
GENERAL NOTICE

NOTICE 30 OF 2014



END-USER AND SUBSCRIBER

SERVICE CHARTER

REGULATIONS

INTRODUCTION

The Independent Communications Authority of South Africa ("The Authority") hereby publishes the draft amended End-User and Subscriber Service Charter as published in Government Gazette No.32431 of 2009.

A copy of the amended draft regulations 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 16h00, Monday to Friday.

Interested persons are invited to submit written comments on the proposed review document within 30 calendar days from date of publication of this notice in any of the following modes of communication:

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Kindly take note that comments received after the closing date may be disregarded.

For enquiries please call Mr. Gumani Malebusha at 011 566 3423 or Ms. Palesa Mompe at 011 566 3403.

For media enquiries, please call Mr. Paseka Maleka on 011 566 3455.


Nomvuyiso Bacyi
Acting Chairperson

Date 20 / .01.. / 2014

1. DEFINITIONS

In these Regulations any word or expression to which a meaning has been assigned in the Act bears that meaning unless the context otherwise indicates.

“Act” means the Electronic Communications Act. (Act N0.36 of 2005).

“Alternative Dispute Resolution” means a process of mediation whereby parties to a dispute are brought together in order to find an amicable solution to the dispute outside of a litigation process.

“Availability” means the proportion of time the network services are in functioning condition.

“Broadband” means an always on data connection that is able to support various interactive multimedia services, and has the ability of a minimum download speed as determined by the Minister from time to time.

“Blocked Call” means a call, originated by a mobile station that fails to reach the conversation state.

“Blocked Call Rate” means percentage of calls that are blocked after call set up which are caused specifically by the operator's network.

"Call Handover" means the process of transferring an on-going call or data session from one channel connected to the core network to another.

"Call Handover Success Rate" means the percentage of handovers that are successfully completed out of the total handover requests made.

"Call Setup" means call processing events that occur during the time a call is being established, but not yet connected.

"Call Setup Success Rate" the percentage of calls that are successfully set up and terminated as a percentage of the total call attempts.

"Call Setup Time" means time interval from the instant a user initiates a connection request until a complete message indicating call disposition is received by the calling terminal.

"Call Retention" means a call that, following a successful call setup, continues until it is ended normally by a user.

"Call Retention Ratio" means the ratio of total successful call setup that continues until ended normally to total established calls.

"Complaint" means any grievance alleging non-compliance by a licensee with the terms and conditions of its license, ICASA Act and the underlying statutes.

"Complainant" means any person who has escalated the complaint to the Authority alleging non-compliance by telephone, e-mail, fax, post or walk-in.

"Connectivity" means linking the end user to the Electronic Communications Network Service (ECNS).

"Connectivity Failure" means the inability of an electronic communications network system to connect end-users to the service.

"Connectivity Failure Rate" means percentage of the total connection attempts to the number of failed connection attempts.

"Contravention" means failure to comply with the provisions of these Regulations.

"Disconnection" means a process whereby a subscriber's service is disrupted or terminated by the service provider.

"Dropped Call" means a call which is established and assigned a traffic channel but dropped prior to the normal completion by the user due to network problems.

"Dropped Call Rate" means the proportion of incoming and outgoing calls, which, once correctly established and therefore having been assigned a traffic channel, is dropped or

interrupted prior to the normal completion by the user, the cause of the early termination being with the operator's network.

"End-user" means a subscriber and persons who use the services of a licensed service.

"Fault" means failure of a network which results in disruptions or degradation of services.

"Fault Clearance" means the successful resolution of faults.

"Fault Reporting" means the registering of a fault by the end-user with the licensee.

"Fixed Wireless Service" means a telecommunications service that provides radio communication between fixed points.

"Fixed Wireline Service" means a Fixed Service that is not a Fixed Wireless Service.

"Installation" means installing the requested service to qualifying end users.

"Internet Session Login" means a call to an Internet point of presence that, following a successful call setup, establishes an Internet session within 40 seconds from when the call is answered.

“Latency” means the amount of time it takes to transmit data between the source and destination.

“Packet Loss” means data packets lost between two designated points.

“Packet Loss Ratio” means the percentage of the number of packets dropped to the total number of packets received.

“Qualifying Service Applicant” means a person who applies for a licensee’s service that meets certain pre-conditions as set by the licensee and can access those services in an area where such service is provided by the licensee.

