South Africa **Yearbook** 2018/19

Communications

South Africa's combined information and communications technology (ICT) sector and general communication between government and citizens as well as between citizens and the private sector is governed by three bodies:
• The Department of Communications (DoC)
• The Government Communication and Information System (GCIS)
• The Department of Telecommunications and Postal Services (DTPS).

Department of Communications

The Ministry of Communications is responsible for the overarching communications policy and strategy, information dissemination and publicity, as well as the branding of the country abroad.

The DoC comprises the following entities: Brand South Africa (Brand SA); the Film and Publication Board (FPB); the Independent Communications Authority of South Africa (ICASA), the Media Development and Diversity Agency (MDDA) and the South African Broadcasting Corporation (SABC).

The vision of the DoC of providing vibrant and sustainable communication services for an informed citizenry and a positive image of South Africa supports its mission of creating an enabling environment for the provision of inclusive communication services to all South Africans; in a manner that promotes socio-economic development and investment through broadcasting, new media, print media and new technologies, and brand the country locally and internationally.

The DoC is responsible for the national communications policy and strategy; information dissemination and publicity; and the branding of South Africa. Improved communication and marketing will promote an informed citizenry and assist the country in promoting investments, economic growth and job creation. The department's mandate is derived from section 192 of the Constitution, which provides for the independence of broadcasting regulation in the public interest, the International Telecommunications Union and the World Intellectual Property Organisation.

The National Development Plan (NDP) envisages an active citizenry that participates in the social, economic and political life of the country. This is given expression by outcome 14 (nation building and social cohesion) of government's 2014-2019 medium-term strategic framework, which is closely aligned with the work of the Department of Communications.

Transforming the communications sector through digital broadcasting

The shift from analogue to digital broadcasting is critical to transforming the communications sector, as it frees up much needed spectrum for broadband and other modern communications services. Digital broadcasting, therefore, will enable South Africa to adapt to and participate meaningfully in a globalised economy. As such, the department plans to fast-track the rollout of the digital migration project, which involves migrating all citizens by July 2020 to digital broadcast platforms. This is in line with the department's adoption of a new delivery model for digital migration, which was approved by Cabinet in 2018. The new model entails supplying digital set-top boxes to citizens through retail stores rather than directly by government, thereby freeing up government procurement processes.

The model will follow a phased provincial approach, where targeted public awareness and messaging will be done by the department through marketing and education programmes broadcast mainly on the South African Broadcasting Corporation's television and radio platforms, community radio and print media. Consumer awareness and registration campaigns will also be conducted by field teams comprising volunteers and contracted staff between April 2019 and July 2020. In addition, consumers will be provided with call centre support for all decoder installation and other related queries. This service will be administered and operated by Sentech due to its core role in the project. To carry out all activities related to the fast-tracking of the digital migration project, R96.9 million has been set aside over the medium term in the Broadcasting Digital Migration subprogramme in the Industry and Capacity Development programme.

Strengthening entity oversight

Over the medium term, the department intends to review and benchmark shareholder compacts and accountability instruments to strengthen oversight of all entities.

The department will also continue to monitor and assess the delivery of entities on their mandates and compliance to all relevant founding legislative prescripts. This is expected to be achieved through analysing quarterly performance and annual reports, and coordinating monthly and quarterly accountability forums between the department and its entities.

In 2018/19, the department established a task team to ensure progress in resolving the financial constraints faced by the SABC. The task team's purpose is to, among other things, monitor the implementation of the corporation's turnaround strategy, and assist with the development of a revised corporate plan and government guarantee application with the aim of making the corporation profitable. All activities related to strengthening entity oversight are carried out in the Entity Oversight programme, which has an allocation of R4.6 billion over the Medium Term Expenditre Framework (MTEF) period.

Developing a responsive communications policy and regulatory framework

The department is committed to promoting an informed citizenry through developing a responsive communications policy and regulatory framework. As such, over the medium term, the department will focus on amending and updating communications policies to ensure they are aligned with international standards, especially in relation to online and on-demand broadcasting. As this involves content classification, it will ensure that children are protected from harmful content and cyberbullying.

To promote a vibrant community media and communications sector, over the MTEF period, the department plans to launch an appropriate course curriculum for digital media literacy in line with international best practice. This is expected to be done in partnership with private institutions and individuals, including NGOs and other civil society organisations.

The department also plans to develop and implement the Audio-Visual and Digital Content Bill, and a charter for media transformation and diversity; and review and finalise the Media Development and Diversity Amendment Bill, which seeks to update outdated laws. These activities are carried out in the Communications Policy, Research and Development programme, which has a budget of R52.8 million over the MTEF period.

