EUSSC AMENDMENT REGULATIONS — PLAIN-LANGUAGE WALKTHROUGH

End-User and Subscriber Service Charter Amendment Regulations, 2025

Icasa Notice R.7027, Government Gazette 53991, 23 January 2026 · sixth amendment to the EUSSC Regulations 2016 · under the Electronic Communications Act 36 of 2005

In force 23 January 2027 (12 months after publication) — subject to the MTN & Vodacom review · Lee's Compliance, in association with The Legal Team · Alison Lee

What this document is. A plain-language, clause-by-clause walkthrough of Icasa's amendment to the mobile "service charter" rules — the data / voice / SMS rollover, out-of-bundle and transfer regulations. The red number in the left margin is the amendment's own item or regulation number, so you can find it in the gazette. Under each I give the plain meaning, note what changed from the prior rules in blue, and give an action point.

How the instrument is structured. This is an *amendment* — it does not stand alone. It edits the End-User and Subscriber Service Charter (EUSSC) Regulations 2016 (as already amended in 2018, 2019 and 2023). The Schedule has six numbered items:

⇒ item 1 says which regulations it amends;
⇒ item 2 changes the definitions;
⇒ item 3 tweaks the promotional-tariff notice period;
⇒ item 4 replaces the whole of regulation 8A (the heart of it — depletion notifications, out-of-bundle opt-in, sequential depletion, rollover and transfer);
⇒ item 5 repeals regulation 8B; and
⇒ item 6 sets the short title and commencement.

The headline. From 23 January 2027, a mobile operator must automatically roll over any unused bundle (data, voice or SMS) at least once at the end of its validity, free and without the customer doing anything; must stop charging out-of-bundle rates unless the customer has opted in; must deplete older bundles first; and must let customers transfer unused bundles to others on the same network. Bundles of 7 days or less, and uncapped, free and promotional bundles, are excluded.

A live caveat. MTN served review papers on 22 July 2026 asking the court to set these regulations aside, and Vodacom has filed to review parts of them; Icasa is the first respondent. The regulations remain law and the 23 January 2027 date stands unless a court suspends or sets them aside first. Plan for them while the litigation runs in parallel. This document is a monitoring and awareness aid, not legal advice.

THE CHANGES AT A GLANCE

How the position moves once the amendment takes effect, compared with the rules operators run under today.

Issue	Before (current rules)	After (from 23 Jan 2027)
Rollover of unused bundles	Operators had to offer an option to roll over; conditions (e.g. buy another bundle) often applied.	Automatic rollover of any unused bundle at least once, free, no customer action — for all bundles over 7 days.
Out-of-bundle (OOB) charging	Opt-out: customers were charged OOB by default unless they opted out.	Opt-in: no OOB usage or charges unless the customer has opted in; otherwise service stops until they buy a new bundle.
Order of depletion	Newest-first in the 2016 rules.	Earliest-expiry-first ("FEFO") — oldest bundles used up first.
Transfer of bundles	Operators had to offer an option to transfer data on the same network.	Must allow transfer of bundles/portions to any user on the same network, unlimited in number and volume, any service type.
Depletion notifications	50 / 75 / 90 / 100% intervals.	50 / 80 / 100% intervals; customer may opt in or out of them.
Scope of services	Framed mainly around data.	Applies to voice, SMS and data bundles alike.
Regulation 8B	Contained the older rollover/transfer/OOB-election mechanics.	Repealed — its function is absorbed and replaced by the new 8A.

Excluded throughout: bundles valid for 7 days or less, and uncapped, free and promotional bundles.

Item 1 — Which regulations this amends

What it says, in plain terms

1 Defines "the Regulations" as the EUSSC Regulations of 1 April 2016 (Notice 189, GG 39898), as already amended in May 2018, February 2019 (twice) and March 2023. This amendment is the sixth in that chain and edits that existing 2016 instrument.

⇒ **Action —** Read this amendment together with the consolidated 2016 EUSSC Regulations — it changes specific pieces, it does not restate the whole charter. If you maintain a compliance register, log this as the sixth EUSSC amendment.

