
GENERAL NOTICE

NOTICE 275 OF 2010



Independent Communications Authority of South Africa

164 Mill Farm, 164 Katherine Street, Sandton
Private Bag X10002, Sandton, 2146

INDEPENDENT COMMUNICATIONS AUTHORITY OF SOUTH AFRICA

COMPLIANCE PROCEDURE MANUAL REGULATIONS

- (1) The Independent Communications Authority of South Africa ("The Authority") hereby, in terms of section 4(4) of the Electronic Communications Act, 2005 (Act No 36 of 2005) ("the Act"), read with section 4(3) (j) of the ICASA Act (Act 13 of 2000, as amended) hereby publishes the draft Compliance Manual regulations as contained in the schedule herein.
- (2) A copy of the proposed regulation is available on the Authority's website at <http://www.icasa.org.za> and in the ICASA Library at 164 Katherine Street, PinMill Farm, Sandton Block D, between 08h30 and 16h30, Monday to Friday.
- (3) Interested persons are invited to submit written comments or written representations with regard to the proposed regulations, to be received by no later than 16h00 on 7 MAY 2010 by post, hand delivery, facsimile transmission, or electronically (in Microsoft Word) for the attention of:

Mr. Thato Mahapa

Independent Communications Authority of South Africa

Private Bag X10002

Sandton

2146

Delivery address: Block B, Pinmill Farm, 164 Katherine Street, Sandton. Where possible written representations should also be e-mailed to: tmahapa@icasa.org.za or kstofile@icasa.org.za

Enquiries can be directed to the Project Leader on:

Landline: 011 566 3215

Fax: 011 566 3216

- (4) All written representations submitted to the Authority pursuant to this notice will be made available for inspection by interested persons at the Authority's library and copies of such representations will be obtainable on the payment of the prescribed fee.
- (5) At the request of any person who submits written representations pursuant to this notice, the Authority may determine that such representations or any portion thereof is confidential in terms of section 4D of the ICASA Act. If the request for confidentiality is refused, the person making the request will be allowed to withdraw such representations or portion thereof.
- (6) The final regulation will be published in the government gazette.



PARIS MASHILE
CHAIRPERSON

BACKGROUND TO THE DRAFT COMPLIANCE PROCEDURE MANUAL REGULATIONS

1. INTRODUCTION

1.1. The Independent Communications Authority of South Africa ("the Authority") is enjoined by the Independent Communications Authority of South Africa Act 13 of 2000 ("the ICASA Act") to issue licences and record registrations, and unreserved and class licences in the telecommunications, broadcasting and postal sectors. The Authority must also monitor compliance with the licence conditions imposed on licensees, as well as current regulations, Codes of Conduct and all underlying statutes.

1.2. In order to fulfil the Authority's mandate as set out in the Electronic Communications Act ("ECA"), Broadcasting Act, Postal Services Act and ICASA Act, the Authority is required to effectively and efficiently monitor and enforce compliance with all stated obligations. In order to do this, the Authority requires certain information from all licensees.

1.2.1. Section 4(3)(j) of the ICASA Act provides that ICASA may make regulations on any matter consistent with the objects of the Act and underlying statutes that are incidental or necessary for the performance of the functions of the Authority. It must further develop and enforce licence conditions in terms of section 4(3) (d) of the ICASA Act.

1.2.2. ICASA may in terms of section 4(1) (b) of the ECA make regulations on any matter of procedure or form which may be necessary or expedient to prescribe for the purposes of the ECA or the related legislation.

1.3. In order to effectively and efficiently monitor compliance, the Authority has developed a draft Compliance Procedure Manual applicable to Broadcasting

Services ("BS"), Electronic Communications Services ("ECS"), Electronic Communications Network Services ("ECNS") and Postal Services. The Compliance Manual is furthermore a means for the Authority to help licensees to comprehend their obligations and furnish the required information in a uniform prescribed format.

1.4. The Authority intends to publish the Compliance Procedure Manual as a regulation in order to ensure enforceability which is critical if the Authority is to gather consistent information, and if the Compliance Procedure Manual is to achieve the stated objectives as set out in the draft regulations. The Compliance Procedure Manual Regulations are meant to complement the relevant regulations referred to therein.

2. PURPOSE OF THE COMPLIANCE MANUAL

2.1. The purpose of the Compliance Procedure Manual is to assist:

2.1.1. licensees to demonstrate compliance with their obligations by prescribing a uniform manner for submission of reports; and

2.1.2. the Authority to proactively monitor compliance and to ensure that information is obtained in a consistent format.

3. FORMAT OF MANUAL

3.1. The Compliance Procedure Manual is divided into three sections and covers the following licence categories:

ELECTRONIC COMMUNICATIONS NETWORK SERVICES & ELECTRONIC COMMUNICATIONS SERVICES:

- Individual Electronic Communications Network Services Licensee ("I-ECNS")
- Class Electronic Communications Network Services Licensee ("C-ECNS")

- Individual Electronic Communications Services Licensee ("I-ECS")
- Class Electronic Communications Services Licensee ("C-ECS")

BROADCASTING SERVICES:

- Individual Broadcasting Services Licensee ("I-BS")
- Class Broadcasting Services Licensee ("C-BS")

POSTAL SERVICES:

- Reserved Postal Services ("RPS")
- Unreserved Postal Services ("UPS")

3.2. It is noted that ECS and ECNS that are Licence Exempt ("LE"), as well as Unreserved Postal Services have no licence conditions per se. However, they may be required to comply with regulations, codes and legislation which are generally applicable. Therefore LE-ECS, LE-ECNS, and UPS are included in the scope of the Compliance Procedure Manual.

4. PROVISION OF INFORMATION

4.1. In terms of the Standard Terms and Conditions that have been issued to ECS, ECNS, and BS licences, whether individual or class, the Authority may request information from Licensees that would enable it to:

- 4.1.1. Monitor compliance with its licence and applicable regulations and related legislation;
- 4.1.2. carry out financial assessments on inter alia payments of licence fees and Universal Access and Service Fund (USAF) contributions;
- 4.1.3. Facilitate the effective and efficient use of scarce resources; and
- 4.1.4. Compile and aggregate information that would enable sectoral planning and reporting.

4.2. In terms of the licence issued for the provision of Reserved Postal Services, the Authority may request information from time to time.

4.3. Through the Compliance Procedure Manual, the Authority sets out the detailed specifications of such information requests, applicable response times, and contact persons for submission of such information. This may not be construed as prohibiting the Authority from further exercising powers in respect of information requests as provided for in the various regulations.

4.4. These regulations stipulate the information requirements. The Authority intends moving to an electronic system of collecting information (i.e. through a database) to enable ease of submission and analysis of information.