“Quality of Service” means a collective effect of service performance which determines the degree of satisfaction of a user of the service.

“Quality of Service Measurements” means measurement of licensee network performance through different modes of data or documents.

“Rebate” means a deduction from an amount to be paid or a refund of part of an amount paid towards subscriptions.

“Reporting Area” means a geographic area over which measurements are to be taken and recorded.

"Reporting Period" means the duration over which measurements are taken and recorded when a licensee performs quality of service measurements.

"Service Activation" means initiating the service requested for the end-user.

"Service Activation Time" means period from when a service request is accepted by a licensee to when a working service is made available for use to the end-user.

"Service Installation" means making the service available to the End-User.

"SMS" means a message which is sent through short message service and includes a multimedia message sent through multimedia message service.

"SMS Transmission Ratio" means the ratio of message transmission which is transmitted completely without errors between network termination points.

"Speech Quality" means condition of the conversational speech without noise and echo interference.

"Successful Data Transmission" means internet data transmission which is transmitted completely without errors between the Network Termination Points.

2. PURPOSE OF THE REGULATIONS

The purpose of these draft Regulations is to:

- a) Prescribe the minimum standards of service quality offered to end-users by licensees;
- b) Make available information that will help end-users make informed choices on services offered by licensees and through the publication of service performance;
- c) Inform end-users of their rights and obligations to enable them to exercise such;
- d) Clarify processes that are intended to improve turnaround times for the resolution of end-user complaints and provide for timeous redress;
- e) Provide for monitoring and enforcement of these regulations;
- f) Provide for rebates to subscribers who did not receive services due to service unavailability; and
- g) Provide for the publication of statistical complaints and network performance measurement reports received from licensees on the Authority's website so as to allow end-users to make informed choices.

3. SCOPE AND APPLICATION OF THE REGULATIONS

The Regulations seek to:

- (a) Prescribe minimum standards for services to end-user and

Subscribers which will be applicable to Electronic Communications Network Service (ECNS) and Electronic Communications Service (ECS) licensees;

- (b) Ensure that quality of service is offered to end-users and subscribers are in accordance with established service parameters;
- (c) Ensure that end-users are provided with relevant information on a timeous basis to enable the exercise of their rights.

4. ELECTRONIC COMMUNICATION NETWORK SERVICE (ECNS) AND ELECTRONIC COMMUNICATIONS SERVICE (ECN) SERVICE AVAILABILITY

4.1 Availability Of Electronic Communications Network Services (ECNS)

The applicable parameters:

Parameter	Target	Reporting Period
Fixed wireless / Fixed Wireline services	99%	Quarterly
Mobile Services	99%	Quarterly

4.2 Availability Of Electronic Communications Services (ECS)

The applicable parameters:

Parameter	Target	Reporting Period
Fixed wireless / Fixed Wireline services	95%	Quarterly
Mobile Services	95%	Quarterly

4.3 Average Time To Install And Activate Services

The applicable measurement parameter:

Parameter	Target	Reporting Period
Installation		
Fixed wireless / Fixed Wireline services	95 % within 20 days	Quarterly
Mobile services	99% within 24 hours	Quarterly
Activation		
Fixed wireless / Fixed Wireline services	95 % within 5 days	Quarterly

Mobile services	99% within 24 hours	Quarterly
Mobile Services		Quarterly

4.4 Average Time To Clear Faults

The applicable measurement parameter:

Parameter	Target	Reporting Period
Fixed wireless / Fixed Wireline services	90% within three (3) Days	Quarterly
Mobile services	95% within 24 hours	Quarterly

4.5 Connectivity Failure Rate For Fixed Wireless, Fixed Wireline, Mobile, Internet And Broadband Services

The applicable measurement parameter:

Parameter	Target	Reporting Period
Intra network call connection loss	Not more than 6% of all calls may be lost calls per calendar month	Quarterly
Inter network call connection loss	Not more than 6% of calls shall be lost calls per calendar month	Quarterly
Average Call setup success ratio	Greater than >98% of all calls attempted	Quarterly
Average Call setup time	Less than <20 seconds for the mean	Quarterly
Average Call drop rate	Less than <3% of dropped calls	Quarterly
Average Call retention ratio	Greater than >96% of successful call setups	Quarterly
Average SMS message transmission success ratio	Greater than >96% of attempted transmissions	Quarterly

