



Independent Communications Authority of South Africa
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MEDIA RELEASE

ICASA offices are open for regular business operations

23 November 2020

Pretoria – The Council of the Independent Communications Authority of South Africa (ICASA/the Authority) would like to inform all its stakeholders that its Head Office and all its Regional Offices are open for regular business operations.

The Authority's staff has been working remotely during the various levels of the lockdown and have ensured business continuity and uninterrupted provision of services.

The Authority has put necessary measures and controls in place to ensure compliance with the Health and Safety Protocols and the prescribed COVID – 19 Regulations across all its offices.

In adherence to the applicable COVID – 19 Regulations and Health Protocols, the following measures are to be adhered to when visiting ICASA offices:

- External stakeholders/members of the public must wear a protective mask before entering the premises - no entry will be allowed without a mask.
- On entry into the premises, external stakeholders/members of the public must comply with all COVID-19 precautionary measures and protocols that have been put in place in the various offices.

Stakeholders are urged to continue accessing ICASA services and engaging its staff via email, telephone and other virtual means. To this end, stakeholders are advised that even though the offices are open:

- All applications for type-approval certifications will continue to be accepted via our online service (<https://online.icasa.org.za/>), and
- All consumer-related queries can still be sent to consumer@icasa.org.za, while all other enquiries can be sent to info@icasa.org.za.

Ends...

For all media enquiries, please contact:

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Website : www.icasa.org.za