5. CONFIDENTIALITY

5.1. Section 4D of the ICASA Act applies to all information submitted to the Authority. As such, where a licensee is of the view that information that is being submitted is confidential, the steps in section 4D must be followed.

5.2. The licensee must clearly mark the appropriate sections as confidential and must furthermore provide a written statement in terms of section 4D(1) (b) explaining why the information is confidential. The Authority will respond to such a confidentiality request.

6. CONCLUSION

6.1. The Authority hopes that prescription of the Compliance Procedure Manual Regulations will assist licensees in understanding their regulatory obligations and will contribute to efforts to improve regulatory practices to reach international best practice.

SCHEDULE

1. PURPOSE OF THE COMPLIANCE PROCEDURE MANUAL

(1) The purpose of the Compliance Procedure Manual is to assist:

- (a) licensees to demonstrate compliance with their obligations by prescribing a uniform manner for submission of reports; and
- (b) the Authority to proactively monitor compliance and to ensure that information is obtained in a consistent format.

2. APPLICATION

(1) The Compliance Procedure Manual applies as follows:

ELECTRONIC COMMUNICATIONS NETWORK SERVICES
& ELECTRONIC COMMUNICATIONS SERVICES:

- Individual Electronic Communications Network Services Licensee ("I-ECNS")
- Class Electronic Communications Network Services Licensee ("C-ECNS")
- Individual Electronic Communications Services Licensee ("I-ECS")
- Class Electronic Communications Services Licensee ("C-ECS")

BROADCASTING SERVICES:

- Individual Broadcasting Services Licensee ("I-BS")
- Class Broadcasting Services Licensee ("C-BS")

POSTAL SERVICES:

- Reserved Postal Services ("RPS")
- Unreserved Postal Services ("UPS")

3. SUBMISSION INSTRUCTIONS

- (1) Documents and other submissions in terms of these Regulations may be submitted to the Authority in hard copy or soft copy unless otherwise specified.
- (2) Where any document is required in terms of these Regulations, it must be submitted to the Authority before 16h00 on the last working day applicable or the following working day, where the applicable date falls on a weekend or public holiday.
- (3) All submissions to the Authority must be signed by an authorised representative with proof of the authorisation in writing.
- (4) Electronic Submissions must be submitted to:

Information in respect of ECN/S:

Compliance Manager ECN/S - ecnscompliance@icasa.org.za

Information in respect of Broadcasting Services:

Compliance Manager Broadcasting – broadcastingcompliance@icasa.org.za

Information in respect of Postal Services:

Compliance Manager Postal – postalcompliance@icasa.org.za

4. MANNER AND FORM OF PAYMENT

- (1) ECNS, ECS and BS licensees must make payments to:

Bank	:	Nedbank
Account No.	:	146-200-292-7
Branch Code	:	146-245
Branch	:	Corporate Client Service-Pretoria
Reference	:	Company Name

Swift Code : NEDSAJJ
 Account Type: Deposit Account

(2) Postal Services licensees and registrants must make payment to:

Bank : Nedbank
 Account no. : 1454-090-456
 Branch code : 146-245
 Branch : Corporate Client Service - Pretoria
 Reference : Company Name
 Swift Code : NEDSZAJJ
 Account type : Current Account

5. PRESCRIBED FORMS

(1) The Applicable forms are as set out below and application and timeframes are as set out in the relevant Appendix.

APPENDIX

GENERAL FORMS

Standard Terms and Conditions for ECS and ECNS	1
Ownership and Control and Human Resources	2
Basic Financial Reporting	3
Payment of Licence Fees	4
Payment of USAF Contributions	5
Universal Access and Service Obligations	6
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CODES OF CONDUCT / PRACTICE

Code of Conduct for ECS and ECNS	11A
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BROADCASTING	
Broadcasting Format	12A
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Local Content Compliance	12C
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6. CONTRAVENTIONS AND PENALTIES

(1) Upon a determination of non-compliance by the Complaints and Compliance Committee in terms of the ICASA Act, the Authority may impose a fine not exceeding Fifty Thousand Rand (R50 000.00).

7. SHORT TITLE AND COMMENCEMENT

(1) These regulations will come into effect on the date of Publication in the Government Gazette.

(2) These regulations are called the ICASA Compliance Manual Regulations, 2010.

APPENDIX 1

STANDARD TERMS AND CONDITIONS FOR ECS, ECNS AND BS

This Form should be submitted in accordance with following Regulations:

- Standard Terms and Conditions for Individual Licences Notice 1138 in Government Gazette 30530 of 30 November 2007;
- Standard Terms and Conditions for Class Licences Notice 1122 in Government Gazette 30512 of 30 November 2007; and

This Form should be submitted Annually on the last working day of the licensee's Financial Year, or the following working day where the day falls outside of a working day.

Additional Instructions

- i) Please provide information in the space provided, you may insert additional rows and pages as required
- ii) Section 1 (General Information) to be completed by all licensees (ECS, ECNS, BS.)
 - iii) Section II, question 1 to be completed by ECS licensees
- iv) Section II, question 2 - 3 to be completed by ECNS licensees

SECTION I: General Information

1. Licence information

Name of Licensee	
License/s held	
Date submitted	
Period under review	

2. Commencement date (to be provided in first year of operations only):

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3. Organisation status (check one)

<input type="checkbox"/>	Section 21 (Not for Profit)	<input type="checkbox"/>	Closed Corporation (cc)
<input type="checkbox"/>	(Proprietary) Limited	<input type="checkbox"/>	Limited (Public)
<input type="checkbox"/>	Voluntary Association	<input type="checkbox"/>	Other:

3.1 Accounting Officer/ Auditor & Contact Details

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4. Licensee Contact details

Name of Contact Person			
Designation		Cell phone	
Telephone		Fax	
Email		Web address	

5. Information about Licensee

Licensee	% Foreign Ownership	% Local Ownership	% BEE	% Woman-owned

6. Information about Shareholders

Shareholders	Total Shareholding (%)	% BEE	% Woman-owned
1.			
2.			
3.			
4.			

7. Information about Directors

Names of Directors	Citizenship	Race	Gender

1.			
2.			
3.			
4.			

8. Information about Staff

Staff category	Local (SA Citizens)							Expatriates	
	African	Indian	Coloured	White	Male	Female	People with Disabilities	Male	Female
Technical									
Non-technical									
Management									
Non-management									
Interns									
Total									

9. Skills Development and Training (BS only)

The licensee is required to provide information on its Skills Development and Training Initiatives in all aspects of broadcast, including management, on-air presentation, news gathering and production, technical, sales and marketing, advertising. This information must be included in Human Resource policies, a *relevant excerpt* of which must be enclosed with this form.

10. Licence Area (ECS, ECNS, BS)

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The licensee is required to provide information in a spatial format relating to its coverage area by submitting GPS coordinates in a spreadsheet as an attachment to this form.