Item 2 — New and changed definitions

What it says, in plain terms

2(a) Adds "Activation" — the moment a bundle is provisioned and made available to the customer. (This fixes when a bundle's validity clock starts.)
2(b) Adds "Bundle" — a set amount of data, voice minutes, SMSs or a combination, valid for a specific period, sold for a single price. This single, service-neutral definition is why the rollover and transfer rules now cover voice and SMS, not just data.
2(c) Deletes the old "Data bundle" definition — replaced by the broader "Bundle" above.
2(d) Adds "Promotional bundle" — any time-limited offer on the operator's terms, including discount vouchers, free gifts, or entry into a rewards/loyalty programme. Promotional bundles are excluded from rollover and transfer.

What changed. *The draft had tried to define short-, medium- and long-term bundles (and OTT services); after consultation Icasa dropped those categories entirely to avoid confusion, and instead simply subjects all bundles over 7 days to rollover. "Day" and "hour" definitions were also dropped.*

- ⇒ **Action —** Operators: update your product catalogue and billing logic to the new single "Bundle" definition, and clearly tag which offers are "promotional" (voucher / free gift / rewards) since those are carved out of rollover and transfer. Corporate/fleet customers: note that voice and SMS bundles — not just data — now attract rollover and transfer rights.

Item 3 — Promotional-tariff notice period

What it says, in plain terms

3 Amends regulation 5(1): an operator must lodge its promotional tariffs and their duration with Icasa at least 5 days before launch (or before any extension), reduced from 7 days — aligning with the Standard Terms and Conditions Regulations.

> ⇒ **Action —** Operators: adjust your regulatory-filing calendar so promotional tariffs are lodged with Icasa at least 5 days out. This is a modest easing, but the filing remains mandatory before launch.

Item 4 — The new regulation 8A (the core rules)

Item 4 substitutes an entirely new regulation 8A, headed "Voice, SMS, data services". Its nine sub-regulations are the substance of the reform.

8A(1) Depletion notifications

What it says, in plain terms

8A(1) The operator must send usage-depletion notifications (SMS, push or other means) when each bundle reaches 50%, 80% and 100% depletion.

What changed. *The prior intervals were 50 / 75 / 90 / 100%. The amendment simplifies to 50 / 80 / 100%.*

> ⇒ **Action —** Operators: reconfigure depletion-notification triggers to 50 / 80 / 100% per bundle. Note it is per bundle, so customers holding several bundles may receive several sets of notifications (hence the opt-out in 8A(2)(a)).

8A(2) Customer options — notifications, top-ups, OOB

What it says, in plain terms

8A(2) At all times the operator must give the customer the option to: (a) opt out of, or into, depletion notifications; (b) buy more bundles via USSD, push notification or other appropriate means; and (c) opt in to, or out of, out-of-bundle usage charges.

> ⇒ **Action —** Operators: build always-available controls for all three — notification preferences, an easy top-up path, and an OOB opt-in/opt-out toggle. "At all times" means these must be reachable on demand, not buried in a once-off setup.

8A(3) No out-of-bundle charging without opt-in

What it says, in plain terms

8A(3) When a bundle is depleted and the customer has NOT opted in to out-of-bundle charges under 8A(2)(c), the operator must not allow any out-of-bundle usage or charges — the service simply stops for that bundle — until the customer buys a new bundle or opts in.

What changed. *This flips the 2018 position. Previously the customer was defaulted into OOB (opt-out); even after 2018 many were still billed at in-bundle rates on depletion without any election. Now: no election, no usage, no charge — the service is cut rather than silently billed. Icasa's stated reason is to end "bill shock".*

⇒ **Action —** Operators: this is the biggest billing change — on depletion, stop service for customers who have not opted in, rather than charging OOB. Re-engineer the default so "no opt-in" means "no charge". Corporate/fleet customers: decide deliberately whether your fleet SIMs should opt in to OOB (to avoid mid-task cut-offs) or stay opted out (to control spend).

8A(4) Earliest-expiry-first depletion (FEFO)

What it says, in plain terms

8A(4) The operator must use up bundles in order of earliest expiry first, then the next earliest, and so on — the "First-Expiry-First-Out" rule.

