

## GOVERNMENT NOTICES • GOEWERMENTSKENNISGEWINGS

### INDEPENDENT COMMUNICATIONS AUTHORITY OF SOUTH AFRICA

NO. 5214

17 September 2024



### INDEPENDENT COMMUNICATIONS AUTHORITY OF SOUTH AFRICA

#### ICASA PUBLIC HEARINGS IN RESPECT OF THE DRAFT END-USER AND SUBSCRIBER SERVICE CHARTER AMENDMENT REGULATIONS, 2024

1. The Independent Communications Authority of South Africa ("ICASA \ the Authority") hereby gives notice to all interested stakeholders, the media, and members of the public, that it will be holding public hearings in respect of the Draft End-user and Subscriber Service Charter Amendment Regulations, 2024 ("the Draft Regulations") as published on 29 February 2024 in Government Gazette No. 50241.
2. The oral presentations are limited to the interested parties who submitted written comments.
3. However, members of the public are encouraged to participate by being permitted to raise questions or submit comments.
4. The public hearings will be held both in-person and virtually on MS Teams as follows:

<b>DATE:</b>	1 – 2 October 2024
<b>VENUE:</b>	Microsoft Teams: <a href="#">Join the meeting now</a> and at the ICASA offices situated at 350 Witch-Hazel Avenue, Eco-Park Estate, Highveld, Centurion, 0187
<b>TIME:</b>	09:00am (SAST)

  
**MOTHIBI G. RAMUSI**  
**ICASA CHAIRPERSON**  
**DATE: 16/09/2024**

**AGENDA FOR THE PUBLIC HEARINGS ON DRAFT END-USER AND SUBSCRIBER SERVICE CHARTER  
AMENDMENT REGULATIONS, 2024**

(Subject to confirmation)

DATE	SUBMISSION	PUBLIC HEARING	TIME
<b>Tuesday, 1 October 2024</b>			
<b>Opening Remarks: Dr Charley Lewis</b>			09:00-09:20
	1	<b>Consumer Advisory Panel</b> Day 1	09:25-10:10
	2	<b>MTN</b> Day 1	10:15-11:00
	3	<b>ISPA</b> Day 1	11:10-11:55
<b>LUNCH (1 hour)</b>			
	4	<b>Telkom</b> Day 1	13:00-13:45
	5	<b>Amandla.mobi</b> Day 1	13:50-14:35
	6	<b>ACT</b> Day 1	14:40-15:25
<b>Wednesday, 2 October 2024</b>			
<b>Opening Remarks: Dr Charley Lewis</b>			09:00-09:20
	7	<b>Cell C</b> Day 2	09:25-10:10
	8	<b>SACF</b> Day 2	10:15-11:00
	9	<b>Vodacom</b> Day 2	11:10-11:55
<b>LUNCH (1 hour)</b>			
	4	<b>RAIN</b> Day 2	13:00-13:45
	5	<b>Mr. Keith Lucas</b> Day 2	13:50-14:35
<b>End of the Public Hearings</b>			