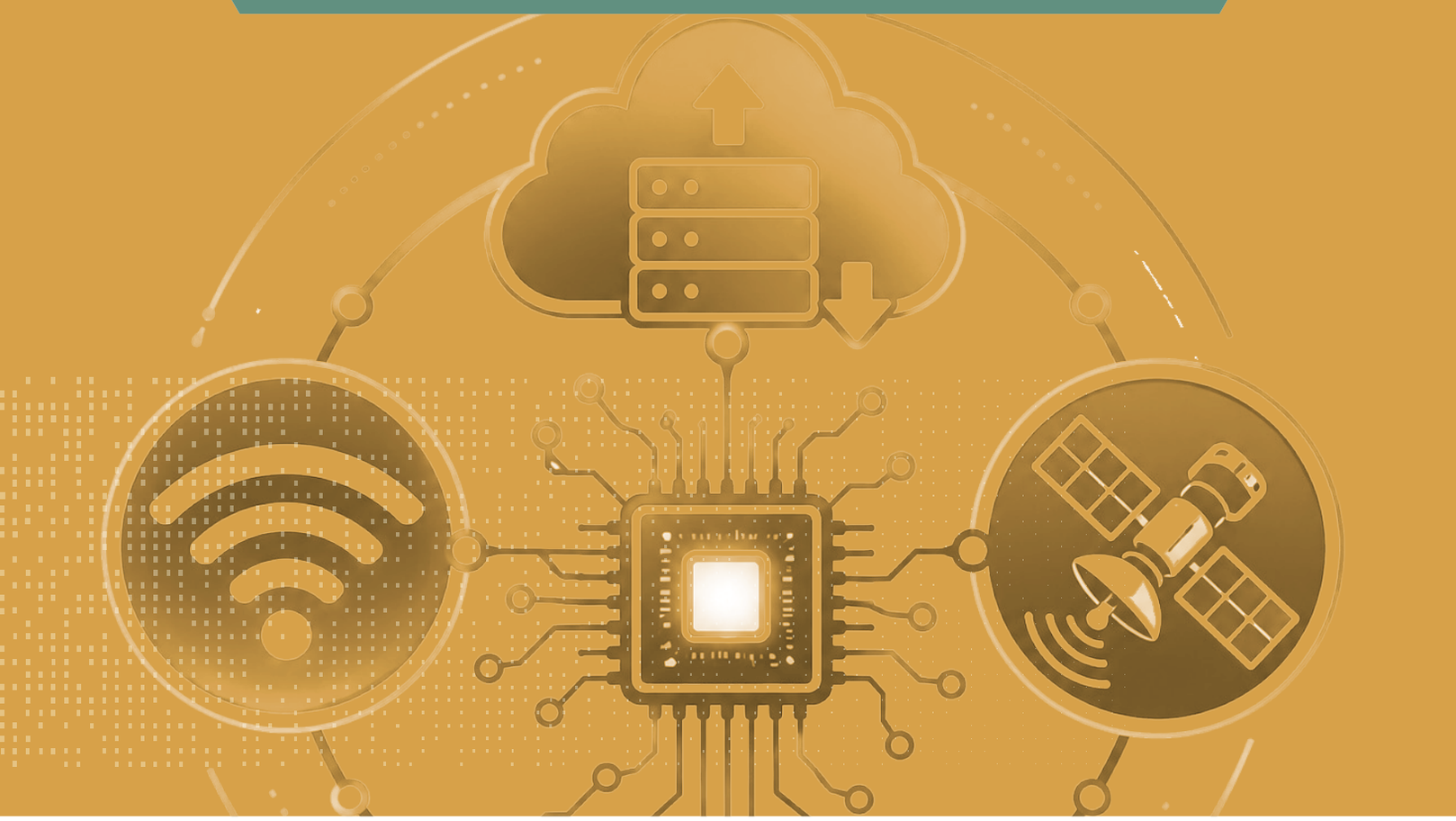
Quarter 1

THE FOCUS



Independent Communications Authority of South Africa

www.icasa.org.za

CONTENTS

03 ICASA Priorities: APP & OPP 2026/27

05 Driving Compliance, Connectivity and Consumer Protection in Limpopo

07 Regions and Consumer Affairs: Focus on the Mpumalanga Region

09 Internal Audit: Strengthening ICASA from Within



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Editor's note

Welcome to the first issue of The Focus for the 2026/27 financial year.

In this issue we look ahead at the Priorities that are shaping ICASA's work in 2026/27, this issue looks ahead at the priorities that will shape ICASA's work in 2026/27. At the centre of this issue ICASA's Annual Performance Plan (APP), which sets out the strategic direction and key areas of focus for the year ahead.