What changed. *The 2016 regulations depleted the newest bundle first; this reverses that so the bundle closest to expiring is consumed first, reducing waste.*

⇒ **Action —** Operators: change the bundle-consumption order to earliest-expiry-first across data, voice and SMS. Customers: this protects you automatically — your soonest-to-expire bundle is spent before newer ones.

8A(5) Automatic rollover

What it says, in plain terms

8A(5) At the end of a bundle's validity, the operator must roll over any unused bundle (or portion) at least once, on the same terms and conditions as the original — except bundles of 7 days or less, and excluding uncapped, free and promotional bundles.

What changed. *The draft had proposed percentage rollovers (e.g. 50% for medium-term, 25% for long-term bundles). After consultation Icasa dropped the percentages and settled on a simpler rule: full rollover, at least once, of any bundle over 7 days. "Same terms and conditions" means the rolled-over amount gets a fresh validity period equal to the original bundle's period.*

⇒ **Action —** Operators: implement automatic single rollover of any unused bundle over 7 days, granting the rolled-over portion a fresh validity equal to the original period. You may still offer more generous rollover to compete. Customers: your unused data/voice/SMS on any bundle longer than a week now carries over once, automatically.

8A(6) Rollover is free and needs no action

What it says, in plain terms

8A(6) The rollover must happen without the customer doing anything and at no cost, provided the number stays active.

What changed. *This closes the loophole Icasa complained of: operators had attached conditions to rollover (e.g. requiring purchase of another bundle, or "data extenders"), which Icasa said "evaded the spirit" of the rules. Now rollover cannot be conditional or charged.*

⇒ **Action —** Operators: remove any conditional-selling or paid "extender" mechanics from rollover — it must be free and automatic while the SIM is active. Customers: keep your number active (an inactive number can still lose rolled-over balances).

8A(7) Transfer of bundles

What it says, in plain terms

8A(7) The operator must let a customer transfer bundles (or portions) to any other customer on the same operator's network, subject to the same terms and conditions as the original bundle.

⇒ **Action —** Operators: provide a same-network transfer facility for bundles and portions, carrying the original terms. Customers/corporates: you can share unused bundles across SIMs on the same network — useful for families and fleets, within the conditions below.

8A(8) Transfer conditions

What it says, in plain terms

8A(8) Transfers: (a) are not limited to any specific service type; (b) are not limited in number of times or volume; (c) apply to any SIM on the same network; but (d) exclude uncapped, free and promotional bundles.

What changed. *Operators pushed hard against unlimited transfer, warning of arbitrage and "secondary markets". Icasa kept unlimited transfer but limited it to like-for-like standard bundles on the same network, and excluded promotional/free/uncapped bundles, to answer the abuse concern. Transfer is only "like for like" — e.g. no converting voice into data.*

⇒ **Action —** Operators: allow unlimited same-network transfers of standard bundles, but you may (and should) exclude uncapped/free/promotional bundles and enforce like-for-like transfer to manage arbitrage. Corporate customers: build internal rules for how fleet users may transfer bundles, since the regulation permits unlimited volume.

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8A(9) Extension for the operator's fault

What it says, in plain terms

8A(9) If the customer cannot use a bundle because of a fault on the operator's side, the validity period must be extended.

What changed. *Retained from the prior regime. Icasa confirmed that faults outside the operator's control (outages from criminality, vandalism, etc.) do not trigger the extension, and the customer must log the fault for it to be investigated.*

⇒ **Action —** Operators: put a process in place to extend validity where a network fault prevented use — and to distinguish your faults from external causes. Customers: log any fault promptly; the extension is not automatic and depends on the fault being attributable to the operator.

Item 5 — Repeal of regulation 8B

What it says, in plain terms

5 Regulation 8B is repealed. It had contained the older rollover/transfer / out-of-bundle-election mechanics (including the operator's discretion, on depletion with no election, to either terminate the service or keep charging at in-bundle rates). Its role is now absorbed into the rewritten 8A.

