



Independent Communications Authority of South Africa

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CONSUMER AFFAIRS

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23 July 2013

Per e-mail: sandilem@live.com

Dear Mr Sandile Mshengu

Re: Complaint

We hereby acknowledge receipt of your letter of complaint. We apologise for the delayed response. We will analyse the merits of your case and send your complaint to the network operator in question.

In terms of the regulations the Service Provider has to respond after 14 working days of the receipt of the complaint.

A case number has been allocated for your complaint; the case number is **GAU1629/13** quote this case number whenever you enquire about progress of your complaint.

Hope you will find this to be in order.

Kind Regards

A handwritten signature in black ink, appearing to read 'N. Hangwani'.

Nditsheni Hangwani
Consumer Protection Department
ICA