We then take that focus from strategy to the ground, profiling some of the work conducted in the Limpopo and Mpumalanga Regional Offices. Through numbers, insights and key highlights, these reports tell the story of how ICASA's regulatory mandate is being implemented in communities, from compliance monitoring and enforcement to consumer engagement and education.

This issue also highlights the role of Internal Audit in strengthening governance, identifying risks, and assessing controls.

Together, these stories provide a snapshot of where ICASA is headed.

We trust you will find this issue informative and insightful.

EDITOR & EDITORIAL TEAM

Annual Performance Plan and Operational Performance Plan 2026/27

FROM STRATEGY TO IMPACT

ICASA's Priorities for 2026/27

South Africa's communications landscape is changing rapidly and regulation must keep pace. During the 2026/27 financial year, ICASA turns its focus on strategic priorities into practical action that responds to the needs of consumers, industry and the country.

Guided by the 2025–2030 Strategic Plan, ICASA's work this year is centred on expanding broadband connectivity, strengthening consumer protection and building a smarter, more responsive regulatory environment. At the same time, ICASA is preparing for an increasingly digital future, with cybersecurity, digital fraud and artificial intelligence becoming important considerations for communications regulation.

These priorities are not pursued in isolation. Across ICASA's five programmes: Administration; Licensing and Compliance; Policy, Research and Analysis; Engineering and Technology; and Regions and Consumer Affairs, ICASA is translating strategy into programmes of work that support regulation and meaningful outcomes.

From spectrum planning and licensing to consumer education, digital ecosystem governance and international engagement, the year ahead is about moving from plans on paper to measurable impact.

OUR STRATEGIC PRIORITIES FOR 2026/27

EXPANDING BROADBAND CONNECTIVITY

Connecting communities and closing the digital divide.

- IMT Roadmap implementation
- National Radio Frequency Band Plan
- Spectrum monitoring
- Dynamic Spectrum Access Framework
- Rapid Deployment Regulations

PROTECTING CONSUMERS

Ensuring fair treatment, quality services and stronger consumer protection.



- Quality of Service
- Network reliability
- Consumer complaints
- Tariff monitoring
- Digital migration

SMARTER REGULATION

Building a modern regulator that uses evidence and data to make better decisions.



- State of ICT Sector Report
- Digital ecosystem governance

SECURE DIGITAL FUTURE

Cybersecurity, digital fraud and AI are becoming central to communications regulation.



- Cybersecurity
- Information security
- Digital fraud

GLOBAL LEADERSHIP

Influencing international ICT policy through active participation in global and regional platforms.



- ITU, ATU, CRASA
- SADC and other strategic forums
- International collaboration and knowledge exchange

DELIVERING IMPACT ACROSS EVERY PROGRAMME

ICASA delivers on its mandate through five integrated programmes that strengthen regulation, protect consumers and enable a thriving digital communications ecosystem.

1



PROGRAMME 1
ADMINISTRATION

Providing strategic leadership, management and support to enable ICASA to deliver on its mandate.

- Publish annual report
- Organisational newsletters
- Strategic media engagement programme
- International relations programme
- Digital communication platforms
- Institutional governance improvements

2



PROGRAMME 2
LICENSING AND COMPLIANCE

Licensing and monitoring compliance of broadcasting and electronic communications services.

- Licensing of communications services
- Compliance monitoring
- Enforcement activities
- Spectrum licence monitoring
- Regulatory inspections

3



PROGRAMME 3
POLICY, RESEARCH AND ANALYSIS

Generating research, analysis and policy insights to inform regulatory decision-making and reform.

- State of the ICT sector report
- Telecommunications affordability study
- Network reliability discussion paper
- Economic & market reviews
- Digital platform research

4



PROGRAMME 4
ENGINEERING AND TECHNOLOGY

Managing spectrum, technical standards and technology-related regulation to support efficient communications infrastructure.

- IMT roadmap
- National radio frequency band plan
- Frequency migration plan
- Dynamic spectrum access framework
- Rapid deployment regulations
- Spectrum monitoring programme

5



PROGRAMME 5
REGIONS AND CONSUMER AFFAIRS

Taking regulation closer to communities through compliance monitoring, enforcement and consumer protection.

- Consumer education campaigns
- Complaints management
- Regional stakeholder engagement
- Community outreach
- Postal sector oversight
- Broadcasting awareness

Building the Future Through Regulation

The priorities set out in the 2026/27 Annual Performance Plan are ultimately about creating an environment where South Africans can participate meaningfully in an increasingly digital society. Through stronger regulatory oversight, expanded access, consumer protection, responsible innovation and effective management of the communications sector, ICASA is working to ensure that the benefits of digital transformation are accessible, inclusive and responsive to the needs of society.