What changed. *8B is where the old "opt-out" default and the discretion that led to continued in-bundle billing lived. Removing it, and rebuilding 8A, is what shifts the whole regime from opt-out to opt-in and from optional to automatic.*

⇒ **Action —** Operators: retire any systems logic keyed to the old regulation 8B and consolidate everything under the new 8A. Check that no residual 8B-based default (continued billing on depletion) survives in your stack.

Item 6 — Title and commencement

What it says, in plain terms

6 Short title: the End-User and Subscriber Service Charter Amendment Regulations, 2025. They come into force 12 months after publication — i.e. 23 January 2027.

What changed. *Operators had argued implementation would be costly and slow; Icasa granted a 12-month transition (not longer, which it said would make the changes "redundant").*

Action — Everyone: 23 January 2027 is the compliance date. Operators should treat the intervening period as a build-and-test window and not wait for the litigation outcome; corporate customers should plan bundle and billing arrangements for the new regime from that date.

The legal challenge — what MTN and Vodacom are arguing

The two largest operators have gone to court. Understanding their arguments helps you gauge how firm the 2027 date is.

The core argument is **legality (ultra vires)**. MTN and Vodacom say s 69(3) of the ECA only lets Icasa set "minimum standards" for service charters — a charter being a document describing the standard of service a customer can expect — and does not empower Icasa to dictate the *attributes of the products* (how bundles roll over, transfer or expire) or to interfere in the contract between operator and customer. Icasa's answer is that s 69(5)(f) lets a charter address "any other matter of concern to end-users", which it says covers bundle validity, rollover and transfer, and that it has applied a "light-touch" minimum standard.

The operators also argue Icasa ran **no regulatory impact assessment** (Icasa says an RIA is recommended but not legally mandatory), that the rules will **raise prices and harm competition** by removing rollover and transfer as things operators compete on and forcing products toward uniform pricing, and that unlimited transfer invites **arbitrage and an unregulated secondary market**. Icasa counters that it excluded small (≤7-day), promotional, free and uncapped bundles precisely to preserve competition, and limited transfer to like-for-like same-network bundles to curb arbitrage.

What the court could do. It could dismiss the review (regulations stand, 23 January 2027 holds); set aside specific provisions and send them back to Icasa to redo; or set the regulations aside entirely. The parties could also settle or Icasa could amend before the date. None of this has happened yet — as at end July 2026 the papers have only just been served.

Action — Operators: proceed with implementation on the assumption the rules take effect on 23 January 2027, while preserving your position in the litigation — building to comply is not a concession. Corporate and heavy-fleet customers: track the review, because if it succeeds in part the rollover/transfer economics could shift; but do not defer your own 2027 planning on the assumption it will succeed.

What to do before 23 January 2027

For operators (licensees). Re-engineer billing and bundle management for: earliest-expiry-first depletion; automatic, free single rollover of all bundles over 7 days; opt-in (not opt-out) out-of-bundle charging with service-stop on depletion where there is no opt-in; same-network like-for-like transfer of standard bundles; and 50/80/100% depletion notifications with opt-out. Re-tag promotional / free / uncapped / ≤7-day bundles as excluded. Retire regulation 8B logic. Reduce the promotional-tariff filing lead time to 5 days.

For MVNOs and resellers. Historically Icasa said the EUSSC rules bind licensees, not non-licensees such as MVNOs and resellers. Whether that carve-out persists under this amendment is not spelled out in the Schedule, so confirm your status and, if you ride on a host network, align with the host operator's implementation. Take advice on whether you are directly bound.

For corporate and large-fleet customers. The rollover and opt-in-OOB changes alter the economics of bundle purchasing. Decide your OOB posture per SIM (opt in to avoid mid-task cut-offs, or stay out to cap spend), plan to use rollover and same-network transfer to cut waste across the fleet, and revisit contracts and expected spend with your operator for the post-January-2027 regime.

Action — Map which of your bundles, SIMs or systems each of the new 8A rules touches, assign an owner and a target date well inside the 23 January 2027 deadline, and treat the MTN/Vodacom review as a parallel watch-item rather than a reason to pause. We can help operators build a compliance matrix against 8A(1)–(9), or help corporate customers model the bundle/billing impact.