Speech Quality	Greater than > 3.0 on the Mean Opinion Score (MOS) scale	Quarterly
Average Call Block Rate	Less than <20 % of attempted calls	Quarterly
Call Handover Success Rate	Greater than >95% for the mean	Quarterly
Service Coverage	The on-street level service coverage shall have RxLev \geq - 80 dBm for each defined test route. Test routes will include all major and small roads, highways and all car parks. The in-building service coverage shall have RxLev \geq - 92 dBm per building that includes all public access areas of buildings within CBDs and outside of CBDs, including all basement levels.	Quarterly
Internet session login success ratio	Dial-up users must be able to connect at least 95 % of the time	Quarterly
Packet Loss Ratio	Loss ratio for any class of service should be less than 10^{-3}	Quarterly

Delay Ratio	One way transmission time (international) should be less than or equal to 150 milliseconds (ms)	Quarterly
Latency	Not more than 150ms – 200ms. This should be available 95% of the time during peak hour	Quarterly
Successful Data Transmission Ratio	Greater than 95% download attempts, and greater than 80% of upload attempts	Quarterly
Broadband speed	As determined by the Minister from time to time	Quarterly

4.6 Operator Assisted Call Response Time

The applicable measurement parameter:

Parameter	Target	Reporting Period
Operator assisted call response time (non-automated)	Within three minutes of call	Quarterly
Call Centre Answer Success ratio	98%	Quarterly

5. PROVISION OF CRITICAL INFORMATION TO END-USERS

Licensees must provide end-users and subscribers with information regarding inter alia, products on offer, tariffs applicable, terms and conditions relating to the service, applicable hardware cost, connection fee payable, deposits, applicable credit limits, bills, retail outlets, packaging and, complaints handling procedures on points of sale or on its website.

- a) No tariff plan must be presented, marketed and advertised in a manner that may be misleading.
- b) Licensees must inform end-users when roaming internationally of the following information at a minimum:

- i. SMS welcoming and informing the end-users and subscribers of the roaming networks available upon arrival in a foreign country.
- ii. Information relating to charges applicable.
- iii. An opt-in service through SMS.

6. PROTECTION OF END USER AND SUBSCRIBER INFORMATION

Licensees must protect the confidentiality of end-user information, and in particular, must:

- a) Use the information only for the purpose permitted or required,
- b) Release that information only to the end-user; or
- c) Release that information to another party only:
 - i. when directed by the written instruction of the end-user;
 - ii. when directed by a court order;
 - iii. for the purpose of debt collection;
 - iv. for the purpose of auditing of licensees accounts;
 - v. in terms of any applicable law.

7. CHARGING, BILLING, COLLECTION AND CREDIT PRACTICES

7.1 Charging

Licensees must inform end-users of all charges applicable prior to provision of services the following must be communicated at a minimum:

- i) Connection fees;
- ii) Deposits; and
- iii) Pre-payments.

7.2 Billing

Licensees must:

- a) Communicate billing processes to end-users and subscribers;
- b) Provide subscribers with itemised billing statements showing detailed records of SMS, voice and websites visited, where data was used;
- c) Provide payment procedures in their bills including numbers to be called when end-users need to make payment enquiries;
- d) Inform the prospective end-users at the outset that credit referencing and risk assessment will be applied when the service request is made;
- e) Explain how the credit referencing system in respect of end-users and subscribers;
- f) Inform end-users of credit limits where applicable;

- g) Must confirm subscription with end-users first before billing their account on behalf of third parties.

The applicable measurement parameter:

Parameter	Target	Reporting Period
Billing Performance	90% of billing complaints must be resolved within fourteen (14) calendar days	Quarterly
Metering and billing credibility	Not more than 1% of bills issued should be disputed over a billing cycle.	Quarterly

7.3 Applicable rules in defining a suitable degree of end-user protection regarding billing complaints:

- (a) Where an end-user lodges a billing complaint, the following general principles must be followed:
- i. Licensees must not disconnect the service of the complainant while the investigation of a disputed bill or portion thereof is still pending.

- ii. Licensees must reach a determination regarding the billing complaint and communicate it to the complainant within fourteen (14) calendar days.
- iii. Licensees must ensure that they inform end-users of outstanding bills in advance of sending disconnection notices in case of non-payment.
- iv. Licensees must not impose adverse collection procedures; late charges and / or penalties during the investigation of a disputed bill.
- v. Licensees must not require payment of disputed bills pending findings of its investigation.

