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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				

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