11. Hours of operations (BS only)

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12. I,, in my capacity as hereby verify that the information provided is true and correct.

13. Signature

Signature			
Designation		Date	

APPENDIX 2

OWNERSHIP AND CONTROL AND HUMAN RESOURCE DEVELOPMENT REPORT (All licensees)

The Form must be submitted in accordance with the following:

- Sections 64, 65 and 66 of the Electronic Communications Act 36 of 2005(as amended).

This Form should be submitted Annually on the last working day of the licensee's Financial Year, or the following working day where the day falls outside of a working day.

1. Licence information

Name of Licensee	
License/s held	
Registration or ID Number	
Date submitted	
Period under review	

2. Commencement Date (to be provided in first year of operations only)

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3. Organisation status (check one)

<input type="checkbox"/> Section 21 (Not for Profit)	<input type="checkbox"/> Closed Corporation (cc)
<input type="checkbox"/> (Proprietary) Limited	<input type="checkbox"/> Limited (Public)
<input type="checkbox"/> Voluntary Association	<input type="checkbox"/> Other: _____

3.1 Accounting Officer/ Auditor

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3.2 Contact Details

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4. Licensee Contact details

Name of Contact Person			
Designation		Cell phone	
Telephone		Fax	
Email		Web address	

5. Information about Licensee

Licensee	% Foreign Ownership	% Local Ownership	% BEE	% Woman-owned

6. Information about Shareholders

Shareholders	Total Shareholding (%)	% BEE	% Woman-owned
1.			
2.			
3.			
4.			

7. Information about Directors

Names of Directors	Citizenship	Race	Gender
1.			
2.			
3.			
4.			

8. Information about Staff

Staff category	Local (SA Citizens)							Expatriates	
	African	Indian	Coloured	White	Male	Female	People with Disabilities	Male	Female
Technical									
Non-technical									
Management									

Non-Management									
Total									

9. Comments (note any changes from previous year):

10. I,, in my capacity as hereby verify that the information provided is true and correct.

11. Signature

Signature			
Designation		Date	

APPENDIX 3

BASIC FINANCIAL REPORTING FORM

This Form must be submitted in accordance with the following Regulations:

- Universal Access and Service Fund regulations as published in Notice 1270 contained in Government Gazette 31499 of 10 October 2008;
- General Licence Fees published in Notice 345 contained in Government Gazette 32084 of 1 April 2009.

THIS FORM MUST ACCOMPANY APPENDIX 4: LICENCE FEE PAYMENT FORM AND APPENDIX 5: USAF CONTRIBUTION FORM.

The Authority requires licensees to submit the following on an annual basis in acceptable Generally Accepted Accounting Practice (GAAP) or International Financial Reporting Standards (IFRS) format:

Income Statement: Also referred to as Profit and Loss statement (or a "P&L"), reports on a company's income, expenses, and profits over a period of time. Profit & Loss account provide information on the operation of the enterprise.

1. Has the financial statement been audited? **Yes / No**

2. Name of Accounting Officer/ Auditor

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3. Auditor / Officer Contact Details

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4. I,, in my capacity as hereby verify that the information provided is true and correct.

5. Signature

Signature	
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Designation		Date	
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APPENDIX 4
PAYMENT OF LICENCE FEES
(i-ECN, c-ECN, i-ECS, c-ECS, i-BS,c-BS, and RPS)

This Form should be submitted in accordance with the following Regulations:

- General Licence Fees Regulations as published in Notice 345 contained in Government Gazette 32084 of 1 April 2009 (Regulation 5 read with Schedules 2 and 3 thereof);
- Reserved Postal Services Licence issued to the South African Post Office (Clause 7.1 of thereof); and

1. Licence information

Name of Licensee	
License/s held	
Registration or ID Number	
Date submitted	
Period under review	

2. Calculation of Contribution

Licensee	
Gross Profit	
Licence Fee Contribution (1.5% of Gross Profit)	

3. All Licensees must submit Financial Statements along with this form, as provided for in Appendix 5 to enable the Authority to confirm compliance with payments for licence fees.

4. I,, in my capacity as hereby verify that the information provided is true and correct.

5. Signature

Signature		
Designation		Date

APPENDIX 5

PAYMENT OF USAF CONTRIBUTIONS (i-ECNS, C-ECNS, i-ECS, c-ECS, i-BS, c-BS)

The Form must be submitted in accordance with the following Regulation:

- Universal Access and Service Fund Regulations, 2008 as published in Notice 1270 contained in Government Gazette 31499 of 10 October 2008.

1. Licence information

Name of Licensee	
License/s held	
Date submitted	
Period under review	

2. Calculation of Contribution

Annual Turnover	
Amount Contributed to MDDA*	
Contribution to USAF (0.2% of annual turnover)	

**to be completed by Broadcasting Services Licensees only*

3. All Licensees must submit Financial Statements as provided for in Appendix 5 to enable the Authority to confirm compliance with payment to the USAF.
4. Broadcasting Services Licensees offsetting the MDDA contribution must provide a copy of the dated invoice from the MDDA and proof of payment, confirming payment for the year in question.
5. I,, in my capacity as hereby verify that the information provided is true and correct.

6. Signature

Signature			
Designation		Date	

APPENDIX 6

UNIVERSAL ACCESS AND SERVICE OBLIGATIONS (ALL LICENSEES)

This Form must be submitted in accordance with Specific Terms and Conditions of the licences issued to each Licensee.

This Form should be submitted Quarterly in accordance with the licensee's Financial Year and on the last working day of the applicable period, or the following working day where these dates fall outside of a working day.

1. Licence information

Name of Licensee	
License/s held	
Registration or ID Number	
Date submitted	
Period under review	

2. Obligations – complete the form below and provide a supplementary report using the same headings to provide further detail, if required.

Licence/Regulation/other where obligation is set out			
Reporting Period			
Description of Licence Obligation			
Measure	Requirement/ Obligation	Achievement	Comments

Quantum, if any			
Distribution			
Type of Rollout			
Service Provided			
Key Performance Indicators			
Performance Standards			
Tariffs			
Discounts			
Monitoring & Evaluations			

3. I,, in my capacity as hereby verify that the information provided is true and correct.

4. Signature

Signature			
Designation		Date	

APPENDIX 7

E-RATE FORM (i-ECS, i-ECNS, c-ECS and c-ECNS)

The Form must be submitted in accordance with the following Regulation:

- Regulations in respect of E – Rate as published in Notice 346 contained in Government Gazette 31979 of 3 March 2009.

This Form should be submitted Quarterly in accordance with the licensee's Financial Year and on the last working day of the applicable period, or the following working day where the day falls outside of a working day.

