



**Independent Communications Authority of South Africa**

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Centurion

**COUNCIL DECISIONS– 26 February 2019**

<b>ITEM NO.</b>	<b>AGENDA ITEM</b>	<b>DECISION</b>
<p><b>1.</b></p>	<p><b>2018/19 Q3: Mobile Data Quality of Service Report – Mpumalanga Province</b></p> <p>The purpose of the submission was for Council to approve the Mobile Data QoS report for Q3 2018/2019.</p> <ul style="list-style-type: none"> <li>• The 2018/2019 Annual Performance Plan for Engineering and Technology sets out an annual target for voice Quality of Service (QoS) monitoring to be extended from six to seven provinces, and for data monitoring to be conducted in at least two provinces.</li> <li>• The Authority, using a service provider, conducted a QoS monitoring in the Mpumalanga Province during the period between 30 October 2018 and 8 November 2018.</li> <li>• QoS is defined as the collective effect of service performances which determine the degree of satisfaction of a user of the service.</li> </ul> <p>Some of the Key Performance Indicators (KPIs) used to measure the data services QoS were:</p> <ul style="list-style-type: none"> <li>✓ HTTP download and upload, for measuring the rate at which</li> </ul>	<p><b>It was resolved that Council approve the 2018/19 Q3: Mobile Data Quality of Service Report – Mpumalanga Province for publication</b></p>

	<p>data can be transferred from the internet to a user's device.</p> <ul style="list-style-type: none"> <li>✓ Web browsing speed, for the time that it takes to load a standard web page;</li> <li>✓ Latency, for measuring the responsiveness of the network.</li> <li>✓ YouTube Video resolution, for measuring quality of the video clip delivered to the user.</li> </ul>	
<p><b>2.</b></p>	<p><b>2018/19 Q3: Voice Quality of Service Report – Mpumalanga Province</b></p> <p>The purpose of the submission was for Council to approve the Voice QoS report for Q3 2018/2019.</p> <p>The Engineering and Technology (E&amp;T) Division has conducted Quality of Service (QoS) of the mobile networks and services being offered by Cell C, Vodacom, MTN and Telkom in Mpumalanga Province as per 2018/19 QoS Monitoring Plan for E&amp;T Division. QoS is defined as the collective effect of service performance which determine the degree of satisfaction of a user of the service.</p> <p>The Key Performance Indicators (KPIs) used to measure QoS were the Call Setup Time, Speech Quality, Drop-Call Ratio (DCR) for the Retainability of the voice call and Call Setup Success Ratio (CSSR) for the Accessibility of the network resources.</p>	<p><b>It was resolved that Council approve the 2018/19 Q3: Voice Quality of Service Report – Mpumalanga Province.</b></p>
<p><b>3.</b></p>	<p><b>2018/19 Q3: Voice Quality of Service Report – Gauteng Province</b></p> <p>The purpose of the submission was for Council to approve the Voice QoS</p>	<p><b>It was resolved that Council approve the 2018/19 Q3: Voice Quality of Service Report – Gauteng Province.</b></p>

	<p>report for Q3 2018/2019.</p> <p>The Engineering and Technology Division has conducted Quality of Service (QoS) of the mobile networks and services being offered by Cell C, Vodacom, MTN and Telkom in the Gauteng Province as per 2018/19 QoS Monitoring Plan for E&amp;T division. QoS is defined as the collective effect of service performances which determine the degree of satisfaction of a user of the service.</p> <p>The Key Performance Indicators (KPIs) used to measure the QoS were Drop Call Ratio (DCR) for the Retainability of the voice call and Call Setup Success Ratio (CSSR) for the Accessibility of the network resources.</p>	
<p><b>4.</b></p>	<p><b>Digital Sound Broadcasting Findings Document and Position Paper for publication in the Government Gazette</b></p> <p>The purpose of the submission was to request Council to approve the Digital Sound Broadcasting findings document and position paper for publication in the Government Gazette.</p>	<p><b>It was resolved that the DSB Findings Document and Position Paper be approved for publication in the Government Gazette.</b></p>
<p><b>5.</b></p>	<p><b>Request for extension – Completion of Universal Service and Access Obligations</b></p> <p>The purpose of the submission was to request Council to approve the extension for completion of Universal Service and Access Obligation (USAO) for both mainstream schools and Schools for Learners with Special Needs (SLSN) by Vodacom (Pty) Ltd, MTN (Pty) Ltd Cell C (Pty) Ltd and Liquid Telecommunications SA (Pty)</p>	<p><b>It was resolved that the request for extension on Completion of Universal Service and Access Obligations be approved.</b></p>

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<b>6.</b>	<p><b>Appeal to renew a Class Community Sound Broadcasting Service Licence – Koepel Stereo</b></p> <p>The purpose of the submission was to provide Council with an analysis of the request for condonation received from Koepel Stereo 94.9 and to request that Council approves the recommendation to reject the request for condonation.</p>	<p><b>It was resolved that the request to reject condonation be approved as presented.</b></p>
<b>7.</b>	<p><b>End-user subscriber service charter amendment regulations</b></p> <p>The purpose of the submission was to request Council approval on the request for extension and issues raised by Vodacom and Cell C on the Amendment Regulations as published on 12 February 2019.</p>	<p><b>It was resolved that Council:</b></p> <ul style="list-style-type: none"> <li>• <b>Note Vodacom and Cell C’s request and concerns;</b></li> <li>• <b>Note the Council Committee’s view on the requests; and</b></li> <li>• <b>Deliberate and decide on the requests for extension on the implementation and amendment Regulations.</b></li> </ul>

**ISSUED BY: Secretariat Office on behalf of Council**