DoC legislation

The department is responsible for the administration and implementation of the following legislation:
• The Films and Publications Act, 1996 (Act 65 of 1996).
• The Broadcasting Act, 1999 (Act 4 of 1999).
• The MDDA Act, 2002 (Act 14 of 2002).
• The ICASA Act, 2000 (Act 13 of 2000).
• The Electronic Communications and Transactions Act, 2002 (Act 25 of 2002).
• The Electronic Communications Act, 2005 (Act 36 of 2005).

Budget

The department's budget allocation for the 2018/19 financial year was R1.5 billion. Over the MTEF period, 91.3% (R4.6 billion) of the department's total budget will be transferred to entities for the implementation of communications and broadcasting policies, while 28.4% (R1.4 billion) will be transferred to the GCIS to carry out its functions. The remaining 8.7% (R431.2 million) will be used by the department for its operating costs, of which R282.3 million will be spent on compensation of employees, and R148.6 million on goods and services.

DoC entities
Brand SA
Brand SA develops and implements a proactive and coordinated international marketing and communication strategy for South Africa to contribute to job creation and poverty reduction; and to attract inward investment, trade and tourism.

The new slogan, "South Africa: Inspiring New Ways", represents the next phase of the country's development, where South Africa has moved from possibility to delivery, and is now an important regional power.

Internationally, Brand SA lobbies and networks extensively among global opinion leaders to shift perceptions about the country and the continent.

Being a member of the Brazil-Russia-India-China-South Africa (BRICS) trade bloc, for example, provides a platform to engage and influence perceptions.

Brand SA also regularly brings groups of international journalists to the country to interact with government and business representatives, experience local life and culture, and learn about the country's latest technological developments.

The organisation's total budget for 2018/19 was R200.4 million.

Film and Publication Board
The FPB assists the public to make informed choices about whether a particular film is appropriate by displaying guidelines that identify classifiable elements such as strong language, violence, sex, nudity, drug abuse, blasphemy and religious prejudice.

The Films and Publications Act of 1996 recognises the right of adults to freedom of expression with the exception when it comes to child pornography; it therefore requires the board to intervene where there is a risk of harm to children.

The board spearheads a national anti-child-pornography campaign to educate learners about ways to avoid victimisation. Child-pornography websites can be reported by calling the board's toll-free number 0800 148 148.

Over the medium term, the FPB will focus on:
- informing and educating society to empower adults and protect children against harmful content
- implementing compliance as well as monitoring and evaluation
- developing leading-edge technology to perform online content regulation, classify content for films, games and adult publications
- conducting research on the impact of content on the public.

The Film and Publication Board regulates and controls the creation, production, possession, exhibition and distribution of certain films, interactive computer games and publications in terms of the Films and Publications Act of 1996. The board is also responsible for monitoring age restricted business premises for compliance with their licence and registration terms. The board's total budget for 2018/19 was R94.6 million.

Independent Communications Authority of South Africa
ICASA was established in July 2000 as a merger of the telecommunications regulator, the South African Telecommunications Regulatory Authority and the Independent Broadcasting Authority.

The ICASA Amendment Act, 2014 (Act 2 of 2014) provided for the additional incorporation of the Postal Regulator into ICASA. It also increased ICASA's council complement from seven to nine councillors.

ICASA is responsible for regulating the telecommunications, broadcasting and postal industries in the public interest and ensure affordable services of a high quality for all South Africans. ICASA is further tasked with:
- issuing licences to telecommunications and broadcasting service providers
- enforcing compliance with rules and regulations
- protecting consumers from unfair business practices and poor quality services
- hearing and deciding on disputes and complaints brought against licensees
- controling and managing the effective use of radio frequency spectrum.

ICASA is a Chapter 9 institution in terms of the South African Constitution and is an entity of the DoC.

The NDP recognises the need for universal access to and the availability of a wide range of services at a cost and quality at least equal to South Africa's main peers and competitors. Over the medium term, ICASA will focus on increasing access to wireless broadband services to meet the demand for them; protecting consumers against harmful practices employed by operators in the use of premium-rated services; increasing competition in the telecommunications and broadcasting sector; and developing a framework for dynamic spectrum management.

The authority contributes to outcome 14 (nation building and social cohesion), and indirectly to outcome 6 (an efficient, competitive and responsive economic infrastructure network) and outcome 12 (an efficient, effective and development oriented public service), of government's 2014 – 2019 medium-term strategic framework.

The authority plans to increase competition in the telecommunications and broadcast sector by regulating the industry and making sure that all licensees have equal opportunities. The authority plans to protect consumers against harmful practices employed by operators in the use of premium rated services by reviewing the number of portability regulations in the telecommunications sector. In the commercial broadcasting sector, the authority is set to license the multiplex 3 frequency spectrum and free to air television services. These activities are budgeted for in the licensing programme with an allocation of R168.3 million over the medium term. To promote competition in the sector, the authority seeks to increase access of the high demand spectrum from the current 566.695MHz to 890.305MHz by 2020/21. Access to spectrum will enable the authority to rollout wireless broadband infrastructure by licences.