It is a vision that goes beyond regulation. It is about shaping a communications environment that creates opportunity, enables participation and leaves no one behind.

A connected and inclusive digital society.

Driving Compliance, Connectivity and Consumer Protection in Limpopo

The ICASA Limpopo Regional Office continued to advance the Authority's mandate through inspections, compliance monitoring, enforcement and consumer education across the telecommunications, broadcasting and postal sectors. Through this work, the Regional Office contributes to a connected, inclusive and compliant digital society across the province.

ABOUT LIMPOPO



Population
6,015 million

5 Districts

25 Local municipalities

OUR PURPOSE

From Capricorn to Sekhukhune, ICASA's Limpopo Regional Office is putting regulation into action across the province. Through inspections, compliance monitoring, enforcement and consumer engagement, the Regional Office is working to strengthen accountability across the telecommunications, broadcasting and postal services sectors, while ensuring that consumers are informed, protected and heard.

The figures tell part of the story. The impact lies in the work behind them: the number of inspections conducted, consumer awareness initiatives and regulatory interventions aimed at creating a communications environment that serves the public interest.

Explore the Limpopo Region's 2025/26 performance at a glance.

2025/26 PERFORMANCE HIGHLIGHTS

22 CODE OF CONDUCT INSPECTIONS
Failure to display Code of Conduct

68 CONSUMER AWARENESS ACTIVITIES
Empowering communities across Limpopo

100% ELECTRONIC INTERFERENCE CASES RESOLVED
All reported cases successfully resolved

9 BROADCASTING
67% Compliance rate

81 TYPE APPROVAL INSPECTIONS
Protecting consumers from non-approved equipment

37 ECNS / ECS COMPLIANCE INSPECTIONS
Exceeding our operational target

100% RETURN LETTERS
All letters received were returned to Head Office

25 HIGH SITE INVESTIGATIONS
Monitoring critical communications infrastructure

100% LICENCE APPLICATIONS PROCESSED
All applications processed within prescribed time-frames

53 POSTAL INSPECTIONS
30 Reserved
23 Unreserved

35 END-USER & SUBSCRIBER CHARTER INSPECTIONS
Promoting better service delivery to consumers

100% ENFORCEMENT ACTION
Against illegal operations

KEEPING THE COMMUNICATIONS SECTOR ACCOUNTABLE

During the year, 220 inspections were conducted to ensure compliance with the Electronic Communications Act and licence conditions.

Telecommunications

175 INSPECTIONS CONDUCTED

Compliant
Non-compliant

103	62
COMPLIANT OPERATORS	NON-COMPLIANT OPERATORS

Common areas of non-compliance:

Operating without valid licences

Failure to submit audited financial statements

Non-compliance with licence terms and conditions

Regulatory action taken:

Compliance notices, referrals for enforcement action and disconnection of non-compliance equipment.



Broadcasting

9 BROADCASTERS INSPECTED

Compliant
Non-compliant

6	3
COMPLIANT OPERATORS	NON-COMPLIANT OPERATORS

Three broadcasters were found operating without valid licences.

Regulatory action taken:

Written non-compliance notices issued and equipment confiscated when applicable.



Postal

81 RETAIL OUTLETS INSPECTED

Compliant
Non-compliant

10	43
COMPLIANT OPERATORS	NON-COMPLIANT OPERATORS

Inspectors identified the sale and use of radio apparatus and wireless electronic devices without ICASA Type Approval certification.

Regulatory action taken:

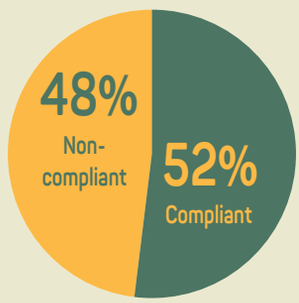
Non-compliance notices issued to all offending outlets

Confiscation of non-compliant equipment.



OVERALL COMPLIANCE SNAPSHOT

220 INSPECTIONS CONDUCTED
Across telecoms, postal services sectors



Overall compliance across all sectors stands at 52%.

While this reflects the positive impact of the regional work, it also shows the need for continued inspections, enforcement and stakeholder education to improve compliance across all regulated sectors.



> "Our work goes beyond inspections. It is about building trust, empowering consumers and ensuring that communications services serve the public interest."