8. COMPLAINTS PROCEDURES

8.1 Complaints reported to the Licensee

- a) A licensee must designate and publicise a point of entry for complaints to be lodged by end-users and subscribers;
- b) A licensee must display complaints handling procedures on their websites, invoices, display board at service outlets including a summarised version on the device and SIM card packaging;
- c) A licensee must acknowledge receipt of the complaint from the end-user or subscriber within 24 hours and allocate each complaint a reference number;
- d) A licensee must respond to a complaint in the following manner:
 - i. Telephonically

- ii. In writing:
 - a. Via email
 - b. SMS
- e) The conclusion of a complaint must be an official written response from the licensee;
- f) A Licensee must resolve all complaints lodged by end-users and subscribers within fourteen (14) calendar days of receipt;
- g) In the event that a licensee fails to resolve a complaint within 14 calendar days, the complainant may escalate the matter to the Authority.

8.2 Complaints Procedures And The Remedies Applicable To The Authority To Address The Complaints

8.2.1 Steps to be followed by end-users and Subscribers

- a) End-users who wish to lodge their complaints with the Authority alleging non-compliance will be required to have complied with the following requirements:
 - i. Lodged their complaints with their licensee first and received a reference number to their complaint;
 - ii. Have given the licensee 14 calendar days to resolve the complaint; or
 - iii. Have received a response from a licensee but the complaint remains disputed;

- iv. Have not received a response from the licensee within 14 calendar days.

8.2.2 Steps to be followed by the Authority

The Authority will follow the following steps when dealing with escalated complaints from end-users:

- i. Assess nature and validity of the complaint;
- ii. Acknowledge receipt of a complaint and allocate a reference number within 24 hours;
- iii. Close the complaint if it does not allege contravention;
- iv. If a complaint is beyond jurisdiction, refer it to the relevant agency with jurisdiction over the matter; and
- v. If the complaint falls within the Authority's jurisdiction, escalate it to the licensee within 48 hours for investigation and response.

8.3 How licensees respond to the Authority

A licensee must:

- a) Acknowledge receipt of complaints escalated by the Authority within twenty four (24) hours;
- b) Respond to all complaints escalated to it by the Authority in writing within fourteen (14) calendar days;

- c) In the response, indicate how it has dealt with and resolved the complaint brought before it;
- d) Provide proof of the complainant's agreement with the resolution of the complaint.

8.4 Remedies applicable to the Authority to address End - User and Subscriber complaints

Where a licensee responds but the complaint remains disputed, the Authority will apply the following remedies to resolve the dispute:

- i. The Authority will use Alternative Dispute Resolution (ADR) as a mediation process aimed at addressing complaints.
- ii. The mediation process will be facilitated and Chaired by a Councillor assisted by members of staff.
- iii. The mediation process will be conducted in all 9 provinces in order to ensure protection of all end-users in the Republic.
- iv. The Authority will invite parties to a dispute informing them of the venue and time where mediation will take place.
- v. If the dispute is not resolved through the ADR processes, the matter will be referred to the Complaints and Compliance Committee (CCC) for investigation and adjudication in accordance with the provisions of Section 17 (C) of ICASA Act of 2000 as amended.

9. REPORTING ON ESCALATED COMPLAINTS

- a) A licensee must prepare and submit, on a monthly basis, a report of all complaints forwarded to it by the Authority in the format prescribed by the Authority from time to time.
- b) The report referred to in sub regulation 13 (a) must indicate how many complaints were received, closed and pending, including the time taken to address each complaint.

10. REBATE

The applicable measurement parameter:

Parameter	Rebate
Fault clearance	
Fixed wireless and fixed Wireline	<u>Applicable Rental Rebate</u> Faults pending for more than 3 days: Rental rebate for 7 days. Faults pending for more than 7 days: Rental rebate for 15 days. Faults pending for more than 15 days: Rental rebate for one (01) month.

Mobile	Reconnection to end-users at no cost.
Service Activation	
Fixed and fixed mobile	<u>Rental Rebate</u> Pro rata on service activation for the time the service was not activated.

