

MARCH 2025

THE FOCUS

● ON AIR

03 ICASA community radio
licensing: applications
now open

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Editor's note

Welcome to the fourth issue of The Focus for the 2024/25 financial year.

In this edition, we highlight one of the key processes at ICASA, the opening of applications for Community Sound Broadcasting Services and Radio Frequency Spectrum Licences with the publication of an Invitation to Pre-Register. We encourage all eligible non-governmental organisations to seize this opportunity and apply in order to empower their communities through radio.

In this issue, we also reflect on our commitment to leadership development, celebrating the achievements of employees who completed various leadership programmes. Their dedication to personal and professional growth is commendable and essential for shaping the future of ICASA.

Additionally, we emphasise on our ongoing efforts to protect consumer rights in the ICT sector. As we observe World Consumer Rights Day, we remind consumers of their rights and the resources available to them through ICASA.

As always, we value your feedback and encourage you to engage with us through thefocus@icasa.org.za.

We thank our readers and contributors and hope that you enjoy The Focus.

EDITOR & EDITORIAL TEAM

Community Radio Licensing: Applications Now Open!

ICASA has announced the opening of applications for the provision of Community Sound Broadcasting Services with the publication of an Invitation to Pre-Register.

Here is a guide on how to apply:



WANT TO START A COMMUNITY RADIO STATION?

Now is your chance! ICASA invites new applicants to apply for Community Sound Broadcasting Services and Radio Frequency Spectrum Licences.

Deadline: 20 June 2025

Time: 16:00

Application Fee: R4,719.00 (non-refundable)

Who Can Apply?

Only non-profit entities (such as NPO, NPC or Trust) wishing to operate a community radio station.

Who Cannot Apply?

Existing community radio station licensees.



WHO CAN APPLY FOR A COMMUNITY RADIO LICENCE?

Only new applicants can apply! If you're already a licence holder, this round is not applicable to you.

Requirements

- Must be a registered Non-Profit Entity for at least 2 years prior to lodging the application
- Must demonstrate community participation, development and empowerment within the intended coverage area
- Meet all regulatory requirements

Get your paperwork ready and submit before 20 June 2025!



DISQUALIFICATION CRITERIA!

- Late applications will not be considered
- Incomplete and late payment will not be considered

The list is not exhaustive. More information can be accessed on the ITP-R.



NEED A RADIO FREQUENCY SPECTRUM LICENCE?

- Identify your preferred frequency from the list of available frequencies.
- If you are modifying the technical specification, a technical feasibility study must be attached.
- Do not forget to attach a signal distributor agreement, letter of support and/or a copy of ECNS licence.



KEY DOCUMENTS YOU'LL NEED TO APPLY!

To apply, ensure you have:

- Registration certificate
- Founding documents such as a Constitution and Mol
- Disclosure of interest of Board Members and Management
- Tax Clearance Certificate or Tax Status Pin

The list is not exhaustive.

For additional information on any matter related to the application process kindly contact:

**padams@icasa.org.za or
kmaswanganyi@icasa.org.za**

Information provided here is not exhaustive. For more information, interested parties can read the ITP-R.

ICASA Leadership engages with employees



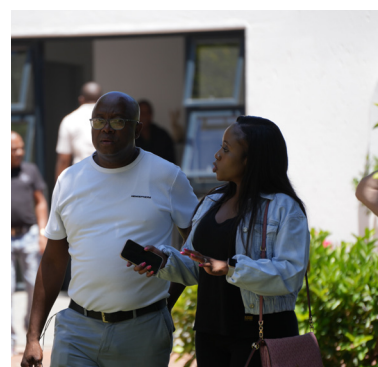
Over 200 employees gathered in Centurion to mark the beginning of a series of engagements.

Following the Chairperson's visit to all the provincial offices, ICASA's Executive Management, led by CEO Tshiamo Maluleka-Disemelo, brought the ICASA community under one roof. The engagement took place on 27 January 2025.

The main goal of the meeting was to give employees a chance to share their thoughts, voice any concerns and find ways to work together to make ICASA reach greater heights.