To meet the demand for wireless broadband services, the authority is set to increase mobile network coverage by 15% and extend network traffic measurements to include data and voice calls. The authority also plans to obtain inputs from the 5G Forum global network, and update the national radio frequency plan and radio frequency migration strategy. A projected R58.5million is allocated in the engineering and technology programme over the medium term to facilitate effective competition in the ICT sector by 2020/21.

The authority expects to derive 93.9% of its revenue over the medium term through transfers from the department and 6.1% from licence fees. Revenue is expected to increase to R518.4 million in 2020/21 – at an average annual rate of 4.3%.

Media Development and Diversity Agency
The MDDA promotes media development and diversity to ensure that all citizens can access information in a language of their choice; and to transform media access, ownership and control patterns in South Africa. It was established in terms of the MDDA Act of 2002.

A public-private partnership, the MDDA's mandate is to promote media development and diversity by providing the most disadvantaged, those traditionally sidelined by the mainsteam media, access to information in the language of their communities.

The agency functions independently from and at arm's length of its funders and political-party and commercial interests. This arrangement enables Government, the media industry and donors to work together to address the legacy of imbalances in media access.

Its mandate includes:
- creating an enabling environment for media development and diversity that reflects the needs and aspirations of all South Africans
- redressing exclusion and marginalisation of disadvantaged communities and people from access to the media and the media industry

- promoting media development and diversity by providing support primarily to community and small commercial media projects
- encouraging ownership and control of, and access to, media by historically disadvantaged communities as well as by historically diminished indigenous language and cultural groups
- encouraging the development of human resources and training as well as capacity-building within the media industry, especially among historically disadvantaged groups
- encouraging the channelling of resources to the community media and small commercial media sectors
- raising public awareness with regard to media development and diversity issues.

Over the medium term, the agency's service delivery priority will be on encouraging media diversity in a rapidly changing telecommunications environment. Its core activities will continue to be financial and non-financial support of community broadcast and community and small commercial print projects. This will cover grant funding to strengthen existing projects and enhance their sustainability, and to fund new projects, with an emphasis on the promotion of indigenous languages and making a contribution to community development and the alleviation of poverty and inequality. Financial support through grant funding initiatives will be R133million over the medium term.

The MDDA is actively trying to build relationships with key stakeholders to enable it to increase the financial resources available to the community media sector. The positive impact will add to the funds set aside over the MTEF for community media. The agency aims to support around 120 projects over the medium term.The MDDA will focus its capacity building initiatives on supporting content generation by the community media, as well addressing other urgent needs of the sector, such as governance training, in an effort to further ensure its sustainability. Over the medium term, some 120 projects will be capacitated to assist in closing the skills gaps in these various areas.

Community broadcast grants account for 47% of the agency's total budget over the medium term, while overall spending on print and digital and community broadcast projects is expected to decrease by an average of 5.4 % over the medium term as a result of no funding from print media. Total funding to the agency' by the DoC is expected to be R99 million over the medium term. The agency no longer receives funding from the print media but is engaging the sector in order to revive this revenue stream. Broadcast funders will provide an average of R97 million over the medium term.

Continued stakeholder engagement and lobbying initiatives are being carried out to ensure the MDDA is financially empowered to achieve and make significant impact in line with its mandate

In its funding support of community and small commercial media projects, the MDDA applies a stringent set of criteria in order to identify those projects whose priority is to change material conditions in provinces and communities plagued by social and economic inequalities. In such circumstances, the broadcast or publishing language of the project is a key criterion as media in the language(s) of the community serves as a powerful platform to raise awareness around such issues and to increase access by communities to information.

Recently approved MDDA beneficiary projects illustrate how the community media sector, with the support of the MDDA, is delivering on this principle. Print and digital media projects approved by the MDDA Board for funding range from Mapepeza Newspaper, which distributes to the Lesedi Local Municipality in Gauteng, and publishes in mainly Zulu and Sesotho; to Nthakgolo News publishing in the Northern Cape's Sol Plaatjie Local Municipality in Setswana and Xhosa. In the Western Cape, Mamre News, circulated on the Cape West Coast, is an Afrikaans and English paper, while The Youth Voice, Lerato La Thabo, targets the youth and schools of the Bushbuckridge Local Municipality in Mpumalanga, publishing 60% in Xitsonga. With the global trend to digital media, a notable project is the online publication, Kleva Nkleva Online in the Mpondaland region in the Eastern Cape, and publishing in IsiXhosa, IsiMpondo and English.