Dropped call Rebate	
Mobile Services	<p><u>Dropped Call Rebate</u></p> <p>Reconnection at no charge. A Licensee must not charge end-users any fee for the first minute after reconnection. If end-users continue experiencing dropped calls and service interruption which severely impedes the end-users quality of experience, the Licensee must cancel the contract upon request with no early cancellation penalty to the end user. The end user would need to maintain a history of poor quality of service reported to the service provider.</p>

11. VIS MAJORE

- a) In the event that a licensee fails to comply with the targets set out under technical parameters, a licensee must issue a public notice to its subscribers informing them of the reasons the service is not available within twenty-four (24) hours.
- b) The licensee should also indicate timeframes within which end-users should expect service to be restored.
- c) The licensee must notify the Authority, through a detailed report, indicating what caused the service to be unavailable to end-users within one (1) week of the occurrence of service

outage.

12. ELECTRONIC COMMUNICATIONS NETWORK MONITORING

All ECN licensees must monitor their electronic communications network, 24 hours, seven days a week.

13. SERVICE UPGRADES

Notice time for network upgrades or cutovers.	Notice to the end-users	24 hours' notice
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14. REPORTING AND PUBLICATION

- a) Licensees shall monitor compliance on a monthly basis and submit their findings to the Authority on a quarterly basis in April, July, October and January.
- b) Licensees must publish a list of non-cleared faults on their websites, print and broadcast media.
- c) Faults not cleared within the predetermined turnaround timeframes must be reported on by the licensee in its compliance report.

15. AUDIT AND VERIFICATION

- a) The Authority may from time to time conduct audits on the reports submitted by licensees. This may include, *inter alia*, performing test call sampling and service observation to verify compliance with these mandatory standards.
- b) The monitoring and test call sampling will be conducted in accordance with the standards as set out in **Schedule 2** of these regulations.

16. COMPLIANCE REPORTS

- a) A licensee must submit compliance reports to the Authority on technical, non-technical and complaints statistics on a quarterly basis in April, July, October and January.
- b) The reports referred to above must be in accordance with the form as contained in **Schedule 2** of these regulations.

17. CONTRAVENTIONS

A licensee shall be considered to have contravened the provisions of these regulations if it failed to:

- a) Perform and submit quality of service measurements reports as prescribed by the Regulations;
- b) Achieve the targets as set out in the service parameters

in these regulations;

- c) Submit information requested by the Authority in terms of these regulations in the prescribed format;
- d) Publish accurate information to the Authority about its quality of service;
- e) Submit information as per the requirement of these regulations.

18. PENALTIES

- a) A licensee who is held to be non-compliant with the provisions of these regulations is liable to a fine not exceeding R1 000 000.
- b) For any repeated non-compliance with the provisions of the Regulations, the licensee shall be subject to payment of a fine and publication of the non-compliance on the Authority's website and the licensee's own website.

19. REPEAL OF REGULATIONS

These regulations repeal the End-user and Subscriber Service Charter Regulations as published in Government Gazette No. 32431 of July 2009.

20. SHORT TITLE AND COMMENCEMENT

These regulations are called the Revised End-user and Subscriber Service Charter Regulations 2014 and shall come into operation on the date of publication in the Government Gazette.

SCHEDULE 1

Schedule 1 outlines the methodology to be used in taking measurements as a result of drive tests. The Authority may review measurement methods as and when necessary.

Measurement Methods

Parameter	Measurements
Complaint Resolution Time	<ul style="list-style-type: none"> <li data-bbox="523 801 1394 1010">□ The time to resolve a miscellaneous complaint is the elapsed time (not the working time) from when the complaint is received by a licensee to when the cause for the complaint has been removed. <li data-bbox="523 1048 1394 1317">□ The mean, standard deviation and 95th percentile of the distribution of times to resolve miscellaneous complaints, and the number of miscellaneous complaints resolved, should be provided as measurements. <li data-bbox="523 1355 1394 1624">□ The measurements should include all miscellaneous complaints resolved during the Reporting Period for the Reporting area, regardless of the validity, extent of repetition, and subject of the complaint. <li data-bbox="523 1662 1394 1888">□ Mean time in days taken to resolve complaints other than disconnection complaints, account complaints and fault reports in the Reporting Period, rounded up