1. Licence information

Name of Licensee	
License/s held	
Registration or ID Number	
Date submitted	
Period under review	

2. Licensees must provide Internet access at e-rate to all schools defined in the Public Schools Act, FETs and training colleges as defined in the FETS and Training Colleges Act.

The discount is applicable to inter alia:

- Connectivity charges for accessing the Internet
- Equipment required to connect to the Internet
- All calls made to an Internet Service Provider (ISP).

3. The following table must be completed by all licensees provided services at E-rate:

Name of Educational Institution	Contract signed? (date)	Services provided	City, Province	Effective date	Service cancelled	If yes, when resumed

4. Licensees must keep the following records for at least 3 years. They are not required to be submitted but must be available for inspection.

- Signed contracts
- ISP bills to schools
- Details of services and locations where it has been provided
- Effective date for service provision
- Resumption date if services were cancelled

5. Please tick:

	Services provided during the period under review have been provided in accordance with the minimum levels as prescribed in the End-User Subscriber Charter.
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6. I,, in my capacity as hereby verify that the information provided is true and correct.

7. Signature

Signature			
Designation		Date	

APPENDIX 8

TARIFF REPORTING FORM

(i-ECS, i-ECNS, c-ECS and c-ECNS)

The Form must be submitted in accordance with the following Regulations:

- Standard Terms and Conditions for Individual Licences Notice 1138 in GG 30530 of 30 November 2007
- Standard Terms and Conditions for Class Licences Notice 1122 in GG 30512 of 30 November 2007

This Form should be submitted bi-Annually on 31 March and 30 September, or the following working day where these dates fall outside of a working day.

1. Licence information

Name of Licensee	
License/s held	
Registration or ID Number	
Date submitted	
Period under review	

2. Tariffs

This form must be filed out for the two (2) period and two (2) contract tariff plan that have the highest take up, i.e. most subscribers, for the licensee.

FIXED	Average
Monthly subscription fee (residential)	
Monthly subscription fee (business)	

3-minute local call (peak)	
3-minute local call (off-peak)	
Flat rate – applicable unit charge per minute	
MOBILE	
On-net per minute call (peak)	
On-net per minute call (off-peak)	
On-net per minute call (weekend/evening)	
On-net flat rate – applicable unit charge	
Off-net per minute call (peak)	
Off-net per minute call (off-peak)	
Off-net per minute call (weekend/evening)	
Off-net flat rate – applicable unit charge	
To fixed per minute call (peak)	
To fixed per minute call (off-peak)	
To fixed per minute call (weekend/evening)	
Mobile to fixed flat rate – applicable unit charge	
Local SMS	
FIXED BROADBAND	
Monthly fee (indicate how many units)	
MOBILE BROADBAND	
Monthly fee (indicate how many units)	

3. I,, in my capacity as hereby verify that the information provided is true and correct.

4. Signature

Signature			
Designation		Date	

APPENDIX 9A

SECTORAL PLANNING DATA (i-ECNS, C-ECNS, i-ECS and c-ECS)

The Form must be submitted in accordance with the following Regulations:

- Standard Terms and Conditions for Individual Licences Notice 1138 in GG 30530 of 30 November 2007
- Standard Terms and Conditions for Class Licences Notice 1122 in GG 30512 of 30 November 2007

This Form should be submitted Annually on the last working day of the licensee's Financial Year, or the following working day where the day falls outside of a working day.

1. Subscribers (I-ECS, C-ECS)

Category of subscribers	Number of subscribers			
	Q1	Q2	Q3	Q4
Post paid				
Prepaid				
Data (provide description)				
Community payphones				

2. Network Coverage (I-ECNS, C-ECNS)

Complete for each type of network (e.g. GSM, 3G, WIMAX, etc)

2.1 Network Type:

Land coverage (%)	Population coverage (%)

2.2 Network Type:

Land coverage (%)	Population coverage (%)

2.3 Network Type:

Land coverage (%)	Population coverage (%)

3. Systems Capacity

MSC location (GPS Coordinates)	Capacity	No. of BSC	No. of BTS		
	MSC	HLR	VLR		

4. Transmission System Capacity

4.1 National Transmission

Name point A	Name point B	No. of Circuits	Type of linking	Total capacity

4.2 International Transmission Capacity

Route	No. of Circuits	Type of link	Total capacity

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4.3 International Internet Gateway Bandwidth

Capacity	Volume of Data in Bytes

5. I,, in my capacity as hereby verify that the information provided is true and correct.

6. Signature

Signature			
Designation		Date	

APPENDIX 9B
SECTORAL PLANNING DATA
POSTAL SERVICES (RPS and UPS)

This Form must be submitted in accordance with section 22 (d) of the Postal Services Act

This Form should be submitted Annually on the last working day of the licensee's Financial Year, or the following working day where the day falls outside of a working day.

1. Outlets Information (RPS)

Post office name/reference	Location	No. of installed letter boxes	No. of letter boxes in use	No. of post offices with internet connectivity	No. of staff

2. Postal Addresses (RPS)

Indicator	Target	Achieved
Addresses (previous year)		
Addresses Added (current year)		
Total Addresses		
Total Addresses (Underserviced Areas)		

3. Geographic Coverage of UPS

Description of Business Activities	Routing	Comments

4. I,, in my capacity as
hereby verify that the information provided is true and correct.

5. Signature

Signature			
Designation		Date	

APPENDIX 10 A

MINIMUM STANDARDS FOR END-USER AND SUBSCRIBER SERVICE CHARTER (i-ECNS, C-ECNS, i-ECS and c-ECS)

The Form must be submitted in accordance with the following Regulations:

- Minimum Standards for End-user and Subscriber Service Charters as published in Notice 744 of Government Gazette 32431, 24 July 2009.
- Standard Terms and Conditions for Individual Licences Notice 1138 in Government Gazette 30530 of 30 November 2007; and
- Standard Terms and Conditions for Class Licences Notice 1122 in Government Gazette 30512 of 30 November 2007

This Form should be submitted bi-Annually on 31 March and 30 September, or the following working day where these dates fall outside of a working day.