Similarly, broadcast projects approved for funding cover a wide geographic spread with North West based Diamond FM providing broadcast services, predominantly in Setswana, Sesotho and English, to the Maquassie Hills Municipality, and Rise FM, broadcasting in IsiZulu and IsiSwati, targeting the Ehlanzeni District Municipality in Mpumalanga. In Limpopo, Musina Community Radio from the Vhembe District Municipality, broadcasts mainly in Tshivenda, Sepedi and English, and Vuwani Community Radio broadcasts predominantly in Vhenda and Tsonga. In Gauteng, Ga Rankuwa Community Radio broadcasts to the City of Tshwane Metro in SeTswana, English and Sepedi, while Ugu Youth Radio in KwaZulu-Natal is a youth-initiated community radio, targeting the Ugu District Municipality mainly in IsiZulu.

The agency's total budget for 2018/19 was R66.9 million.

South African Broadcasting Corporation
The SABC is the country's only public service broadcaster. An Act of Parliament established the SABC in August 1936. At its inception, the SABC only had one English radio station. In 1976, it launched the country's then first and only television channel.

The SABC is made up of 18 radio stations, which cater for the country's 11 official languages, as well as the iXun and Khwe language.

The SABC radio stations have remained relevant, widely accessible and are a core platform for the public broadcaster to deliver on its public service mandate. The radio stations command an all-adult share (15+ years) of 70.5% which translates to 28 328 million South Africans.

The broadcaster also consists of three free-to-air channels and two other channels carried on a subscription digital satellite network. The channels deliver local and international content in all South Africa's languages throughout the nation. SABC1, SABC2 and SABC3 attract, on average , 28 million South African viewers in a typical month.

The SABC, which is governed by the Broadcasting Act of 1999 (as amended), has developed editorial policies which guide and give direction to the corporation's public broadcasting mandate and licence conditions, as set by ICASA and the provisions of the Broadcasting Act of 1999.

The organisation's vision, "Broadcast for Total Citizen Empowerment", propels it in fulfilling its public-service mandate as a broadcaster.

The SABC remains South Africa's most accessible broadcaster and therefore government continues to support it to discharge its public broadcasting service mandate. The DoC has a duty to promote the growth and development of the local content industries to ensure that there is enough content for digital platforms in all 11 official languages.

Over the medium term, the SABC is focusing on improving the quality, diversity and accessibility of content, and embracing diversity by acquiring and/or producing content from various demographic groups. The corporation contributes towards the NDP's vision of developing South Africa into an informed and literate nation. Its work is aligned with outcome 12(an efficient, effective and development oriented public service) of government's 2014 – 2019 medium-term strategic framework.

The corporation plans to facilitate diverse programming by producing content that represents all demographic groups within the country, as well as content in marginalised languages. The corporation projects to spend R184.1 million over the MTEF period in the administration programme on producing multilingual broadcasts on Channel Africa in Southern Africa, East Africa and West Africa. An estimated R412 million will be spent over the medium term to produce educational programmes on all channels.

The corporation will continue to improve the quality, diversity and accessibility of content by producing news and current affairs content, and acquiring television and radio programmes. An estimated R7.9 billion is allocated over the MTEF period in

the local content delivery: television programme for this. The corporation plans to spend a further R1.8 billion in the sports programme over the same period to broadcast all sporting codes of national interest.

The corporation expects to generate 97.2% of its revenue over the medium term from licence fees, commercial revenue from advertising, and sport sponsorship across television, radio and online platforms. Revenue is expected to increase to R8.5 billion in 2020/21, at an average annual rate of 3.8%.

Government Communication and Information System

The GCIS mandate is to serve as the central communications agency of government, leading the reconstruction and development of post-apartheid South Africa. The GCIS mobilises the nation behind the NDP, showcases progress and invites South Africans to work together to address challenges is critical to the achievement of Vision 2030.

The GCIS is responsible for informing all citizens of South Africa about government's work and how they can participate in governance and consolidating the country's democracy.

The GCIS has a responsibility to act in the interest of all South Africans, without discrimination and to communicate effectively in all official languages and reach all communities in urban, peri-urban and rural areas.

The GCIS reaches millions of South Africans through different platforms, which include publications, the news media, radio, television and *izimbizo*.

Cabinet directed the department to reposition the Thusong Service Centres programme to widen government access. Repositioning means the department, working with partner departments, will have to look at the possibility of identifying the suitable structure, platforms and partnerships to effectively fulfil the mandate of the programme, which is not only limited to information.

The GCIS continues to enhance existing communication platforms and products, and initiate new ones to ensure that targeted audiences and communities receive relevant information through various means.

It is also establishing partnerships with strategic stakeholders within the three spheres of government, and within broader society, to achieve more extensive reach into the country's diverse communities.