INSPECTIONS BY SECTOR & DISTRICT

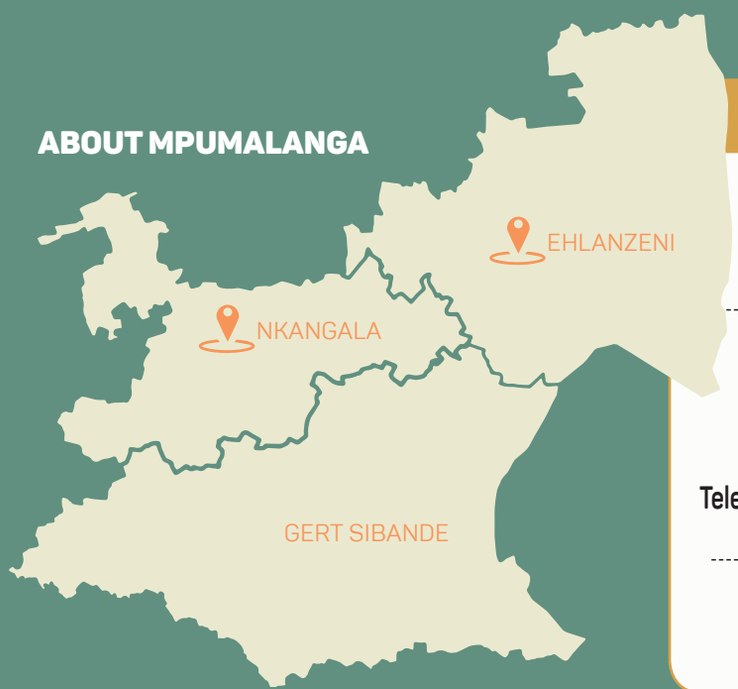
SECTOR	Telecommunications	Broadcasting	Postal
CAPRICORN	50	1	23
MOPANI	24	2	4
VHEMBE	37	4	0
WATERBERG	40	0	5
SEKHUKHUNE	24	2	4
TOTAL INSPECTIONS	175	9	36

MPUMALANGA REGION

2025/26

Mpumalanga Region conducted 341 inspections across the ICT sector during 2025/26. Strong compliance was recorded in Telecommunications (85%). Broadcasting (83%) and Unreserved Postal (100%). Continued focus is required to address high levels of non-compliance in the Reserved Postal sector.

ABOUT MPUMALANGA



2025/26 AT A GLANCE

341 TOTAL INSPECTIONS CONDUCTED

Telecommunications	Broadcasting	Postal
252	18	71

3 DISTRICT MUNICIPALITIES COVERED

2025/26 PERFORMANCE HIGHLIGHTS

	Telecommunications 252		Broadcasting 18		Postal 71	
	Compliant	Non-compliant	Compliant	Non-compliant	Compliant	Non-compliant
EHLANZENI	104	14 (13%)	6	1 (17%)	57	28 (49%)
	90 (87%)		5 (83%)		29 (51%)	
NKANGALA	48	7 (14%)	6	1 (17%)	19	13 (68%)
	41 (86%)		5 (83%)		6 (32%)	
GERT SIBANDE	100	17 (17%)	6	6 (100%)	17	10 (59%)
	83 (83%)		0 (0%)		7 (41%)	

> “Compliance inspections are more than regulatory exercises, they protect consumers, strengthen industry accountability and ensure South Africans receive reliable communications services.”



KEY ACHIEVEMENTS - 2025/26

46	18	100%	100%	42	29	4	122
ENS and ECNS inspections	Broadcasting inspections	High site compliance	Code of Conduct compliance	Reserved inspections	Unreserved inspections	Interference investigations	Type approval inspections

HIGH PERFORMANCE

40 High site inspections
122 Type approval inspections
Strong compliance in telecom and unreserved postal

STRONGER TOGETHER

Engagement with stakeholders continues to drive awareness and promote compliance across Mpumalanga.

ENFORCEMENT SNAPSHOT

- **41** Notices issued across all sectors
- Equipment **seized** where applicable
- Written notices issued to **non-compliant** licensees and retailers
- **Stakeholder** education & awareness ongoing

OVERALL COMPLIANCE BY SECTOR - 2025/26

Telecommunications

85% COMPLIANCE

214 COMPLIANT | 38 NON-COMPLIANT

Strong compliance maintained across the province.

Broadcasting

83% COMPLIANCE

15 COMPLIANT | 3 NON-COMPLIANT

Licence condition monitoring and enforcement where required.

Postal (RESERVED)

14% COMPLIANCE

6 COMPLIANT | 36 NON-COMPLIANT

Focused interventions continue to address operational and infrastructure shortcomings.