ICASA End-User & Subscriber Service Charter Regulations (Amendment)

Mandatory data rollover, opt-in out-of-bundle charging and bundle transfer — under legal challenge by MTN and Vodacom

Document Reference	CB-ICASA-EUSSC-2026
Date Issued	31 July 2026
Prepared By	Lee's Compliance in association with The Legal Team
Reviewed By	Alison Lee
Version	1.0 (draft for review)
Classification	Client advisory — Internal use
Next Review Date	January 2027 (effective date) or on judgment in the review

1. LAW IDENTIFICATION

Name of Law / Regulation	End-User and Subscriber Service Charter Regulations — Amendment Regulations, made by the Independent Communications Authority of South Africa under the Electronic Communications Act 36 of 2005
Short Name / Acronym	EUSSC Amendment Regulations
Jurisdiction	Republic of South Africa
Status	Published (January 2026); effective January 2027; under High Court review by MTN and Vodacom (served 22 July 2026)
Comment / Effective Date	Effective January 2027. Review application served 22 July 2026, seeking to set the regulations aside as invalid.
Regulatory Body / Authority	Independent Communications Authority of South Africa (Icasa)
Official Reference / Citation	EUSSC Amendment Regulations, Government Gazette, January 2026, made under the Electronic Communications Act 36 of 2005

Gazette / source link

2. LEGAL CATEGORY

Primary Legal Category	Telecommunications / Consumer Protection
Sub-Category	End-user and subscriber rights; mobile data, voice and SMS bundles; out-of-bundle billing
Related Laws / Regulations	Electronic Communications Act 36 of 2005; Consumer Protection Act 68 of 2008; Icasa End-User and Subscriber Service Charter Regulations (principal); ECA rapid deployment regulations (draft)

3. APPLICABLE TO

Industry / Sector	Electronic communications — mobile network operators, MVNOs, licensed ECS/ECNS providers
Organisation Size / Type	All licensed mobile operators and resellers offering data, voice or SMS bundles to end-users
Geographic Applicability	All licensees operating within the Republic
Departments / Functions Impacted	Product & pricing, billing/IT, regulatory affairs, legal, customer care, marketing
Persons / Roles Affected	Regulatory affairs officers, product managers, billing system owners, compliance officers, company secretary
Third Parties / Supply Chain	Yes — billing-system vendors, MVNO hosts, retail channel partners and resellers who apply bundle rules

Applicability note. *Applies to bundles for data, voice and SMS. Does NOT apply to uncapped, free or promotional bundles, or any bundle with a validity period of seven days or less.*

4. IN A NUTSHELL

Icasa's amended service-charter rules force mobile operators to automatically roll over unused data, voice and SMS bundles at least once at the end of the validity period, at no extra charge, and to switch out-of-bundle charging from opt-out to opt-in. Operators must also let customers transfer unused bundles to others on the same network for free. Icasa says operators evaded the spirit of the original rules and exploited consumers; MTN and Vodacom have gone to court to have the rules set aside, arguing Icasa lacked the power to make them, ran no impact assessment, and that the rules will push prices up.

5. SYNOPSIS & SUMMARY

5.1 Purpose & objective

To strengthen end-user and subscriber protection by curbing what Icasa describes as consumer exploitation through high out-of-bundle rates and inadequate rollover of unused bundles. Icasa's stated position is that operators 'evaded the spirit' of the existing service-charter regulations, and that stronger, mandatory rules are needed to give effect to end-user rights under the Electronic Communications Act.

5.2 Key definitions

Term	Meaning under the instrument
Bundle	A pre-purchased allocation of data, voice minutes or SMS with a defined validity period.
Rollover	Automatic carry-over of the unused portion of a bundle to a further period at the end of its validity, without additional charge.
Out-of-bundle (OOB) charge	A charge levied at standard (higher) rates once a bundle is depleted; the amendment requires these to be opt-in.
Validity period	The period during which a bundle may be used before expiry; bundles of 7 days or less are excluded from the rollover rule.

