

MARCH 2026

THE FOCUS



03 CONSUMER
PROTECTION
MONTH



Independent
Communications
Authority of
South Africa

www.icasa.org.za

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Editor's note

Welcome to the fourth issue of *The Focus* for the 2025/26 financial year.

In this issue, we reflect ICASA's active participation in World Consumer Rights Week in Limpopo, where ICASA engaged with communities through consumer education workshops, outreach programmes and compliance monitoring activities. These engagements, delivered in partnership with key stakeholders, reinforced the importance of consumer awareness, fair business practices and regulatory accountability under the theme *Safe products, confident consumers*.

In addition, we unpack the recent amendments to the End-User and Subscriber Service Charter Regulations, which directly address persistent concerns about billing practices, bundle usage and transparency. These changes introduce clearer obligations for licensees and reinforce protections that place consumers at the centre of the regulatory framework.

Importantly, this issue reflects on the South African Library Week, not only as a celebration of access to information, but also as a reminder of the role knowledge plays in shaping regulation. A key highlight was the return of former ICASA Councillor, Prof. Robert Nkuna, who returned to the Authority where he once served to engage on his published book, *Infrastructure and Regulation for Economic Development*. His return was both symbolic and instructive, highlighting the importance of institutional memory, thought leadership and the need to document regulatory experiences.

As the sector continues to evolve, ICASA remains focused on regulating in the public interest. Any contributions and feedback may be submitted to thefocus@icasa.org.za.

We trust you will find this issue insightful.

EDITOR & EDITORIAL TEAM

Empowering Communities, Protecting Consumers: ICASA Marked World Consumer Rights Week 2026 in Limpopo

ICASA reinforced its commitment to protecting consumers and regulating the sector in the public interest through its active participation during the World Consumer Rights Week programme held across the Limpopo Province from 09-13 March 2026.



Celebrated under the theme “Safe products, confident consumers” the initiative brought together regulators, government institutions and industry leaders with a shared goal, to empower consumers with knowledge while promoting accountability and ethical conduct among businesses.

Throughout the week, ICASA in collaboration with key consumer protection authorities rolled out a series of activities aimed at strengthening consumer awareness and protection. Communities across Limpopo benefitted from interactive consumer education workshops and outreach programmes designed to equip individuals with practical knowledge on their rights and responsibilities in the marketplace.

Public engagement was further amplified through roadshows and awareness activations hosted at taxi ranks and shopping centres, ensuring that information reached consumers in accessible, everyday spaces.

In parallel, business inspections and compliance monitoring were conducted to reinforce the importance of fair, transparent and responsible business practices. These efforts demonstrated the critical role of regulation in safeguarding consumer interests.

A key highlight of the programme was the stakeholder symposium and the official World Consumer Rights Day event, which provided a platform for dialogue and exchange on consumer related issues.

The programme was made possible through partnerships with the Limpopo Provincial Government, the Department of Economic Development, Environment and Tourism (LEDET), and national regulatory bodies such as the National Consumer Commission (NCC), the National Regulator for Compulsory Specifications (NRCS) and the South African Bureau of Standards (SABS).



ICASA has made amendments to the End-User and Subscriber Service Charter (EUSSC) Regulations

ICASA first published the “new” rules for bundle expiry, rollover and transfer options, out of bundle charges and depletion notifications in 2018, revised them by adding Quality of Service and 24/7 monitoring obligations in 2023. ICASA has now (2026) revisited the regulations to tighten the rules for all bundles.



The amendments aim to:

- o Eliminate inconsistent rules application across networks services providers.
- o Strengthen consumer protection within the telecoms sector.
- o To ensure fairer handling of service bundles (voice, SMS, data) by treating all bundles consistently.
- o Ensuring that consumer concerns around expiry rules, high out of bundle rates, and unclear rollover/transfer provisions are properly addressed.
- o Overall, strive to balance consumer rights with a competitive and dynamic telecommunications market.

These amendments apply to:

- o Data bundles
- o Voice bundles
- o SMS bundles



WHAT DO THE AMENDED REGULATIONS MEAN FOR YOU:

You don't lose unused bundles unfairly.

You can share your unused bundles without any limitation.

You get notifications at set intervals before your bundles runs out.

You are protected from unexpected charges.

BUNDLES MUST BE DEPLETED FAIRLY

The amendments introduce a:

“First Expiry, First Usage” principle”

This means in instances of multiple bundles purchased, the bundle with the earliest expiry period must be used first.

NO BILL SHOCK

You cannot be charged out-of-bundle rates without your consent.

Your network service provider must:

Stop usage when your bundle runs out, unless you agree to an out of bundle usage and charges.

USAGE NOTIFICATIONS BEFORE YOUR BUNDLE RUNS OUT

Your network service provider must notify you when your bundles usage is at: 50% usage, 80% usage, 100% usage.

YOU HAVE A RIGHT TO ROLL-OVER YOUR UNUSED BUNDLES

Unused bundles must rollover automatically before expiry.

The rollover must occur at least once, thereafter any unused bundles will expire.

Exceptions apply to bundles 7 day or less, uncapped, free and promotional bundles.



Reclaiming Knowledge: ICASA celebrates Library Week



ICASA placed knowledge at the centre of regulation as it celebrated South African Library Week, which took place from 16 - 22 March 2026.

As part of the library week, ICASA profiled the role and value of the library, positioning it as an enabler of informed decision-making.