The GCIS supports municipalities in their communication, with preference given to municipalities that are part of the Local Government Turnaround Strategy, to close the gap between municipalities and communities, which sometimes contributes to the factors behind protests in some communities.

The department has a mandate to ensure that Government's vision and policies are clearly understood in the Public Service. The GCIS coordinates the Internal Communicators' Forum, to ensure messages disseminated across the various channels and outlets managed by departments are coherent.

Providing and facilitating strategic government communication

One of the key functions of the department is to provide information about government policies, plans, programmes and activities to the public. Accordingly, the department plans to produce and publish 14 788 various communication products and reports over the medium term. This excludes the production and distribution of 18.7 million copies of 22 editions of the *Vuk'uzenzele* newspaper and 9 600 Braille copies of the publication in each year over the medium term. *Vuk'uzenzele* is a free national government newspaper. It is the only newspaper in the country available in Braille and all official languages.

Information published in *Vuk'uzenzele* focuses on key government priorities, such as issues affecting youth, service delivery and rural development, and includes advertisements for vacant posts in government. The printing and distribution cost of *Vuk'uzenzele* will amount to R87 million over the medium term.

The online version of the newspaper is due for further enhancement and improved usability.

SAnews.gov.za produces hard news and human-interest features, and carries many exciting pictures as well as video content on YouTube. It is also available on Facebook and Twitter.

The government news agency has become more popular with the public and it will continue to be marketed to the broader public as a complement to South Africa's rapidly diversifying news and information mix. It has also entered into mutual-cooperation agreements with various foreign news agencies.

The department also plans to produce 36 analysis reports based on research surveys conducted on behalf of various national departments and premiers' offices. These reports seek to provide guidance and assistance to government communicators in departments and premiers' offices on how to develop communication strategies, and to understand the broader communications environment.

The department also drives a proactive and reactive media liaison strategy by hosting cluster and Cabinet media briefings, and communicating directly with the public through direct communication activities such as door-to-door, community workshops and gatherings in all provinces. These activities are carried out in the Content Processing and Dissemination programme, which has a total budget of R489.4 million over the medium term.

To reduce government's cost of media advertising while maintaining the visibility of government's communication campaigns, over the medium term, the department plans to provide media advertising bulk buying and media production services to other government departments. As such, the department aims to provide approximately 1 000 media advertising bulk buying services over the MTEF period; and annual media production services that include 1 000 photographic and video products and services, and 240 radio products and services. These products and services include advertisements, the hosting of talk shows, the compilation of voice-overs, and video and photographic services to client departments and public entities, and are funded through the communication budgets of the respective client departments and entities.

Through the Media Engagement Facility subprogramme in the Intergovernmental Coordination and Stakeholder Management programme, the department will continue to manage the interface between government, and commercial and community media. In doing so, it will, among other things, coordinate a support function across government departments on the occasion of key communication projects carried out by the president and deputy president, and for cluster media programmes.

The subprogramme also manages daily responses to issues in the communication environment through the GCIS rapid response function. To carry out activities related to interface management, R9.4 million is allocated over the MTEF period in the Intergovernmental Coordination and Stakeholder Management programme, which has a total budget of R402.1 million over the MTEF period.

The GCIS, through its media-buying operation, continues to support the financial viability of a diverse community media sector, by placing over R38 million in advertising in the community press, radio and television.

Facilitating active citizen participation

The department is committed to aligning provincial and local communications strategies to the national communication strategy framework. Accordingly, over the medium term, the department plans to conduct an estimated 9 300 outreach campaigns to improve public participation in government policies, plans, programmes and achievements.

These include the development of 1 140 development communication activations per year, 1 710 community and stakeholder liaison visits per year, and 252 marketing events at Thusong service centres per year. These initiatives are expected to deliver information to more than one million people per month through direct and indirect communication with citizens,

community radio talk shows, community newspapers, and awareness campaigns. These activities are carried out in the Intergovernmental Coordination and Stakeholder Management programme at an estimated cost of R10 million over the medium term.

Over the same period, the department plans to continue the Imbizo programme, which facilitates interactions between political principals and the public, and develops content for print and electronic products, including leaflets during the State of the Nation Address. An additional R1 million in the Intergovernmental Coordination and Stakeholder Management programme is allocated over the medium term to carry out activities related to the Imbizo programme.

Other communications activities include compiling annual online editions of the *South Africa Yearbook* and *Official Guide to South Africa*, providing daily government news and updates on *sanews.gov.za*, updating content on government's website *(www.gov.za)*, and producing 12 annual reports on the performance of government's social media accounts.

Department of Telecommunications and Postal Services

The mandate of the DTPS is to create a vibrant ICT sector that ensures that all South Africans have access to robust, reliable, affordable and secure ICT services to advance socio-economic development goals and support the Africa agenda and contribute to building a better world.

