

Icasa invites public to hearings on end-user regulations

The Independent Communications Authority of South Africa (Icasa) will hold a series of public hearings on the published second draft of the End-User and Subscriber Service Charter Regulations at its head office in Sandton, Johannesburg from 1-2 March 2018. The regulations are aimed at protecting the rights of consumers by ensuring that they are provided with sufficient information that will assist them in making informed decisions, as well as facilitating redress for those consumers who have been unfairly treated by network service providers.

Icasa received 13 [written submissions](#) from interested parties on the regulations. Those who submitted the written feedback have also expressed a willingness to participate in the oral representations before the Committee of Council.

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