1. Licence information

Name of Licensee	
License/s held	
Date submitted	
Period under review	

2. Quality of Service

2.1 Network Performance (ECNS)

	Parameter	Average over the Period Under Review
1.	Network and Reliability	%
2.	Call block rate	%
3.	Call drop rate	%
4.	Handover failures	%
5.	Call success rate	%
6.	Call clearing delay	Seconds
7.	SMS delivery – local	Seconds

8.	Grade of service	%
9.	Fault Reporting	%
10.	Time to clear faults (mean)	Total Underserviced

2.2 Service Level (ECNS)

QOS Indicator	Performance
Frequency of disruptions	
Average duration of disruptions	
Percentage of calls lost due to busy channel	
Percentage of calls successfully completed	
Percentage of calls terminated abnormally	
Service Coverage	
Min signal Strength at street level	
Min Signal Strength at building level	
Call Set-up Time	
Mobile – Fixed	
Fixed – Mobile	
Mobile – Mobile	
Time taken to activate service	

2.3 Service Level (ECS)

Indicator	Average
Availability and Reliability of ECS	
Average Time to Install and Activate Service	
Call Failure Rate (Drop Call Rate)	
Operator Response to Operator Assisted Calls	
Complaints to ICASA	

There is a section 3 of this original form dealing with complaints as End User Charter

3. Complaints Report (ECS, ECNS)

3.1 A bi-annual report on Complaints is to be submitted to ICASA which must comply with the following:

- List of all complaints
- Name and surnames of complainant
- Dates of receipt and resolution
- Average time for resolution
- Brief description of response by licensee
- Publication of complaints procedures
 - Contents of the Service Charter
 - Right to lodge a complaint

Complete the form below (use additional space as required):

Complaint	Complainant Surname, name	Date of Receipt	Date of Resolution	Description of response	Average time ¹

3.2 Attach a copy of the complaints procedures published by your organisation and indicate on the cover page where they have been published (i.e. website, shops, etc).

4. I,, in my capacity as hereby verify that the information provided is true and correct.

5. Signature

Signature			
Designation		Date	

¹ Indicate average response time for this type of complaint

APPENDIX 10B

COMPLIANCE FORMS FOR POSTAL SERVICES (RPS)

This Form must be submitted in accordance with the following Regulations:

- Customer Care Standards and Complaints Handling Procedures Regulations published in Notice 140 of Government Gazette No 30690 of 23 JANUARY 2008.

This Form should be submitted Quarterly in accordance with the licensee's Financial Year and on the last working day of the applicable period, or the following working day where the day falls outside of a working day.

1. Licence information

Name of Licensee	
License/s held	
Registration or ID Number	
Date submitted	
Period under review	

2. Commencement Date (to be provided in first year of operations only)

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3. Visibility

Requirements	Target	Achievement (%)	Comments
Corporate signage	Displayed at all branches		
Branch code	Displayed at all outlets		
Display of business hours	Displayed at all outlets		
Collection frequencies and clearing times	Displayed at all outlets		

Products and services	Displayed at all outlets		
Code of conduct	Displayed at all outlets		
Complaint procedures and Dispute Resolution	Displayed at all outlets		
Share call number, email and fax numbers at customer contact centres	Displayed at all outlets		
Regional/provincial contact details	Displayed at all outlets		

4. Accessibility

Requirement	Target	Achievement (Number)	Total available (Number)
Access to people with disabilities	At all outlets		
Parking bays for people with disabilities	At all outlets		
Implementation of electronic payment systems for the payment of postal services	At all outlets		
Height of counters	At all outlets		

5. Queuing time

Queuing time for customers at all outlets	<7 minutes		
Province	Number of outlets	Average queuing time (minutes, seconds)	Comments
Eastern Cape			
Free State			
Gauteng			
KwaZulu Natal			
Mpumalanga			
Northern Cape			
North West			
Western Cape			

6. Language

The language requirement is as follows:

3. Language	Language predominantly used in a particular area and English to be used on pamphlets, posters etc	Communities should always receive assistance in the language they understand.	At all outlets gradually.
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6.1 List the languages available at postal outlets (check) and indicate the number of postal outlets offering each language:

"X"	Language	Number of outlets
	Afrikaans	
	English	
	Ndebele	
	Pedi	
	Sotho	
	Swati	
	Tsonga	
	Tswana	
	Venda	
	Xhosa	
	Zulu	

6.2 Total number of languages available:

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7. Location

Indicate which of the 2 requirements is being complied with and compliance level. Additionally kindly attach a national map demonstrating compliance.

Requirement	Target	Achievement (%)	Number of compliant outlets
Postal outlets must always be available	Within a 3 km radius		
Postal outlets must always be available	Cover a population density of 1: 10,000		

8. Security

Requirement	Standard	Target	Achievements (%)
Safety of mail Safety of postal users when using postal facilities	Information about insurance on parcels or mail should be communicated to customers	At all times	
Mail violation Lost Parcels Crime bust line	Facilities should be manned by security guards and warning signals be displayed	At all times	
	Security on mail and other postal crimes should be enhanced	At all times	

9. I,, in my capacity as hereby verify that the information provided is true and correct.

10. Signature

Signature			
Designation		Date	

APPENDIX 11 A

CODE OF CONDUCT FOR ECS AND ECNS (i-ECN, C-ECN, i-ECS and c-ECS)

The Form must be submitted in accordance with the following Regulation:

- Code of Conduct for ECS and ECNS Licensees as published in Notice 1740 contained in Government Gazette 30553 of 7 December 2007

This Form should be submitted Quarterly in accordance with the licensee's Financial Year and on the last working day of the applicable period, or the following working day where the day falls outside of a working day.

Name of Licensee	
License/s held	
Date submitted	
Period under review	
Website where CoC published	

Section A

1. Licensee to complete the checklist below and confirm that the Code of Conduct includes the following (mark the first column with an "X"):

"X"	Requirement	Page / Paragraph Number
X	Publication of Code	Attached
	Use of official languages	
	Inform customers about their rights	
	Inform customers of broad range of services/products	
	Publication of applicable tariffs and fees	
	Contract terms and conditions	
	Protection of consumer confidentiality	
	Charging, billing, collection and credit practices	
	Complaint handling process and procedure	

	Applicable remedies for defective products	
	Operational/implementation and evaluation process	

2. I,, in my capacity as hereby verify that the information provided is true and correct.

3. Signature

Signature			
Designation		Date	

APPENDIX 11B

CODE OF CONDUCT FOR BROADCASTING SERVICES (i-BS and c-BS)

The Form must be submitted in accordance with the following Regulation:

- Code of Conduct for Broadcasting Service as contained in Notice No 958 of Government Gazette No 32381 published on 6 July 2009.

This Form should be submitted Quarterly in accordance with the licensee's Financial Year and on the last working day of the applicable period, or the following working day where such day falls outside of a working day.

1. Licence information

Name of Licensee	
License/s held	
Registration or ID Number	
Period under review	
Website where CoC published	

2. Checklist of Broadcasting Code Contents

Element	Mark with "X" if completed, and include paragraph reference in Code
Violence and hate speech	
Children	
Watershed Period	
Sexual Conduct	
Audience Advisories	
Classification by the Films and Publications Board	
News	
Coverage of Controversial Issues of Public Importance	

Competitions and Audience Participation	
-----------------------------------------	--

3. I,, in my capacity as
 hereby verify that the information provided is true and correct.

4. Signature

Signature			
Designation		Date	

APPENDIX 11 C

CODE OF PRACTICE FOR POSTAL SERVICES (RPS and UPS)

This form should be submitted in compliance with:

- Code of Practice for Postal Services Notice 384 of Government Gazette No 29740 of 30 March 2007. Code of Practice for Postal Services with a tick near each item where applicable, and where complied with (RPS and UPS).