The core functions of the DTPS include developing ICT policies and legislation; and ensuring the development of robust, reliable, secure and affordable ICT infrastructure that supports and enables the provision of a multiplicity of applications and services to meet the needs of the country and its people. The main focus of the of the DTPS is to roll-out ICT infrastructure, applications and services, postal and banking services, developing e-strategies to roll-out e-Government and e-sectoral services and promoting cybersecurity and the security of networks.

The state-owned enterprises (SEOs) under the DTPS are the South African Post Office (SAPO), Sentech, the National Electronic Media Institute of South Africa (NEMISA), the Universal Service and Access Agency of South Africa (USAASA), .za Domain Name Authority (ZADNA), Broadband Infraco (BBI) and the State Information Technology Agency (SITA).

The department's objectives are in line with the country's NDP, which recommends developing a coordinated and enabling ICT strategy and a plan that cuts across government departments and sectors to improve e-literacy, and provide clarity on the roles and functions of the State to prevent unintended policy outcomes.

The National Integrated ICT White Paper replaces the *White Paper on Telecommunications (1996)* and the *White Paper on Postal Services (1998)*. It responds to the development of technology, including convergence, digitisation, the increasing use of the Internet, and how South Africans communicate, work and interact with Government.

The policy is a strategic instrument to implement what is envisaged by the NDP as it introduces a range of interventions to ensure everyone in South Africa, irrespective where they live or their socio-economic status can access the benefits of participating in the digital society.

The White Paper lays the foundation for realising the NDP vision for the ICT sector to create "a seamless information infrastructure by 2030 that will underpin a dynamic and connected vibrant information society and a knowledge economy that is more inclusive, equitable and prosperous."

The department has the following key priorities:
• Implementing the *National Integrated ICT Policy White Paper*
• Implementing the ICT SMME Development Strategy
• Implementing the e-Government Strategy
• Broadband connectivity
• SOC Rationalisation
• Ensuring that South Africa is among the top ICT leaders globally.

South Africa Connect, the National Broadband Policy, and the associated strategy and plan, was development in response to South Africa's vision in the NDP of "a seamless information infrastructure by 2030 that will underpin a dynamic and connected vibrant information society and a knowledge economy that is more inclusive, equitable and prosperous."

Provinces have recognised broadband as a key enabler for economic development. All provinces are actively pursuing broadband plans/strategies, and they are at different levels of implementation. The department continues to play the key role of coordinating and collaborating with provinces through provincial broadband steering committees to achieve alignment with South Africa Connect objectives.

The department's key objective is to provide access to quality, affordable and safe ubiquitous high-speed broadband. To achieve this objective the department has commenced with the implementation of the first phase of South Africa Connect, which is focused at providing broadband connectivity to the eight National Health Insurance (NHI) sites. The department has mandated its entities, SITA and BBI, the first phase, which will continue through the upcoming MTEF period. Focus will also be on securing funding options for the second phase of the broadband rollout.

Furthermore, going forward, the department will operationalize the National Rapid Deployment Coordination Centre, in line with the Rapid Deployment Policy, to expedite the rapid deployment of electronic communication facilities.

Budget
The DTPS had a total adjusted appropriation baseline allocation of R4.006 billion for the 2018/19 financial year. The adjusted allocation for 2018/19 decreased by 22.5% compared to the previous financial year allocation of R5.174 billion. Of the total allocation, transfers and subsidies amounts to R497.5 million (12%) of the total budget. These transfers were mainly to departmental agencies and accounts, as well as allocations for Digital Broadcasting Migration. Payment for financial assets amount to R2.947 billion (73.5%) of the available budget and it was allocated for the purposes of recapitalisation of the SAPO.

The allocation for goods and services amounts to R316.9 million (8%) of the total budget. The allocation for compensation of employees amounts to R224.3 million (6%), while R21.3 million (0, 5%) was allocated as payment for capital assets.

The spending of the third quarter for the 2018/19 financial year amount to R714.9 million (17.8%) of the adjusted budget of R4.006 billion.

Revenue in the first six months of 2018/19 was R516,1 million, or 99.7% of the adjusted revenue estimate of R517.8,% for the year. In comparison, mid-year departmental receipts in 2017/18 amounted to R653.5 million, revenue over the same period increased by R137 million.

