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## GENERAL NOTICE

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### NOTICE 76 OF 2012



### Independent Communications Authority of South Africa

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

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### GENERAL NOTICE – END-USER SUBSCRIBER SERVICE CHARTER REPORTING FORMAT

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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, 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. Herein Appendix A is the End-User and Subscriber Service Charter Reporting Format as determined by the Authority for the submission of compliance reports effective from date of publication of the format.

A handwritten signature in black ink, appearing to be 'S. Mncube', written over a horizontal dashed line.

**DR. STEPHEN MNCUBE**  
**CHAIRPERSON**

Date: 16/01/2012

## 4.9 Fault Clearance Rate / Mean time to clear faults

(a) "...must maintain an average of 90% fault clearance rate for all faults reported within three (3) days"

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

Comments: if any

(b) "...remaining 10% of faults reported must be cleared within six (6) days of reporting of the fault."

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: if any

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

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

5.1 (c) Licensee must indicate which format it uses to respond to a complaint.

5.1 (d) Licensee must indicate how many complaints were resolved within 14 days.

Type of Complaint	Month1		Month2	Month3	Month4	Month4	Month5	Month6	Average total Complaint	cleared in 14 days
Complaint1	*A	**A								
Complaint2	*B	**B								
Complaint3	*C	**C								
Complaint3 <sub>+1</sub>	*D	**D								

\*The number of complaints.

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

5.2 (a)

Licensee must indicate how many complaints we referred to the Authority for a resolution. These would be complaints which the Authority referred back to the licensee.

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 14 days.

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



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**End User Subscriber Service Charter Reporting Format**

4.1 Availability of the ECN services "...an average of 95 % network service availability, over a period of six (6) months."

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

Comments: if any

4.2 Availability of the EC services "...an average of 95% service availability within specified area of coverage over a period of six (6) months."

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

Comments: if any

4.3 Average time to both install and activate service

(a) "...attain 90% success rate within 30 days..."

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

Comments: if any

(b) "...remaining 10% of request for installation and activation must be met within forty (40) days of the request."

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: if any

#### 4.4 Average time to activate service

(a) "All ECS and ECNS licensees must attain 90% success rate within 7 days..."

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

Comments: if any

(b) "...remaining 10% of request for activation must be met within 15 days of the request."

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 it cannot provide such services as stipulated above.

#### 4.6 Connectivity failure rate (including dropped calls)

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: if any

#### 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 (location) and how long it operates.