This Form should be submitted Quarterly in accordance with the licensee's Financial Year and on the last working day of the applicable period, or the following working day where the day falls outside of a working day.

1. Standards

"X"	Standards
	Treat customers with respect and dignity;
	Display utmost courtesy and care when dealing with the aged and disabled persons
	Endeavour to communicate with customers in the language of their choice as far as it is practicable and possible;
	Display at outlets in the public area, information pertaining to customer complaints resolution procedures;
	Ensure that all complaints received are recorded appropriately and resolved in a courteous, efficient and fair manner;
	Be responsible to customers for a healthy, safe and secure environment when conducting our business
	Timeously communicate queuing times and other relevant customer information to customers.

2. I,, in my capacity as hereby verify that the information provided is true and correct.

3. Signature

Signature			
Designation		Date	

APPENDIX 11 D

CODE ON PEOPLE WITH DISABILITIES

(i-ECS, i-ECNS, c-ECS, c-ECNS and i-BS and c-BS)

This Form should be submitted in accordance with the following Regulation:

- Code on People with Disabilities as published in Notice 1613 contained in Government Gazette 30441 of 7 November 2007.

This Form should be submitted Quarterly in accordance with the licensee's Financial Year and on the last working day of the applicable period, or the following working day where the day falls outside of a working day.

1. Licence information

Name of Licensee	
License/s held	
Registration or ID Number	
Date submitted	
Period under review	

Section A

ECNS and ECS to complete Section A:

2. Services provided by licensee (check)

Access to emergency services	
Operator assisted services	
Directory enquiries	
Access to relay system that interfaces with text and voice users	

3. Public Access Devices/Public Phones

Total Number	
Service	% of Total
Compatible with hearing aids	%
Text phone services	%
Height usable for people who are wheelchair bound	%
Amplification	%
Ramp Access	%
Visible signage at location	%

4. Community Service Telephones (CST)

Total Number	
Service	% of Total
Height usable for people who are wheelchair bound	%
Amplification	%
Ramp Access	%
Supplementary data offerings (list)	

5. Information

5.1 List the languages available at call centres (check):

<input type="checkbox"/>	Afrikaans	<input type="checkbox"/>	Tsonga
<input type="checkbox"/>	English	<input type="checkbox"/>	Tswana
<input type="checkbox"/>	Ndebele	<input type="checkbox"/>	Venda
<input type="checkbox"/>	Pedi	<input type="checkbox"/>	Xhosa
<input type="checkbox"/>	Sotho	<input type="checkbox"/>	Zulu
<input type="checkbox"/>	Swati	<input type="checkbox"/>	

5.2 Total number of languages available:

5.3 Are terms and conditions and other publicly available information available to visually impaired operators upon request in appropriate formats? How?

5.4 Are adverts and promotions in respect of products and services made available to organisations for people with disabilities?

Section B

Broadcasting Services Licensees must complete the following checklist:

Improving Accessibility

1. Services are available and accessible to people with disabilities and provide the following (check whichever is applicable):

"X"	Service
	Improve and/ or increase subtitles
	Expand the knowledge on various adjustments such as induction loops, Minicom text-phones and alternative computer software
	Access to programme support, such as fact sheets
	Websites to offer a range of formats, including electronic versions, Braille and audiotape
	Use of spoken language where economic indicators, weather details, telephone numbers and address or details of goods and services are shown on-screen
	Use of non-scheduled services such as access via personal video Digital Recorders (PVRs) TV anytime
	Monitor services effectiveness through surveys with organisations for people with disabilities and stakeholders (submit copies of results)

2. Broadcasting content should not stereotype people with disabilities. Programming must be developed in conjunction and for people with disabilities. Complete the following to indicate how the licensee has:

2.1 Pro-actively engaged people with disabilities in programming of every genre

- 2.2 Established links with organisations for people with disabilities to generate story ideas and to identify potential contributors, including establishing a database of people with disabilities

- 2.3 Included people with disabilities into studio audiences

6. I,, in my capacity as hereby verify that the information provided is true and correct.

7. Signature

Signature			
Designation		Date	

APPENDIX 12A

BROADCASTING: PROGRAMME RECORD (i-BS and c-BS)

The Form must be submitted in accordance with:

- Section 53(1) of the Electronic Communications Act 36 of 2005; and
- Specific terms and conditions contained in the licence issued to a Broadcasting Service Licensee.

This Form should be submitted Quarterly in accordance with the licensee's Financial Year and on the last working day of the applicable period, or the following working day where the day falls outside of a working day.

1. Licence information

Name of Licensee	
License/s held	
Registration or ID Number	
Date submitted	
Period under review	

2. Broadcasting statistics

List of all advertisements broadcast	
Percentage of advertisements broadcast per hour	
Sponsorships	
Number of sponsorships	
Value of sponsorship	
List of all programmes broadcast	

3. I,, in my capacity as
hereby verify that the information provided is true and correct.

4. Signature

Signature			
Designation		Date	

APPENDIX 12B BROADCAST FORMAT (i-BS and c-BS)

This Form must be submitted in accordance with the Specific terms and conditions contained in the licence issued to a Broadcasting Service Licensee.

This Form should be submitted Quarterly in accordance with the licensee's Financial Year and on the last working day of the applicable period, or the following working day where the day falls outside of a working day.

1. Licence information

Name of Licensee	
License/s held	
Registration or ID Number	
Date submitted	
Period under review	

2. Broadcasting format

Broadcast Language/s	
Percentage population served	
Hours of operation	
Broadcast Format	

3. I,, in my capacity as hereby verify that the information provided is true and correct.

4. Signature

Signature			
Designation		Date	

APPENDIX 12C

LOCAL CONTENT COMPLIANCE FORM

(i-BS and c-BS)

This Form must be submitted in accordance with:

- Section 61 of the Electronic Communications Act 36 of 2005; and
- Specific terms and conditions contained in the licence issued to a Broadcasting Service Licensee.

This Form should be submitted Quarterly in accordance with the licensee's Financial Year and on the last working day of the applicable period, or the following working day where the day falls outside of a working day.