	<p>to two numerically significant figures.</p> <p><input type="checkbox"/> Mean time in days taken to resolve complaints other than disconnection complaints, account complaints and fault reports in the Reporting Period, rounded up to two numerically significant figures.</p>
Fault Clearance Rate	<p><input type="checkbox"/> The fault clearance rate is the rate at which the faults are cleared, from the elapsed time (not the working time) to when a valid fault report is received by a Licensee to when the service has been restored to normal working order.</p> <p><input type="checkbox"/> The mean, standard deviation and 95th percentile of the distribution of fault repair times, and the number of fault repair times, should be provided as measurements.</p> <p><input type="checkbox"/> The measurements should include all faults cleared during the reporting period for the reporting area, but exclude those traced to other networks or to customer equipment behind network termination points where the licensee has not been told that the faults have been cleared.</p>
Fault Repair Times	Means time in days taken to clear faults in the Reporting Period, rounded up to two numerically significant figures.
Service Activation Time	The service activation time is the elapsed time (not the working time) from when a service request is

	<p>accepted by a licensee to when a working service is made available for use. A service request may be submitted by phone, by personal contact at a customer service centre or in written form. Service requests that are unable to be fulfilled because the licensee does not supply that particular service in the requested geographic area are excluded. Where a licensee and end-user and subscriber agree that a service request for multiple connections or service instances will be completed in stages, each agreed delivery time counts as a separate customer order for measurement purposes. Where a customer requests service to be provided at several sites the provision of service at each site counts as a separate customer order for measurement purposes. The mean, standard deviation and 95th percentile of the distribution of service supply times, and the number of service supply times, should be provided as measurements. The Measurements should include all service requests fulfilled during the reporting period for the reporting area.</p> <p>Mean time in days taken to fulfil service requests in the Reporting Period, rounded up to two numerically significant figures.</p>
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Call Centre Answer Success Ratio	<p>A successful communication with a centre call requires the achievement of the following:</p> <p>A successful call setup, is answered by a person within 40 seconds. The call centre services covered are those for operator assistance calls, directory assistance calls and emergency calls. Any calls answered wholly automatically (by key pad systems with recordings, for instance) are excluded. The number of successful call centre calls should be divided by the number of call centre calls. The result, and the number of call centre calls, should be provided as measurements. The measurements should be obtained from at least 1500 test calls to call centres, separated from each other by at least 60 seconds. The calls should be from traffic weighted locations inside the reporting area to traffic weighted call centres inside or outside the reporting area during the busy time for the service. The weighting of the traffic should be based on appropriate figures specific to the service for which the measurements are provided.</p> <p>Percentage of calls answered fast enough by call centres, rounded down to the nearest percentage.</p>
Operator Assisted Calls Response Time	<p>The call centre answer time is the time from when a call setup has been successful to when the call is answered by a person. The call centre services covered are those for operator assistance calls, directory assistance calls and emergency calls. Any calls answered wholly automatically (by keypad</p>

	<p>systems with recordings, for instance are excluded) unsuccessful call centre calls are excluded.</p> <p>The mean, standard deviation and 95th percentile of the distribution of call centre answer times, and the number of call centre answer times, should be provided as measurements. The measurements should be obtained from at least 1500 calls to call centres. The calls should be from traffic-weighted locations inside the reporting area to traffic-weighted call centres inside or outside the reporting area during the busy time for the service. The weighting of the traffic should be based on appropriate figures specific to the service for which the measurements are provided.</p> <p>Mean time in seconds taken to answer successful calls to call centres, rounded up to two numerically significant figures</p>
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Call Set Up Success Ratio	<p>A successful call setup is a call attempt to a valid number, properly dialled following dial tone, where called party busy tone, ringing tone or answer signal is recognised at the network termination point of the calling user within 40 seconds from when the last digit of the destination subscriber number is received by the network. The number of successful call setups should be divided by the number of call setups. The result, and the number of call setups, should be provided as measurements.</p> <p>The measurements should be obtained from at least 120 test calls, separated from each other by at least 60 seconds. The calls should be from traffic-weighted locations inside the reporting area to traffic weighted locations inside or outside the reporting area during the busy time for the service. The weighting of the traffic should be based on appropriate figures specific to the service for which the measurements are provided. Percentage of calls successfully set up, rounded down to the nearest percentage point.</p>
Call Setup Time	<p>The call setup time is the time from when the address information required for setting up a call is received by the network to when the called party busy tone or ringing tone or answer signal is received by the calling party. Unsuccessful call setups are excluded. The mean, standard deviation and 95th percentile of the distribution of call setup times, and the number of call setup times, should be provided as measurements.</p>

