

INDEPENDENT COMMUNICATIONS AUTHORITY OF SOUTH AFRICA

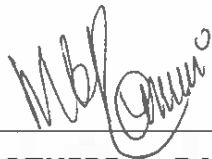
NO. 5144

23 August 2024

**INDEPENDENT COMMUNICATIONS AUTHORITY OF SOUTH AFRICA****NOTICE OF THE RE-ESTABLISHMENT OF THE ALTERNATIVE DISPUTE
RESOLUTION COMMITTEE**

1. The Independent Communications Authority of South Africa (“the Authority”), hereby gives notice of the re-establishment of the Alternative Dispute Resolution Council Committee (“the ADR Committee”) as a Standing Committee of Council, in terms of section 17 of the Independent Communications Authority of South Africa Act, 2000 (Act No 13 of 2000), read with regulation 13 of the End-user and Subscriber Service Charter Regulations, 2016, as published in Government Gazette No 39898 of 1 April 2016, as amended, and regulation 4 (4) of the Customer Care Standards Regulations applicable to Postal Service Licensees, 2012, as published in Government Gazette No 35097 of 1 March 2012, as amended.
2. The ADR Committee will resolve disputes in instances when:
 - 2.1. the End-user disputes the resolution of the complaint, or when the Licensee has failed to respond, or has not adequately responded to the complaint within the prescribed period in terms of regulation 12 (2) of the End-User and Subscriber Service Charter Regulations, as amended; or
 - 2.2. the Licensee is not able to resolve the complaints in terms of regulation 4 (4) of the Customer Care Standards Regulations applicable to Postal Service Licensees.

3. As a result of the above, the Authority also hereby publishes the ADR Committee Terms of Reference for information purposes on the following link: [Alternative Dispute Resolution Committee Terms Of Reference – Independent Communications Authority of South Africa.](#)
4. Enquiries should be directed to Mr Ramagoma Mahape at 012 568 3421 or rmahape@icasa.org.za between 10h00 and 16h00, Monday to Friday.



MOTHIBI G. RAMUSI
CHAIRPERSON