The ICASA Library provides access to specialised information resources across the telecommunications, broadcasting and postal services sectors. These include:

- Regulatory documents and gazetted materials
- Industry reports and research publications
- Books and academic resources
- Online databases such as Sabinet and Juta

These resources play a central role in supporting research, a key process during the regulations formation stages. In addition, the library houses a collection of institutional and regulatory records, including transcripts, licensing documentation, written stakeholder submissions and official reasons documents, ensuring the preservation of ICASA's institutional memory.

Advancing Thought Leadership

A key highlight of the week was the Book Review and Author Engagement Session featuring former ICASA Councillor and author, Prof. Robert Nkuna. The session centred on his book, *Infrastructure and Regulation for Economic Development: Institutional Reforms in South Africa's Network Industries*, offering insights into regulatory reform, governance and economic development.

Facilitated by Dr. Pali Lehohla, former Statistician-General of South Africa, the session created a platform for meaningful dialogue on leadership, public service and the importance of documenting regulatory knowledge.



Importantly, the ICASA Library is not only an internal resource but is also open to external stakeholders, including industry professionals, researchers and members of the public who require access to regulatory information.

The library operates **Monday to Friday from 08:00 to 16:30** and is closed on weekends and public holidays.

For assistance or special requests, stakeholders may contact the ICASA Library for support on sguga@icasa.org.za



ICASA Q4 Highlights



Dynamic Spectrum Access Trial Visit



Stakeholder engagement between ICASA and Institutions Supporting Democracy



2026/27 APP Situational Analysis review session with stakeholders



Consumer Advisory Panel Annual General Meeting



UNESCO International Conference on Digital Platforms Governance



ICASA Celebrates Library Week



Cynthia Leungo
LESUFI

The Africa we want
“Enabled Through a Thriving, Connected,
Intelligent and Sustainable Digital Economy.”

South Africa proudly announced the candidature of Ms Cynthia Lesufi for the position of Secretary-General of the African Telecommunications Union (ATU) for the 2027-2030 term.

Her nomination reflects South Africa’s commitment to strengthening Africa’s digital future through collaboration, innovation and inclusive connectivity. The election, scheduled for 23–24 July 2026, will determine the leadership of the continent’s key telecommunications body responsible for shaping policy, coordination and development across Africa’s ICT sector.

Ms Lesufi’s leadership would position South Africa to contribute more directly to continental priorities such as expanding broadband access, strengthening digital infrastructure, advancing digital skills and accelerating Africa’s participation in the global digital economy.

South Africa has proudly put forward Ms Cynthia Leungo Lesufi as its candidate for Secretary-General of the African Telecommunications Union (ATU) for the 2027–2030 term, an important continental leadership role that will help shape Africa’s digital future.

Backed by the Government of South Africa, endorsed by SADC Heads of State and supported by ICASA, Ms. Lesufi’s candidature reflects a strong commitment to advancing Africa’s digital transformation agenda.

With over two decades of experience in ICT policy and regulation, Ms. Lesufi brings a rare combination of technical expertise, diplomatic leadership and strategic vision. Currently serving as South Africa’s Minister Counsellor Attache to the International Telecommunication Union (ITU).

Her contributions at key global platforms, including the World Telecommunications Development Conference

and the World Summit on the Information Society (WSIS), demonstrate her ability to influence outcomes that have a tangible impact across her vision, “A Connected Africa, An Empowered Future,” is aligned with the African Union’s Agenda 2063 and reflects a bold, inclusive approach to digital development.

Her leadership priorities will focus on:

- Expanding broadband access to underserved and rural communities
- Strengthening Africa’s participation in the global digital market, aligned with AfCFTA
- Supporting innovation and policy frameworks aligned with the AU Continental AI Strategy
- Enhancing regulatory collaboration and governance across the continent
- Empowering youth and women with future ready digital capabilities

African Telecommunications Union (ATU) is a specialised agency of the African Union responsible for coordinating telecommunications and ICT development across the continent.



From Pretoria to the World: Regulators Unite on the Future of Digital Platforms



ICASA participated in the International Conference on Digital Platform Governance, which took place in Pretoria as part of the ICT and Media Regulators Forum. The conference was jointly hosted by the ICT and Media Regulators Forum in partnership with UNESCO.

The conference formed part of UNESCO's ongoing efforts to advance human rights-based and multistakeholder approaches to digital platform governance at both national and global levels. It provided a platform for regulators, policymakers and other stakeholders to engage on emerging challenges and opportunities within the digital platform ecosystem.

ICASA leadership, led by Chief Executive Officer Ms Tshiamo Maluleka-Disemelo and Councillor Charley Lewis, participated in several panel discussions during the conference. These included a High-Level Fireside Chat titled "Where Do We Stand? What Have We Achieved? What Is Left?", which provided an overview of the work of the ICT and Media Regulators Forum, as well as a panel session focused on Ensuring Resilient Digital Information Ecosystems in Times of Crisis.

As the Digital Platform Governance International Conference 2026 came to a close, reflections were drawn from two days of robust engagement, during which leaders examined key issues relating to digital platform accountability, transparency, collaboration and information integrity.

A key outcome of the conference was the adoption of the Pretoria Action Plan. The action plan acknowledged the current state of digital platform governance globally and regionally, identified

priority areas for regulatory cooperation for the period 2026–2028, and promoted coordinated, non-binding actions among regulators and stakeholders.

The ICT and Media Regulators Forum, expressed its support for two objectives set out in the Pretoria Action Plan. These are plans to advance regulatory capacity and cooperation; and investing in evidence and research by developing research programmes on platform governance at both national and regional levels.



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