

INDEPENDENT COMMUNICATIONS AUTHORITY OF SOUTH AFRICA

NO. 7027

23 January 2026



**END-USER AND SUBSCRIBER SERVICE CHARTER AMENDMENT
REGULATIONS, 2025**

I, Mothibi Ramusi, Chairperson of the Independent Communications Authority of South Africa ("the Authority"), hereby publishes the sixth amendment to the End-user and Subscriber Service Charter Regulations 2016 to the extent reflected in the Schedule.

A handwritten signature in black ink, appearing to read 'Mothibi G. Ramusi', positioned above a horizontal line.

MOTHIBI G. RAMUSI**CHAIRPERSON****DATE: 25 / 11 / 2025**

SCHEDULE

1. DEFINITIONS

In these regulations, “the Regulations” means the Regulations published in Notice No. 189 (Government Gazette No. 39898) of 1 April 2016, as amended by Notices No. 233 (Government Gazettes No. 41613) of 7 May 2018, No. 128 (Government Gazette No. 42225) of 12 February 2019, No. 286 (Government Gazette No. 42266) of 28 February 2019 and No. 3207 (Government Gazette No. 48318) of 28 March 2023.

2. Amendment of regulation 1 of the Regulations

Regulation 1 of the Regulations is hereby amended –

- (a) by the insertion after the definition of “Act” of the following definition:

“**Activation**” means the time when the bundle is provisioned and made available for use to the end-user;”
- (b) by the insertion after the definition of “Authority” of the following definition:

“**Bundle**” means a set amount of data, voice minutes, SMSs or a combination thereof, valid for a specific period, sold for a single price for the set of services included in the package;”
- (c) by the deletion of the definition of “Data bundle;”
- (d) by the insertion after the definition of “Post-paid plans” of the following definition:

“**Promotional bundle**” means any bundle offer made available to end-users for a period, and subject to terms and conditions as prescribed by the Licensee, including but not limited to –

 - (a) discount vouchers,

- (b) free gifts, or
- (c) entry into a rewards scheme or loyalty programme.”

3. Amendment of regulation 5 of the Regulations

Regulation 5 of the Regulations is hereby amended by the substitution for sub regulation (1) of the following sub regulation:

“(1)A licensee must lodge its promotional tariffs and the duration of application of the promotional tariffs with the Authority no less than five (5) days prior to its launch, or any periods of extension.”

4. Substitution of regulation 8A of the Regulations

The following regulation is hereby substituted for regulation 8A of the Regulations:

“8A Voice, SMS data services

- (1) A Licensee must send usage depletion notifications to end-users via SMS, push notification or any other applicable means, when usage reaches 50%, 80% and 100% depletion of each bundle.
- (2) At all times, a Licensee must ensure that end-users are provided with the option to:
 - (a) opt out of or into usage depletion notifications;
 - (b) buy additional bundles via the USSD platform, push notification, or any other appropriate means; and
 - (c) opt in to or opt out of out-of-bundle usage charges.
- (3) In the event that a service bundle is depleted, and the end-user has not opted in to out-of-bundle charges as per regulation 8A (2)(c) above, a Licensee must not permit any out-of-bundle usage

by, or out-of-bundle charges to, the end-user until such time that the end-user purchases a new bundle or opts into out-of-bundle usage and charges.

- (4) A Licensee shall apply bundle usage sequentially against unused bundles with the earliest expiry, until such bundles are depleted, and thereafter against the next earliest expiry of any bundle.
- (5) A Licensee must, at the end of the validity period of a bundle, roll over any unused bundle or portions thereof at least once, and subject the bundle rolled over to the same terms and conditions applicable to the original bundle, except for bundles that are 7 days or less and excluding uncapped, free and promotional bundles.
- (6) The roll-over of bundles must occur without requiring action and without incurring any cost to the end-user, provided that the number remains active.
- (7) A Licensee must provide an end-user with an option to transfer bundles or portions thereof to any end-user utilising services of the same Licensee, such transfer must be subject to the same terms and conditions applicable to the original bundle.
- (8) The transfer of bundles in terms of sub-regulation (7) must be subject to the following conditions:
 - (a) not limited to any specific type of service,
 - (b) not limited to the number of times or volume that the end-user may transfer such bundles,
 - (c) applies to any SIM card on the same network,
 - (d) excludes the transfer of uncapped, free or promotional bundles.

- (9) The validity period of a bundle must be extended when the end-user is unable to utilise the bundle due to a fault on the part of the Licensee.

5. Repeal of regulation 8B of the Regulations

Regulation 8B of the Regulations is hereby repealed.

6. Short title and Commencement

These Regulations are called the End-User and Subscriber Service Charter Amendment Regulations, 2025 and will come into force Twelve (12) months after publication in the Government Gazette.