1. Licence information

Name of Licensee	
License/s held	
Registration or ID Number	
Date submitted	
Period under review	

2. Local Content Requirements

All Broadcasting Services licensees must comply with local content requirements. In order to monitor these requirements licensees are required to complete the following table:

Programming Type	Obligation (%)	Achievement (%)
Drama - programming which consists of South African television content and in which South Africans have exercised direction over the creative and administrative aspects of pre-production, production and post-production.		
Current Affairs - programming which focuses on and includes comments on and interpretation and analysis of issues of immediate		

social, political or economic relevance and matters of international, national and local significance.		
Documentary - a factual treatment or analysis of people, events or social issues, whether past or present, with a normal minimum duration or about half an hour with a single theme.		
Informal knowledge building programming - programming which provides information on subjects such as, for example, science, technology, health, law, citizens rights, religion, business, finance and the natural or built environment		
Educational programming - programming specifically and primarily designed to support structured educational activity whether such structured activity relates to institutional based education or to non-institutional based learning.		
Children's programming - programming which is specifically produced for persons between the ages of 6 and 7 and 12 years, which is educational, made from their view point, which is broadcast at times of the day when persons in this age group are available in substantial numbers to watch		

3. I,, in my capacity as hereby verify that the information provided is true and correct.

4. Signature

Signature			
Designation		Date	

APPENDIX 12D

JUDGEMENT FORM

(i-BS and c-BS)

This Form must be submitted in accordance with Specific Terms and Conditions of the licences issued to Broadcasting Service Licensees.

This Form should be submitted Quarterly in accordance with the licensee's Financial Year and on the last working day of the applicable period, or the following working day where these dates fall outside of a working day.

1. Licence information

Name of Licensee	
License/s held	
Registration or ID Number	
Date submitted	
Period under review	

2. Judgment against:

2.1 Licensee? Yes / No

2.2 Director? Yes / No

Name	
ID Number	

2.3 Senior management (*not mandatory*)? Yes/No

Name	
ID Number	

3. Conviction (Description):

4. Date of Conviction:

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5. Case Number & Court:

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6. Sentence:

7. I,, in my capacity as hereby verify that the information provided is true and correct.

8. Signature

Signature			
Designation		Date	

APPENDIX 13A

COMPLAINTS REPORT

(ECS, ECNS, BS)

This Form must be submitted in accordance with the following Regulations:

- Code of Conduct for Electronic Communications Service (ECS) and Electronic Communications Network Service (ECNS) licensees published in Notice 1740 of Government Gazette No 30553 published on 7 December 2007
- Regulations regarding the Code of Conduct for Broadcasting Service Licensees published in Notice No 958 of Government Gazette No 32381 on 6 July 2009

This Form should be submitted Quarterly in accordance with the licensee's Financial Year and on the last working day of the applicable period, or the following working day where the day falls outside of a working day.

1. Licence information

Name of Licensee	
License/s held	
Registration or ID Number	
Date submitted	
Period under review	

2. Licensees' Point of Contact for Complaints:

Name	
Designation	
Phone	
Email	
Website	

3. Complaints Log (BS, ECNS, ECS)

	Received	Resolved	Average time taken to resolve	Top 3 complaints
Eastern Cape				1. 2. 3.
Free State				1. 2. 3.
Gauteng				1. 2. 3.
KwaZulu Natal				1. 2. 3.
Limpopo				1. 2. 3.

	Received	Resolved	Average time taken to resolve	Top 3 complaints
Mpumalanga				1. 2. 3.
Northern Cape				1. 2. 3.
North West				1. 2. 3.
Western Cape				1. 2. 3.

4. Attach a copy of the complaints procedures published by your organisation and indicate on the cover page where they have been published (i.e. website, shops, etc).

5. I,, in my capacity as
hereby verify that the information provided is true and correct.

6. Signature

Signature			
Designation		Date	

APPENDIX 13B

POSTAL SERVICES COMPLAINTS REPORT

This Form must be submitted in accordance with the following Regulations:

- Customer Care Standards and Complaints Handling Procedures Regulations published in Notice 140 of Government Gazette No 30690 of 23 JANUARY 2008.
- Code of Practice for the South African Postal Sector published in Notice 384 of Government Gazette No 29740 on 30 March 2007.

This Form should be submitted Quarterly in accordance with the licensee's Financial Year and on the last working day of the applicable period, or the following working day where the day falls outside of a working day.

1. Licence information

Name of Licensee	
License/s held	
Registration or ID Number	
Date submitted	
Period under review	

2. Number of Complaints (complete for relevant months in this quarter and include previous quarters in the same financial year for completeness)

Requirements	Number Received	Number resolved	Comments
January			
February			
March			
April			
May			
June			

July			
August			
September			
October			
November			
December			
TOTAL (to date)			

3. Complaints Log

	Complainant name, surname	Date received	Date Resolved	Average time taken to resolve	Nature of Complaint
Eastern Cape					
Free State					
Gauteng					
KwaZulu Natal					
Limpopo					
Mpumalanga					
Northern Cape					
North West					
Western Cape					

4. Lost items

Month	Number Lost Items	Comments
January		
February		
March		
April		
May		
June		
July		

August		
September		
October		
November		
December		
TOTAL (to date)		

5. Waiting List for post boxes

Month	Number of application of waiting list	Number of applications removed from waiting list	Average waiting period
January			
February			
March			
April			
May			
June			
July			
August			
September			
October			
November			
December			
TOTAL (to date)			

6. Attach a copy of the complaints procedures published by your organisation and indicate on the cover page where they have been published (i.e. website, shops, etc).

7. I,, in my capacity as hereby verify that the information provided is true and correct.

8. Signature

Signature			
Designation		Date	

**QUICK REFERENCE GUIDE:
SUMMARY OF OBLIGATIONS FOR
ECS AND ECNS LICENSEES**

Reporting Obligation	Source of Obligation	Applicability	Reporting Period	Appendix
General Information and Licensee Details	Regulation – Standard Terms and Conditions Government Gazette 30530, November 2007	I-ECS I-ECNS I-BS	Annual compliance report	1
	Regulation – Standard Terms and Conditions Government Gazette 30512, November 2007	C-ECS C-ECNS	Changes – within 7 days thereof	1
Licence Area	Regulation – Standard Terms and Conditions Government Gazette 30530, November 2007	I-ECS I-ECNS I-BS	Annual Compliance Report	1
	Regulation – Standard Terms and Conditions Government Gazette 30512, November 2007	C-ECS C-ECNS		1
Commencement of Operations	Regulation – Standard Terms and Conditions Government Gazette 30530, November 2007	I-ECS I-ECNS I-BS	Once-off First annual compliance report after issuance of licence	1
	Regulation – Standard Terms and Conditions Government Gazette 30512, November 2007	C-ECS C-ECNS		1
Provision of Information: General Market Information	Regulation – Standard Terms and Conditions Government Gazette 30530, November 2007	I-ECS I-ECNS I-BS	Annual Compliance Report	9A/B
	Regulation – Standard Terms and Conditions Government Gazette 30512, November 2007	C-ECS C-ECNS		9A/B
Ownership and Control	Specific Terms and Conditions contained in licence	I-ECS I-ECNS I-BS C-ECS C-ECNS	Annual Compliance Report	2
Human Resources, Training and Skills Development	Specific Terms and Conditions contained in licence	I-ECS I-ECNS I-BS C-ECS C-ECNS	As per individual licence	2
Universal Service and Access Obligations	Specific Terms and Conditions contained in licence	I-ECS I-ECNS I-BS	As per individual licence	6

