

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:

DATE:	1 – 2 October 2024
VENUE:	Microsoft Teams: Join the meeting now and at the ICASA offices situated at 350 Witch-Hazel Avenue, Eco-Park Estate, Highveld, Centurion, 0187
TIME:	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
Tuesday, 1 October 2024			
Opening Remarks: Dr Charley Lewis			09:00-09:20
	1	Consumer Advisory Panel Day 1	09:25-10:10
	2	MTN Day 1	10:15-11:00
	3	ISPA Day 1	11:10-11:55
LUNCH (1 hour)			
	4	Telkom Day 1	13:00-13:45
	5	Amandla.mobi Day 1	13:50-14:35
	6	ACT Day 1	14:40-15:25
Wednesday, 2 October 2024			
Opening Remarks: Dr Charley Lewis			09:00-09:20
	7	Cell C Day 2	09:25-10:10
	8	SACF Day 2	10:15-11:00
	9	Vodacom Day 2	11:10-11:55
LUNCH (1 hour)			
	4	RAIN Day 2	13:00-13:45
	5	Mr. Keith Lucas Day 2	13:50-14:35
End of the Public Hearings			