Legislation
In executing its role, the department is guided by the following legislation:
• Sentech Act,1996 (Act 63 of 1996);
• Postal Service Act, 1998 (Act 124 of 1998);
• DoC Rationalisation Act, 1998 (Act 10 of 1998);
• Electronic Communications and Transactions Act, 2002 (Act 25 of 2002);
• Independent Communications Authority of South Africa, 2000 (Act 13 of 2000);
• South African Post Bank Limited Act, 2010 (Act 9 of 2010);
• South African Post Office SOC Ltd Act, 2011 (Act 22 of 2011);
• State Information Technology Agency Act, 1998 (Act 88 of 1998);
• Broadband Infraco Act, 2007 (Act 33 of 2007);
• Independent Communications Authority of South Africa Act, 2000 (Act 13 of 2000); and
• Electronic Communications Act, 2005 (Act 36 of 2005)
The Electronic Communications Act of 2005 allows the Minister of Telecommunications and Postal Services to draft policies

to fulfil South Africa's obligations under bilateral, multilateral and international treaties and conventions; set guidelines for the determination of certain licence fees by ICASA; promote universal service and electronic communications services in underserviced areas; promote the participation of small business in the ICT sector; and enhance the capacity of and exercise oversight of SOEs.

DTPS entities
South African Post Office
SAPO is a Schedule 2 Public Entity in terms of the Public Finance Management Act of 1999 (PFMA). It is a government business enterprise established to provide postal and related services to the public, and derives its mandate from the Postal Services Act of 1998, SAPO SOC Ltd Act of 2011 and the South African Postbank Limited Act of 2010.

The Postal Services Act of 1998 grants it an exclusive mandate to conduct postal services. This Act makes provision for the regulation of postal services and operational functions of the postal company, including universal service obligations and the financial services activities of Postbank.

The department has revised the Postal Policy as contained in the *2016 ICT White Paper to reposition SAPO* in line with the digital era. Within the revised Postal Policy, SAPO has opportunities to expand on its service offerings, taking into account the developments within the ICT space, especially electronic-commerce and partnership opportunities. The amendments of the postal legislations are accordingly embarked upon in order to align the Acts with the revised ICT policy. The objectives of the amendments include making provisions for:
- Repositioning SAPO to take advantage of new opportunities brought by digital technologies and ensuring that it contribute to e-Government by providing services on behalf of government departments and e-commerce platform;
- Universal postal services and access and availability of ICTs and government services in post offices (access points for multiple governments and other commercial services);
- Utilisation of SAPO's infrastructure to provide financial and government services among others; and
- Development of a framework for the funding of the universal postal services.

The principles of relevance, reliability, resilience and reach were used as guidlines in establishing the strategic objectives of the SAPO.

The entity's strategic goals are:
- to have efficient systems and processes,
- to optimise assets and infrastructure,
- to diversify funding and revenue,
- future products and services,
- to put customers and communities first, and
- to create a culture of excellence.

Post offices are becoming important service-delivery centres not only for postal services but also for government services, financial services and other services and thus offering more South Africans a convenient place to access services, especially in rural communities and underserviced communities. Over the past year, more focus was placed on leveraging the SAPO infrastructure to promote access to essential services. The appointment of SAPO as government's delivery agent for the distribution of social grants is a great milestone, which is aligned to the revised policy envisioned in the *ICT White Paper of 2016*.

Other examples of government services offered through the Post Office as a delivery arm include the renewal of motor vehicle licences, delivery of study material and the payment of bills (municipal services).

SAPO is also focusing on continuing to provide access to postal and related services, and increasing the number of addresses to allow wider access to postal and financial services in underserviced areas. By 31 January 2019, the utility had rolled out 4.9 million addresses against a target of 3.5 million.

It also maintains 2.190 points of presence (which include post offices, mobile units and retail postal agencies).

To ensure the growth and sustainability of the postal sector, the department supports the implementation of a strategic turnaround plan and universal service obligation, and thus motivating for funding through MTEF processes. The following funding was made available to SAPO in the past five years and the current MTEF period:
- 2014/15 financial year: R50 million
- 2015/16 financial year: R115 092 000
- 2016/17 financial year: R890 million (R650 million allocation plus R240 million for DTT)
- 2017/18 financial year: R3 940 000 000 (R3,7 billion allocation plus R240 million for DTT)
- 2018/19 financial year: R2 947 300 000

The 2019/20 to 2021/22 MTEF allocation for universal service obligation is as follows:
- 2019/20 financial year: R474 624 000
- 2020/21 financial year: R500 731 000
- 2021/22 financial year: R528 276 000

During the periods when government funding was still being sourced SAPO was supported with the issuance of government guarantees which assisted to raise borrowings.

The SAPO is also embarking on revenue diversification initiatives which include establishing itself as an e-commerce platform.The utility has been selected to be part of the Universal Postal Union's (UPU) Ecom@Africa project initiative which is aimed at positioning the African posts as key enablers and facilitators of e-commerce. This is a great opportunity for the the SAPO and it is critical in reinforcing international supply chains platforms and realizing the potential of e-commerce for citizens and businesses worldwide. It will also go a long way towards enabling the SMMEs to overcome the infrastructural, socio-political, financial and related barriers to e-commerce and create employment opportunities. More focus is thus placed on the efforts to develop the SAPO's ecommerce capabilities.