Reporting Obligation	Source of Obligation	Applicability	Reporting Period	Appendix
Service requirements and quality standards	Regulation Minimum Standards for end-user and subscriber Service Charter Government Gazette 32431, 24 July 2009	I-ECS I-ECNS C-ECS C-ECNS	Annual compliance report	10A
Directory Enquiry Service	Specific Terms and Conditions contained in licence	I-ECS I-ECNS C-ECS C-ECNS	Annual compliance report	None
Payment of Licence Fees	Regulation on General Licence Fees Government Gazette 32084, April 2009	I-ECS I-ECNS Commercial BS C-ECS C-ECNS	6 months from end of financial year end	3 and 4
USAF Contributions	Regulation on USAF Contributions Government Gazette 31499, October 2008	I-ECS I-ECNS I-BS C-ECS C-ECNS PECN	3 months after the financial year end	5 and 3
Code of Conduct	Regulations on the Code of Conduct Government Gazette 30553, December 2007	I-ECS I-ECNS C-ECS C-ECNS (dealing with end users)	To be lodged annually with compliance report	11A
Tariffs	Regulation – Standard Terms and Conditions Government Gazette 30530, November 2007	I-ECS I-ECNS	Tariffs – ad-hoc – 7 days prior to filing	None
	Regulation – Standard Terms and Conditions Government Gazette 30512, November 2007	C-ECS C-ECNS	Actual Tariffs on a bi-annual Basis	8
Complaints	Regulation Minimum Standards for end-user and subscriber Service Charter Government Gazette 32431, July 2009 Code of Practice for South African Postal Services Government Gazette 29740 30 March 2007	I-ECS I-ECNS C-ECS C-ECNS R PS UPS	Submitted Bi-annually	13A and 13B
E-rate	Regulations on E-rate Government Gazette 31979, March 2009	I-ECS I-ECNS C-ECS C-ECNS	Annual Compliance Report	6
People with Disabilities	Code for People with Disabilities Government Gazette 3044, November 2007	I-ECS I-ECNS C-ECS C-ECNS	Annual Compliance Report	11D

SUMMARY OF OBLIGATIONS FOR BS LICENSEES

Reporting Obligation	Source of Obligation	Applicability	Reporting Period	Appendix
Licensee Details	Regulation – Standard Terms and Conditions Government Gazette 30530 November 2007	I-BS	Annual Compliance Report	1
	Regulation – Standard Terms and Conditions Government Gazette 30512 November 2007	C-BS		1
Licence Area	Specific Terms and Conditions of Licensee as contained in Licence	I-BS C-BS	Annual Compliance Report	1
Commencement of Operations	Regulation – Standard Terms and Conditions Government Gazette 30530 November 2007	I-BS	Once- Off	1
	Regulation – Standard Terms and Conditions Government Gazette 30512 November 2007	C-BS		1
Hours of operation	Regulation – Standard Terms and Conditions Government Gazette 30530 November 2007	I-BS	Annual Compliance Report	1
	Regulation – Standard Terms and Conditions Government Gazette 30512 November 2007	C-BS		1
Provision of Information	Regulation – Standard Terms and Conditions Government Gazette 30530 November 2007	I-BS	Annual Compliance Report	9A
	Regulation – Standard Terms and Conditions Government Gazette 30512 November 2007	C-BS		9A
Equal Opportunity Employer	Specific Terms and Conditions as contained in Licence	C-BS	Annual Compliance Report	1
Public Service Announcements	Specific Terms and Conditions as contained in Licence	I-BS C-BS	Annual Compliance Report	None
Training and Skills Development	Specific Terms and Conditions as contained in Licence	I-BS	Annual Compliance Report	1

Reporting Obligation	Source of Obligation	Applicability	Reporting Period	Appendix
Limitation of Foreign Ownership Limitation on control of commercial broadcasting services	Electronic Communications Act	I-BS	Annual Compliance Report	2
Judgments	Specific Terms and Conditions as contained in Licence	I-BS C-BS	Notification – 7 days from judgement Annual compliance report	11D
Code of Conduct	Regulations on Broadcasting Code of Conduct	I-BS C-BS	Annually	11B
Programme Record	Specific Terms and Conditions as contained in Licence	I-BS C-BS	Quarterly	12B
Format for Broadcast Service	Specific Terms and Conditions as contained in Licence	I-BS C-BS	Quarterly	12A
Local Content	Specific Terms and Conditions as contained in Licence	I-BS C-BS	Quarterly	12C
Ownership and Control Structures	Specific Terms and Conditions as contained in Licence		Annual Compliance Report	2
Community Related Obligations Advertising Publicising Licence Fee	Specific Terms and Conditions as contained in Licence	I-BS C-BS	Annual Compliance Report	None
Payment of Licence Fees	Regulation on General Licence Fees Government Gazette 32084	Commercial BS C-ECS C-ECNS I-ECS I-ECNS	6 months from end of financial year end	3 and 5
USAF Contributions	Regulation on USAF Contributions Government Gazette 31499 October 2008	I-BS	3 months after the financial year end	5 and 2
People with Disabilities	Code for People with Disabilities Government Gazette 30441 November 2007	I-BS C-BS	Annual Compliance Report	11D
Conduct of Code	Code of Conduct for Broadcasting	I-BS	Annual	11C

Reporting Obligation	Source of Obligation	Applicability	Reporting Period	Appendix
for Broadcasting	Government Gazette No 32381	C-BS	Compliance Report	

SUMMARY OF OBLIGATIONS FOR RPS AND UPS LICENSEES

Reporting Obligation	Source of Obligation	Applicability	Reporting Period	Appendix
Licensee Details	SAPO Licence Government Gazette 31599 13 November 2008	RPS	Annual	1
Provision of Information	SAPO Licence Government Gazette 31599 13 November 2008	RPS	Annual Compliance Report	9B
Financial Reporting	SAPO Licence Government Gazette 31599 13 November 2008	RPS	Annual	4
Licence Fees	SAPO Licence Government Gazette 31599 13 November 2008 UPS Regulations 8 January 2010	RPS UPS	Annual	5
Code of Practice	Code of Practice Government Gazette 29740 30 March 2007	RPS UPS	Annual	11D
Customer Care Standards	Regulations Setting out the minimum customer care standards and complaints handling procedures Government Gazette No 30690, 23 January 2008	RPS	Annual	10B
Complaints Procedure	Code of Practice for the SA Postal Sector 30 March 2007	RPS UPS	Annual	13B