A lively Q&A session allowed employees to ask questions and get direct answers from Council and Management. This helped demonstrate ICASA's commitment to transparency and constant improvement.



ICASA Leadership engages with employees



ICASA staff at the engagement

Special Ceremony to Honour Leadership Development Graduates



On 28 February 2025, ICASA held a special ceremony at the Sandton Hotel in Gauteng to celebrate the success of employees who completed leadership development programmes in 2024. This event highlights ICASA's commitment to ongoing learning, professional growth, and leadership excellence.

The Human Resource Division offered three leadership programmes in 2024 which were designed to help leaders develop the skills needed to lead others effectively and bring about change at ICASA and within the regulatory environment. Here's a look at the programmes the graduates completed:

Senior Management Development Programme

Nineteen participants took part in this programme, which focused on helping managers turn problems into opportunities.

A mix of practical and theoretical learning helped them to improve their decision-making, problem-solving and leadership skills.



Executive Development Programme

This programme was designed to encourage delegates to think more strategically and out of the box. Senior leaders got to explore value-based leadership through joint projects, case studies and workshops.



Special Ceremony to Honour Leadership Development Graduates

Future Female Leadership Programme

This programme was aimed at women in specialist roles and junior to middle management positions, helping them to become confident, skilled, and influential leaders. The programme focused on personal growth, leadership skills, and building a network of strong female professionals within ICASA.



Representatives from the University of Johannesburg (UJ) and the Enterprise University of Pretoria Business School attended the graduation ceremony. The event gave graduates and invited guests a moment to reflect, recognise and celebrate the graduates' hard work and success.

ICASA congratulates all the graduates for their dedication and commitment to personal and professional growth. Their success shows that ICASA's efforts to build a strong, future-ready team is paying off.

Councillor Sithole encouraged the new graduates, to use the knowledge they have gained to continue to be change-makers, trailblazers and role models within the Authority. She assured the graduates that they had the full support of Council and Management. Finally, she encouraged them to keep doing what is best for ICASA, and to remember to go back to work and apply what they have learned to their teams, meetings, and public hearings.

ICASA looks forward to seeing how the graduates will help shape the future of the organisation and the regulatory sector.



ICASA Highlights: January - March 2025



Consumer Advisory Panel in KZN



Wireless Africa Conference 2025



Public hearings_Proposed new Licensing Framework for Satellite Services



Second Stakeholder Engagement Session



World Consumer Rights Day 2025 in Mpumalanga



GSMA Mobile World Congress 2025 in Barcelona





WORLD CONSUMER RIGHTS DAY, 15 MARCH 2025

ICASA calls on consumers to exercise their rights in ensuring access to ICT services

Consumer Rights Day, is dedicated to promoting consumer rights in all sectors of the economy, including broadcasting, postal, and telecommunications sectors.

This is a significant day for ICASA, given that the Authority's core mandate of promoting the rights of consumers and ensuring their protection against unfair business practices, poor quality of service, and malicious and fraudulent activities.

Consumers are therefore encouraged to utilise the platforms and services provided by the Authority to protect their rights concerning postal, telecommunications and broadcasting services.

ICASA recognises this day as an opportunity to reflect on the strides made to ensure that the rights of all consumers are respected and protected. The Authority has implemented several measures to protect consumers' rights and constantly seeks ways to improve on them.

PLATFORMS AND SERVICES THAT ICASA USES TO PROTECT CONSUMER RIGHTS



CONSUMER EDUCATION

ICASA's consumer educational programmes and outreach activities continue across the country. These programmes educate the public about ICASA and the proper communication channels to follow when filing a complaint. Consumers are urged to raise concerns and engage through the platforms provided by the Authority, including social media.



CONSUMER COMPLAINTS

Consumers may raise concerns or escalate complaints in respect of:

- Poor quality of service, including complaints about poor network coverage, dropped calls, installation or activation delays, account transfers and suspension of service, or mobile number portability problems;
- Billing errors in data or voice services, overcharging and bill shocks regarding international roaming;
- Poor quality postal services, including poor customer service, excessive queues, or delayed, lost, damaged or stolen mail items.



