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Chairperson: End User Subscriber Service Committee  
Block C,  
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**Proposed DRAFT END-USER AND SUBSCRIBER SERVICE CHARTER AMENDMENT REGULATIONS,  
2022 as per notice Government Gazette 46153 dated 31 March 2022.**

Comment submitted in regards to the amendment by a private consumer.

Dear Chair & committee members,

As a user of the services, I thank you for affording opportunity to submit comments for your consideration.

I support the proposed amendments as this will bring some relief to the consumers where policies and prices have an insidious effect.

Consumers have no option but to simply acquiesce to the demands of the suppliers of telecommunication industry services, software and hardware.

I would like to see that purchases of airtime and data do not expire for the simple reason that when a product is purchased even though it is intangible is the property of the purchaser. It therefore should remain their property. Airtime and data are intangible and do not deteriorate over time and should not therefore have an expiration date.

I would also request that the same principal should apply to SIM cards (hardware interface and cellular telephone numbers that are purchased paying cash.

Currently consumers lose the cellular phone number if they do not regularly top up their air time and data. This is forced coercion and tantamount to blackmail in my humble opinion. Please can this issue too be considered by the regulator.

In addition that the consumer should not pay for opting out of services paid for by advertisers who use the cellular communication industry to access consumers.

It needs to be noted that not all consumers use services like voice/SMS products only, but utilise fibre technology to access the internet through other ISP service providers for which they already pay for. They do not need the additional services of 5 G or 6G etc for communication and

downloading of other products like entertainment which is the quoted pretext for faster communication requirement. This is misleading.

Modern technological changes have since allowed VOIP and data communication. Portable voice and data are used essentially only as a convenience for mobile communication using handsets and tablets. The handsets and tablets are instruments in many cases owned by the consumers be they smart or dumb and are not contractually obliged to the industry. It is therefore the sole property of the consumer and their convenience and not the industry or Government. Some too are utilised in the home and connect via wireless routers directly or hardwired with HDMI with other peripherals in the home and office environment.

Backward compatibility should also be a requirement placed as a responsibility to both manufacturers and service providers who have for many years colluded in creating a continuous lucrative revenue stream following in the footsteps of the medical and pharmaceutical industrial complex by capturing the consumer in a sticky web.

The telecommunication industry is no different and we as consumers rely on the regulator to act in our interest entirely and not in the interest of the manufacturer and service providers whose sole interest is profit driven. They the industrial complexes are trying to use the regulator to obtain contractual obligations to limit consumer rights.

We are not saying that they may not make profit but that we as consumers have a right to fair and free market principals free of domination through collusion and forced compliance demanded by the industries who attempt to use the regulators to help them increase profit by regulation in their favour and not by competitive pricing and competitive commerce and service provision.

I thank you again as a consumer for this opportunity to comment.

Yours sincerely

A handwritten signature in black ink, appearing to be 'John Alexander', written in a cursive style.

John Alexander