Postal (UNRESERVED)

100% COMPLIANCE

29 COMPLIANT | 0 NON-COMPLIANT

Full compliance maintained for the second consecutive year.

KEY TAKEAWAY

Telecommunications and Unreserved Postal sectors continue to demonstrate strong compliance.

Increased non-compliance in Broadcasting and Reserved Postal sectors requires targeted interventions and strengthened enforcement.



Internal Audit Month is celebrated annually in May

Strengthening Governance Through Internal Audit

Stronger governance. A stronger ICASA. It starts with insight.

Internal audit is about more than checking compliance; it helps ICASA understand risk, strengthen controls and improve how we work.

WHAT IS INTERNAL AUDITING?

Internal auditing provides independent, objective assurance and insight that helps ICASA improve the way it operates.

By evaluating risk, internal controls and governance, internal auditors help ICASA achieve its goals, protect value and build trust.

WHY DOES INTERNAL AUDITING MATTER?

Internal audit helps ICASA create, protect and sustain value. Through independent, risk-based assurance and advisory services, internal auditors provide trusted insights to the Council, the Audit and Risk Committee, and Management to support informed decision-making.

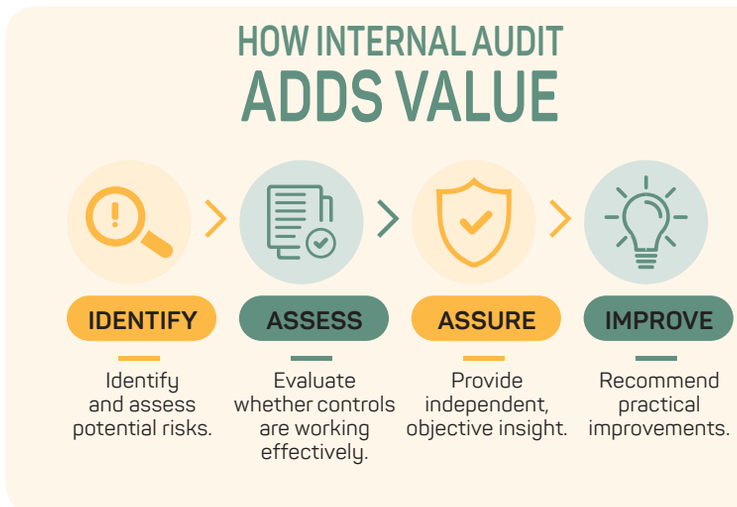
WHAT DO INTERNAL AUDITORS DO?

Internal auditors are trusted advisors who help ICASA understand how it operates. They review processes, engage with teams, analyse operations and ask critical questions.

They help identify risks, inefficiencies and opportunities for improvement, supporting stronger controls and better decisions.

DO YOU HAVE ANY QUESTIONS ABOUT INTERNAL AUDIT?

We're here to help. Email your questions to the Internal Audit Division at InternalAuditDept@icasa.org.za. The division will respond to any questions you have.



• PROVIDING INSIGHT • STRENGTHENING CONTROLS • SUPPORTING BETTER DECISIONS •

ICASA HIGHLIGHTS



Black Business Council Stakeholder Engagement



Broadcasting workshops held in eMalahleni



Staff engagement



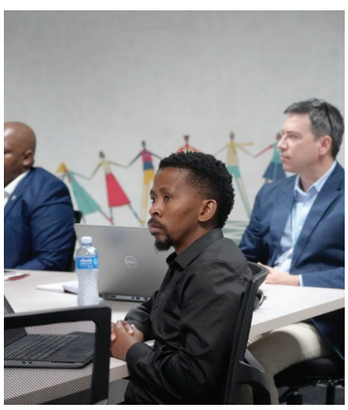
Community TV workshop in the North West province

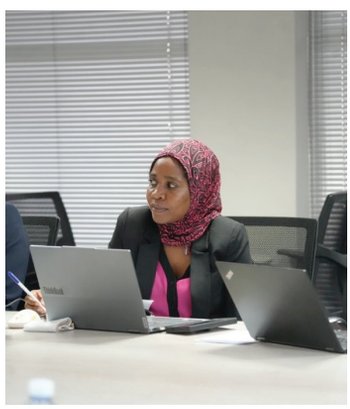


Meeting between the IEC and ICASA regarding upcoming Elections




Open Fibre Data Standards Workshop






International Benchmark Study between ICASA and the UCC (Uganda)





Open Fibre Data Standards Workshop




Open Fibre Data Standards Workshop

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For Online Spectrum Licence and Type Approval Applications visit:

https://online.icasa.org.za/