5.3 Core provisions & principles

#	Provision / principle	Summary
1	Mandatory rollover	Operators must automatically roll over the unused portion of qualifying data, voice and SMS bundles at least once at the end of the validity period, without charging any additional fee.
2	Opt-in out-of-bundle billing	Consent for out-of-bundle charging must move from an opt-out to an opt-in basis; a customer is not charged OOB rates unless they have actively opted in.
3	Free bundle transfer	Customers must be permitted to transfer unused bundles to other customers on the same network at no fee, on the same terms and conditions.
4	Exclusions	Uncapped, free and promotional bundles, and any bundle with a validity of 7 days or less, fall outside the rollover obligation.

5.4 Rights granted

#	Right / entitlement	Description
1	Rollover of unused value	End-users are entitled to at least one automatic, free rollover of unused bundle value.
2	Protection from surprise OOB charges	End-users may not be charged out-of-bundle rates unless they have opted in.
3	Transfer of value	End-users may gift or transfer unused bundles to others on the same network at no cost.

5.5 Key obligations

#	Obligation	Provision	Responsible party
1	Implement automatic bundle rollover across qualifying products	Reg (rollover)	Licensee / operator
2	Reconfigure billing to opt-in out-of-bundle charging	Reg (OOB consent)	Licensee / billing owner
3	Enable free same-network bundle transfer	Reg (transfer)	Licensee / product
4	Update subscriber terms, disclosures and customer communications	Service charter	Regulatory affairs / legal

5.6 Exemptions & exceptions

Uncapped, free and promotional bundles are excluded, as is any bundle with a validity period of seven days or less. Note that the entire instrument is under challenge: if the review succeeds, the obligations fall away; if it fails or is not finalised before January 2027, operators must comply from the effective date.

6. REQUIRED ACTIONS

6.1 Immediate actions (quick wins)

#	Action item	Owner	Deadline	Status
1	Confirm which of your bundle products fall inside the rules (exclude 7-day and promotional bundles)	Regulatory affairs	Aug 2026	Not started
2	Map the billing-system changes needed for rollover and opt-in OOB	Billing / IT	Aug 2026	Not started
3	Assess exposure to, and position on, the MTN/Vodacom review	Legal	Immediate	Not started

6.2 Short-term actions (0–6 months)

#	Action item	Owner	Deadline	Status
1	Build and test automatic rollover and opt-in OOB configuration	Billing / IT	Q4 2026	Not started
2	Draft revised subscriber terms and customer notifications	Legal / regulatory	Q4 2026	Not started
3	Brief customer-care and retail channels on the new rules	Customer care	Q4 2026	Not started

6.3 Long-term / ongoing actions (6+ months)

#	Action item	Owner	Frequency	Status
1	Monitor the review outcome and adjust implementation accordingly	Legal / regulatory	Until judgment	Not started
2	Go live with compliant configuration by the effective date	Billing / IT	Jan 2027	Not started
3	Monitor Icasa compliance monitoring and complaint trends	Regulatory affairs	Ongoing	Not started

7. NON-COMPLIANCE: CONSEQUENCES & PENALTIES

7.1 Broad consequences of non-compliance

#	Consequence category	Description
1	Regulatory sanctions	Icasa enforcement for non-compliance with service-charter obligations, including compliance notices and fines.
2	Reputational damage	Public findings of consumer exploitation; negative media and regulator commentary.
3	Operational disruption	Billing reconfiguration under time pressure if the review fails late.
4	Litigation risk	Consumer or class complaints where OOB charging or rollover is mishandled.

7.2 Criminal penalties

Offence	Provision	Penalty	Applicable to
No direct criminal offence created by the charter regulations	—	Administrative enforcement under the ECA	Licensee

7.3 Administrative / financial penalties

Tier / level	Violation type	Maximum penalty
Icasa compliance notice	Failure to comply with a service-charter obligation	Directed remedial action; fines under the ECA / Icasa Act on continued non-compliance
Licence condition breach	Persistent non-compliance	Escalating penalties; potential licence consequences

7.4 Notable enforcement / precedent

MTN served review proceedings on 22 July 2026 (Icasa cited as first respondent) seeking to review, set aside and declare the regulations invalid; Vodacom has asked the court to review parts of the same regulations. The operators argue Icasa conducted no impact assessment, that the measures will raise prices, and that Icasa lacked the authority to make them (a legality challenge). Icasa maintains operators 'evaded the spirit of the regulations'. Outcome pending.

