

Government Gazette
Staatskoerant

REPUBLIC OF SOUTH AFRICA
REPUBLIEK VAN SUID-AFRIKA

Vol. 556

Pretoria, 24 October 2011
Oktober

No. 34708

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GENERAL NOTICE

NOTICE 762 OF 2011



Independent Communications Authority of South Africa
Pinmill Farm, 164 Katherine Street, Sandton
Private Bag X10002, Sandton, 2146

INDEPENDENT COMMUNICATIONS AUTHORITY OF SOUTH AFRICA (ICASA)

GENERAL NOTICE – END-USER SUBSCRIBER SERVICE CHARTER REPORTING FORMAT

1. The Independent Authority of South Africa ("the Authority") hereby gives notice in terms of section 4(4)(b) of the Electronic Communications Act, 2005 (Act No 36 of 2005) ("the Act"), as amended, read with regulation 6(d) of the Minimum Standards for End-user and Subscriber Service Charter ("End-User and Subscriber Service Charter"), Notice 744 of Government Gazette 32431, published 24 July 2009.
2. Regulation 6(d) of the End-User and Subscriber Service Charter requires the Authority to determine a reporting format from time to time with respect to regulation 6 of the End-User and Subscriber Service Charter. This is aimed at ensuring that the End-User and Subscriber Service Charter reports are submitted in a uniform format by all licensees.
3. Interested persons are invited to submit written comments or written representations with regard to the draft reporting format, within fourteen (14) days of the date of the publication of this notice.

4. All written representations, responses and other correspondence in terms hereof, must be directed to:

Mr Godfree Maulana or ECS/ECNS Compliance Unit

Landline: (011) 566 3215 / (011) 566 3233;

Fax: (011) 566 3216 / (011) 566 32334;

Email: gmaulana@icasa.org.za or EcsEcns.Compliance@icasa.org.za

Physical Address: Block D, Pinmill Farm, 164 Katherine Street, Sandton

Postal Address: Private Bag X10002, Sandton, 2146



FUNGAI SIBANDA

ACTING CHAIRPERSON

DATE: 15/10/2011



Independent Communications Authority of South Africa
Pinmill Farm, 164 Katherine Street, Sandton
Private Bag X10002, Sandton, 2146

End User Subscriber Service Charter Reporting Format

4.1 Availability of the ECN service

Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	average
A%	B%	C%	D%	E%	F%	X%

Comments:

4.2 Availability of the EC service

Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	average
A1%	B1%	C1%	D1%	E1%	F1%	X1%

Comments:

4.3 Average time to both Install and active service

(a) Success rate in 30 days

Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	average
A2%	B2%	C2%	D2%	E2%	F2%	X2%

Comments:

(b) Remaining 10% from above met within 40 days

Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	average
A3%	B3%	C3%	D3%	E3%	F3%	X3%

**If for example in 4.3(a) a particular monthly percentage achieved was 93% it means that in 4.4(b) the remaining 7% of that particular month has to be cleared 100% within 40 days in order to comply.*

Comments:

4.4 Activation of service

(a) Success rate in 7 days

Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	average
A4%	B4%	C4%	D4%	E4%	F4%	X4%

Comments:

(b) Remaining *10% from above met within 15days

Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	average
A5%	B5%	C5%	D5%	E5%	F5%	X5%

**If for example in 4.4(a) particular monthly percentage achieved was 93% it means that in 4.4(b) the remaining 7% of that particular month has to be cleared 100% within 15 days in order to comply.*

Comments:

4.5

Licensee is supposed to indicate how it communicates with customers if they cannot provide such services as stipulated above.

4.6 Connectivity failure rate

Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	average
A6%	B6%	C6%	D6%	E6%	F6%	X6%

**Licensee is to indicate percentage of failure rate. Minimum percentage to comply is 3%.*

Comments:

4.7 Operator Assisted Calls Response time

Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	average
A7%	B7%	C7%	D7%	E7%	F7%	X7%

**Minimum time to respond is 3 minutes or 180 seconds.*

Comments:

4.8 ECN Monitoring

Licensee is to indicate if a network monitoring centre is available, where and how long it operates.

4.9 Fault Clearance Rate

(a) Cleared within 3 days

Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	average
A8%	B8%	C8%	D8%	E8%	F8%	X8%

Comments:

(b) Remaining 10% to be cleared within 6 days

Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	average
A9%	B9%	C9%	D9%	E9%	F9%	X9%

**If for example in 4.9(a) a particular monthly percentage achieved was 93% it means that in 4.9(b) the remaining 7% of that particular month has to be cleared 100% within 6 days.*

Comments:

5.1 (a) Licensee must indicate point of entry for complaints.

5.1 (b) Licensee must indicate how they acknowledged receipt of a complaint within 3 days.

5.1 (c) Licensee must indicate which format it uses to respond to the complainant.

5.1 (d) Licensee must indicate how they resolved complaint within 14 days.

Type of Complaint	Month 1	Month 1 Resolved in 14 Days	Month 2	Month 2 Resolved in 14 Days	Month 3	Month 3 Resolved in 14 Days	Month 4	Month 4 Resolved in 14 Days	Month 5	Month 5 Resolved in 14 Days	Month 6	Month 6 Resolved in 14 Days
Complaint 1	*A	**A										
Complaint 2	*B	**B										
Complaint 3	*C	**C										
Complaint 3 ₊₁	*D	**D										

**The number of complaints.*

***Number of complaints resolved in 14 days.*

5.2 (a)

Licensee must indicate how many complaints were referred to the Authority for a resolution.

5.2 (b)

Licensee should report, if any, all the complaints reported to them by the Authority and indicate the time for resolving such, of which the minimum resolving time is 14days.

****Please note that in all areas where the minimum requirements could not be met, reasons should be given.***