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| **MINISTRY OF COMMUNICATIONSREPUBLIC OF SOUTH AFRICA**Private Bag X 745, Pretoria, 0001, Tel: +27 12 473 0164   Fax: +27 12 473 0585Tshedimosetso House,1035 Francis Baard Street, Tshedimosetso House, Pretoria, 1000 |

**NATIONAL ASSEMBLY**

**QUESTION FOR WRITTEN REPLY**

**QUESTION NO: 2511**

**2511. Mr C MacKenzie (DA) to ask the Minister of Communications:**

What (a) is the nature of complaint GAU2882/18 lodged with the Independent Communications Authority of South Africa and (b) steps has her department taken to (i) address the specified complaint and (ii) provide feedback to the complainant? **NW2798E**

**REPLY**

1. ICASA received a complaint from Mr. Kobus van Zyl *(the complainant)* on 06 August 2018 wherein he mentioned that he has a fault complaint against Telkom. He indicated that his Telkom line had fault and was reported to MWEB on the 26 July 2018 and ref number MWB8173751 was allocated to his complaint. The relief sought by the complainant was to have a stable ADSL connection and that there must be no noise on the ADSL line*.*
2. The complaint was acknowledged and escalated to Telkom for a response on 07 August 2018 in line with the End-User and Subscriber Service Charter Regulations of April 2016 (Regulations No.39898 of 2016). The complaint was allocated ref number **GAU2882/18.** Telkom was reminded of the pending matter on several occasions.
3. ICASA received a response from Telkom on the 11 September 2018 which was provided to the complainant on 12 September 2018*.* Telkom’s response confirmed the following:
* that the fault was cleared and the line is repaired;
* that the complainant confirmed that the line has been repaired;
* that the credit amount of R175.72 has been arranged; and
* that the complainant was advised of the outcome of his complaint.
1. ICASA received a response from the complainant on 12 September 2018, acknowledging the resolution of his complaint*.*
* ICASA is in the process of investigating Telkom’s non-compliance to the requirements of section 12 of the End-User and Subscriber Service Charter Regulations.
* Mr Van Zyl will be appraised of the outcome of ICASA’s investigation and possible way-forward.