8. CONTROLS

8.1 Preventive controls

#	Control	Description	Owner
1	Product-rules configuration	Bundle catalogue configured so qualifying bundles auto-roll and OOB is opt-in	Product / billing
2	Terms & disclosure framework	Subscriber terms and pre-sale disclosures aligned to the charter	Legal / regulatory
3	Change-control	Billing changes routed through formal change control with regulatory sign-off	Billing / regulatory

8.2 Detective controls

#	Control	Description	Owner
1	Billing assurance	Sampling of bills to confirm rollover applied and no unconsented OOB charges	Revenue assurance
2	Complaint monitoring	Tracking of Icasa and internal complaints on bundles and OOB	Customer care / regulatory
3	Regulatory watch	Monitoring of the review and any Icasa directions	Regulatory affairs

8.3 Corrective controls

#	Control	Description	Owner
1	Remediation & refunds	Process to reverse wrongful OOB charges and restore rolled-over value	Billing / customer care
2	Compliance-notice response	Playbook for responding to an Icasa compliance notice within time	Legal / regulatory

9. COMPLIANCE PROGRAMME

9.1 Governance structure

Role	Holder	Responsibilities
Executive sponsor	Chief Regulatory Officer	Accountability for charter compliance
Compliance lead	Head of Regulatory Affairs	Day-to-day compliance and Icasa liaison
Legal advisor	General Counsel / external counsel	Review litigation and legality advice
Function owner	Head of Billing / Product	Systems implementation

9.2 Programme components

#	Component	Description	Frequency
1	Policies & procedures	Bundle, rollover and OOB policies aligned to the charter	Annual
2	Risk assessment	Assess implementation and litigation risk	On trigger
3	Monitoring & testing	Billing assurance on rollover and OOB	Continuous
4	Reporting	Regulatory compliance reporting to Exco	Quarterly

10. COMPLIANCE CHECKLIST — SUGGESTED CONTROLS TO DEVELOP OR UPLOAD

Track development, implementation and upload of each control, policy and item of evidence. Mark as applicable and record progress.

10.1 Policies & documents

#	Document / control	Required?	Exists?	Owner	Status
1	Bundle & rollover policy	Yes	—	—	Not started
2	Out-of-bundle consent (opt-in) procedure	Yes	—	—	Not started
3	Subscriber terms & conditions (revised)	Yes	—	—	Not started
4	Customer disclosure / notification templates	Yes	—	—	Not started
5	Icasa complaints-handling procedure	Yes	—	—	Not started

10.2 Risk & assessment documents

#	Document / control	Required?	Exists?	Owner	Status
1	Charter compliance risk assessment	Yes	—	—	Not started
2	Billing-change impact assessment	Yes	—	—	Not started
3	Litigation risk memo on the review	Yes	—	—	Not started

10.3 Training & awareness

#	Item	Required?	Exists?	Owner	Status
1	Customer-care briefing on rollover & OOB	Yes	—	—	Not started
2	Retail channel briefing pack	Yes	—	—	Not started
3	Regulatory affairs update note	Yes	—	—	Not started

This compliance brief is a working advisory prepared from the gazetted instrument and public reporting as at 31 July 2026. It is not legal advice; confirm the current text of the instrument on www.gov.za and take advice before acting. Comment deadlines and effective dates should be re-verified, as they may change.

Prepared by Lee's Compliance, in association with The Legal Team, from the amendment as gazetted (Icasa Notice R.7027, GG 53991, 23 January 2026) and its Reasons Document. This walkthrough paraphrases the regulations for ease of use and is not a substitute for the gazetted text or for legal advice. The regulations are the subject of pending review proceedings by MTN and Vodacom; confirm the current status and the clause wording on www.gov.za / www.icasa.org.za and take advice before acting.