	<p>The measurements should be obtained from at least 120 test calls, separated from each other by at least 60 seconds. The calls should be from traffic-weighted locations inside the reporting area to traffic weighted locations inside or outside the reporting area during the busy time for the service. The weighting of the traffic should be based on appropriate figures specific to the service for which the measurements are provided.</p> <p>Percentage of calls successfully set up, rounded down to the nearest percentage point</p> <p>Mean time in seconds taken to setup successful calls, rounded up to two numerically significant figures.</p>
Drop Call Rate	<p>Dropped call rate will be calculated with the samples/data obtained from the call retainability tests. Drop call rate will be calculated for both GSM and WCDMA but separately for the handset type i.e. 2G handset and dual mode handset.</p> <p>The measurements of dropped call rate is described by the ratio of successful originated calls that were found to drop to the total number of successful originated calls that were correctly released.</p> <p>The following sequence is carried out:</p> <ol style="list-style-type: none"> 1. Putting the call through 2. Maintenance of the call for 2 minutes 3. Termination of the call

	<p>4. Waiting time of 15 seconds</p> <p>The measurements should be obtained from at least 120 test calls, separated from each other by at least 60 seconds. The calls should be from traffic-weighted locations inside the reporting area to traffic weighted locations inside or outside the reporting area during the busy time for the service. The weighting of the traffic should be based on appropriate figures specific to the service for which the measurements are provided.</p> <p>If a test call is to be regarded as retained it must be kept up for 120 seconds after successful setup. This quality of service parameter assesses network congestion and network failures as well as, for wireless networks, failures in coverage and problems with signal quality.</p> <p>Percentage of successful calls kept up for long enough, rounded down to the nearest percentage point.</p>
<p>Blocked Call Rate</p>	<p>The blocking rate is the percentage of blocked call attempts which are caused specifically by the operator's network against the sum of good and blocked calls. The test consists of the repetition of the following sequence:</p> <ol style="list-style-type: none"> 1. Putting the call through 2. Maintenance of the call for 15s 3. Termination of the call 4. Waiting time of 15 seconds

	<p>If the call has been blocked, a 15 seconds waiting time is observed before any new attempt is made.</p> <p>The call is made to a dedicated answering machine placed on the operator's network to ensure that any blocking recorded is caused by the operator's network.</p> <p>The software registers the different outcomes concerning the calls during the test and the procedure is stopped when between 200 and 220 calls.</p>
Coverage Rate	<p>The test route first defined is transferred to the measuring team either on paper maps or electronically. So for example the use of the software makes it possible to define the route on a computer and to download it electronically to the vehicle's GPS.</p> <p>All operators are simultaneously tested.</p> <p>All mobile measuring equipment is set to make a continuous call to a dedicated answering machine placed on the network of the operator under test. The call enables the monitoring of the operator's network. This answering machine must pick up when the call is made and maintains the call as long as it is not dropped by the network being measured. During the test all the parameters of the call are registered (signalling data exchanged between the mobile equipment and the network) by the measuring equipment and can be visualised by the technician who checks that the test is progressing well.</p> <p>Having completed the drive test the recorded data can be processed. Inter alia, RxLev and RxQual are the</p>

	<p>parameters used but not limited to.</p> <p>The data must be exported in a format compatible with the GIS application.</p> <p>For example, a 30m x 30m grid is superimposed on the measurement route. The average of the RxLev and RxQual values measured inside a square are calculated and the averages are associated with the centre of the square. This results in a file in ASCII format, in which each line is composed of the coordinates in latitude/longitude of the centre of the square and of the parameters RxLev and RxQual associated with that square.</p>
SMS message transmission success ratio	<p>A successful SMS message transmission is an SMS message transmission in which the message is transmitted completely without errors between the network termination points.</p> <p>The number of successful SMS message transmissions should be divided by the number of SMS message transmissions. The result, and the number of SMS message transmissions, should be provided as measurements.</p> <p>The measurements should be obtained from test transmissions of 120-character SMS messages, separated from each other by at least 60 seconds. The transmissions should be from traffic-weighted locations inside the reporting area to traffic weighted locations inside or outside the reporting area during the busy time for the service. The weighting of the traffic should be based on appropriate figures specific</p>