HOW TO LODGE A COMPLAINT

Consumers are advised to follow these steps when lodging complaints:

- Lodge a complaint with the respective service provider.
- Obtain a reference number from the provider of the poor service, so that the issue can be properly logged and followed up by ICASA.
- Give the service provider 14 working days to resolve the issue.
- If the service provider doesn't resolve the complaint within 14 working days, refer the complaint to ICASA.
- The complaint must be in writing – lodged directly on the ICASA website or a complaints form can be completed and emailed to consumer@icasa.org.za.
- Consumers are advised to support their complaint with all the relevant information, such as emails, dates and times of phone calls etc.



CONSUMER PROTECTION UNIT

This dedicated unit ensures that consumers continue to be protected in the broadcasting, telecommunications, and postal sectors. This is accomplished through public-awareness campaigns and a more efficient complaints-handling system.



CONSUMER ADVISORY PANEL

ICASA has established a Consumer Advisory Panel (CAP). This Panel advises the Authority on consumer issues in South Africa, and promotes consumer interests and rights, with a focus on persons living with disabilities, senior citizens, and people living in underserved areas. CAP may be contacted at consumer@icasa.org.za.

Staff Corner

Honouring Agnes Bohale's 30-Year Legacy at ICASA



After 30 years of unwavering dedication, ICASA bids a heartfelt farewell to Agnes Bohale as she steps into a well-earned retirement. From her humble beginnings as a Mail Assistant in 1995 to her role in Mail Management, Agnes has been a pillar of commitment, efficiency, and growth.

Her journey has seen ICASA evolve from the Post and Telecommunication to SATRA and ultimately into the independent regulator we know today.

She played a key role in improving ICASA's internal mail system, ensuring the seamless flow of regulatory documents. Beyond her professional contributions, Agnes will be remembered for her warm camaraderie, team spirit, and passion for service.

As she embarks on this new chapter, she leaves behind words of wisdom: embrace learning, stay committed, and always build strong relationships. Agnes's legacy will continue to inspire and ICASA will forever be grateful for her impact.

Words of Wisdom

To those who just started their careers, Agnes offers these words of advise:

- Stay professional and committed.
- Build relationships and network.
- Pay attention to detail.
- Stay positive and resilient.

WE WISH AGNES A RETIREMENT FILLED WITH JOY AND FULFILLMENT!

On November 18, 2024, the Policy Research and Analysis (PRA) team gathered at GZ Adventure in Lanseria for a team-building excursion organised by Vuyiseka Tokwe. The event aimed to strengthen team cohesion, improve communication, and create a sense of community, particularly given the shift to remote work.

The day was filled with exciting activities, including puzzles, riddles, a plank walk challenge, a ball-throwing game, and a water bucket race. The team was divided into two groups: The Incredible and The Lions, both eager to win. While the Lions won most of the challenges, the overall victory went to The Incredible, sparking a friendly debate over the results.

Although some colleagues were unable to attend, the self-funded event was a resounding success. It helped boost morale, improve teamwork and encourage collaboration. The day ended with a celebratory lunch. The team hopes to continue such gatherings regularly to maintain strong relationships while embracing the hybrid working model.

Story submitted by Gladys Malefo

PRA Team Building Outing



The year 2025 began on a somber note for ICASA as the organisation mourned the untimely passing of Ms. Mirriam More. She tragically passed away on 10 January 2025 following a short illness, leaving behind a legacy of dedication and service.

Mirriam was a valued member of the ICASA family, having served for over 20 years as a Technical Officer within the Regions and Consumer Affairs Division under the Gauteng Region.

Her unwavering commitment, professionalism, and passion for her work made a lasting impact on both her colleagues and the greater ICASA family at large. She will be deeply missed by all who had the privilege of working alongside her.

ICASA extends its heartfelt condolences to the More family, friends, colleagues, and the broader ICASA community.

MAY HER SOUL REST IN ETERNAL PEACE.



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