	<p>to the service for which the measurements are provided.</p> <p>If a test transmission is to be regarded as successful it must be completed even when the receiving network termination point is unavailable during transmission.</p> <p>Percentage of SMS message transmissions completed successfully, rounded down to the nearest percentage point.</p>
Internet session login success ratio	<p>A successful Internet session login is a call to an internet point of presence that, following a successful call setup, establishes an internet session within 40 seconds from when the call is answered.</p> <p>The number of successful Internet session logins should be divided by the number of Internet session logins. The result, and the number of Internet session logins, should be provided as measurements. The measurements should be obtained from at least 1500 test sessions, separated from each other by at least 60 seconds. The sessions should be from traffic-weighted locations inside the Reporting Area to traffic-weighted locations inside or outside the Reporting Area during the Busy Time for the Service. The weighting of the traffic should be based on appropriate figures specific to the Service for which the Measurements are provided.</p>

SCHEDULE 2**Compliance Report
(ECS and ECNS)**

This report should be submitted in accordance with the End-User and Subscriber Service Charter Regulations to be published in terms of sections 69(4) of the Act.

This report should be submitted quarterly in April, July, October and January

1. Licensee information

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

Service	Parameter	Target	Reporting Period
Fixed wireless service	Fault clearance rate	Overall Target: 90% 80% within 24 hours; 10% within 5 working days	Quarterly
Fixed Wireline Service	Service Activation to qualifying service applicants	Overall Target: 99% 95% within 5 days; 4% within 8 days	Quarterly
	Service Installations to qualifying service applicants	Overall Target 98% 79% within 24 hours 19% within 5 working days	Quarterly

	Intra network call connection loss	Not more than 6% of calls shall be lost calls	Monthly
	Inter network call connection loss	Not more than 6% calls shall be lost calls	Monthly
Mobile Networks	Average Call setup success ratio	Greater than >98% of attempted calls	Monthly
	Average Call setup time	Less than <20 seconds for the mean	Monthly

	Average Call drop rate	Less than <3%	Monthly
	Average Call retention ratio	Greater than >96% of successful setups	Monthly
	Average SMS message transmission success ratio	Less than >96% of attempted transmissions	Monthly
	Speech Quality	Greater than > 3.0 on the MOS scale Measurement will be based on PESQ Algorithm (ITU-T P .862) or subsequent ITU Mos standards as adopted by the Authority.	
	Average Call Blocked Rate	Greater than >98% of attempted calls	Monthly
	Handover Success Rate	Less than <20 seconds for the mean	Monthly

	Service Coverage	The on-street level service coverage shall have RxLev \geq - 80 dBm for each defined test route. Test routes will include all major and small roads and highways but excludes all car parks. The in-building service coverage shall have RxLev \geq - 92 dBm per building that includes all public access areas of buildings within CBD and outside CBD, including the first basement level.	
	Notice time for network upgrades or cutovers.	Notice to the end-users	24 hours' notice
Internet Services	Internet session login success ratio	Dial-up user must be able to connect at least 90 % of the time	3 Months

	Packet Loss Ratio	Loss ratio for any class of service should be less than 10^{-3}	3 Months
	Delay Ratio	One way transmission time (international) should be less than or equal to 150 milliseconds (ms).	3 Months
	Latency	Not more than 150ms – 200ms. This should be available 95% of the time during busy hour	3 Months
	Successful Data Transmission Ratio	Greater than 90% download attempts, and greater than 80% of upload attempts.	3 Months

Broadband Services	Broadband speed	As determined by the Minister of Communications from time to time.	3 Months
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2. Licensees' Point of Contact for Complaints:

Name	
Designation	
Phone	
Email	
Website	

3. Compliance reports on:

3.1 Technical parameters

3.2 Non-technical Parameters

Parameter	Target	Reporting Period
Call Centre Answer Success Ratio	98%	Averaged over a period of six (06) months
Operator Assisted Calls Response Time (Non-automated)	Within three (03) minutes	Averaged over a period of six (06) months
Complaints Resolution Time	Twenty one (21) working days	Averaged over a period of six (06) months
Billing Performance	90 % of billing complaints shall be resolved within 4 working days.	Averaged over a period of six (06) months.
Metering and billing credibility	Not more than 1% of bills issued should be disputed over a billing cycle.	One Billing Cycle

4. Complaints Report

4.1. Complaints Received and Resolved

Nature of Complaint	Month1	Month 2	Month 3	Average Time For Resolution (per type)
Average Time For Resolution (per month)				

4.2 Pending/ Escalated Complaints to the Authority

This report should be submitted on a monthly basis to the Authority.

Reference number	Complainants and Licensee Details	Description of Complaint	Date of Receipt	Date of Response

4.3 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.).

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

Signature			
Designation		Date	