The SAPO is currently exploring the restructuring of its operations in order to streamline various business units into distinct lines of business to promote greater efficiencies. This is incorporating review of its operating model to reduce heavy reliance on mail revenue.

The SAPO has the capabilities and potential to contribute to all the objectives of the NDP, utilising its broad reach infrastructure as an interface between the public and various role players in different sectors of the economy, including the government.

The SAPO's points of presence are being positioned to be utilized for broadband connectivity around the country. The department is working with the SAPO to prioritise the connectivity of the relevant sites.

Postbank Corporatisation
SARB is still assessing the application for a license to establish a Postbank.

The following milestones have been achieved to date on the Postbank Corporatisation process:
- Appointment of the initial board members,
- Registration of the South African Postbank Limited SOC with the Companies and Intellectual Property Commission,
- Amendments to the Banks Act, 1990 (Act 94 of 1990) to enable state owned companies to be registered as both a bank and bank controlling companies, and
- Determination of the extent of business to be separated between SAPO and Postbank.

The options on the establishment of the Bank Controlling Company structure for the Postbank are have been completed.

Sentech
Sentech Limited is an SEO established in terms of the Sentech Act of 1996 and is listed as a schedule 3B public entity in terms of the PFMA of 1999. The company is mandated to provide broadcasting signal distribution for broadcasting licensees, with a particular focus on accelerating the implementation of government ICT interventions within the framework of the NDP and the strategic integrated project for expanding access to communication technology.

In 2002, the company's mandate was expanded to provide an international voice gateway and common carrier multimedia

services in accordance with government's imperative to liberalise the telecommunications sector.

The entity's strategic goals over the medium term were to:

• align its strategic roadmap with shareholder programmes to enable the development of open access government participation in the communications industry through infrastructure-based investment

• continue working to support and realise government's ICT vision and goals, including innovation in broadcasting and media services, and content management and distribution

• create solutions that enhance the customer experience and are in line with government's mandate of access to communication services for all citizens

• repackage social responsibility interventions and create community social investment ICT programmes that improve lives, create value and are sustainable.

Sentech derives commercial revenue from terrestrial television services, terrestrial FM and AM radio services, satellite linking, facility rentals and the sale of satellite decoders.

National Electronic Media Institute of South Africa

The National Electronic Media Institute of South Africa (NEMISA) was established as a non-profit institute for education in terms of the Companies Act of 1973 and is listed as a schedule 3A public entity in terms of the PFMA of 1999. The institute's programmes are structured to enhance the market readiness of students in a wide range of broadcasting disciplines.

Its mandate is to expanded to include the development of South Africans' digital skills capacity, and it is accordingly responsible for the implementation of digital skills programmes, including broadcasting, in collaboration with its partners.

The process to re-establish the entity as the iKamva National e-Skills Institute over the medium term is under way, including its merger with the e-Skills Institute and the Institute for Space and Software Applications. The rationale for the merger is to consolidate electronic media support institutions into a single organisation to improve coordination, avoid duplication and improve outcomes in the sector.

The new entity will provide additional digital skills programmes undertaken through collaborative laboratories, which are responsible for one or more of the identified digital skills priority areas in higher learning institutions. The identified digital skills priority areas include government e-enablement, creative new media industries, e-inclusion and social innovation, knowledge-based economies and e-literacy, ICT for rural development, e-health, e-tourism and e-agriculture.

Universal Service and Access Agency of South Africa

The Universal Service and Access Agency of South Africa was established in terms of section 80 of the Electronic Communications Act of 2005 as a statutory body and is listed as a schedule 3A public entity in terms of the PFMA. Its sole mandate is to promote universal service and access to electronic communications services, electronic communications network services, and broadcasting services. The 2016 *White Paper on National Integrated ICT Policy* recommends changes to the mandate and structure of the Agency. The Agency is responsible for managing the Universal Service and Access Fund.

State Information Technology Agency

SITA was established in 1999 to consolidate and coordinate the State's information technology resources in order to achieve cost savings through scale, increase delivery capabilities and enhance interoperability. SITA is committed to leveraging Information Technology (IT) as a strategic resource for government, managing the IT procurement and delivery process to ensure that the government gets value for money, and using IT to support the delivery of e-Government services to all citizens.

.za Domain Name Authority

ZADNA is a statutory, not-for-profit entity established in terms of Chapter X of the Electronic Communications and Transactions Act 25, 2002 (Act 25 of 2002) to administer, manage and regulate the .ZA namespace. Its mandate is to:

• Manage and administer the .ZA namespace,

• License and regulate the .ZA policy,

• Monitoring and compliance,

• Domain name awareness and education,

• Research and development, and

• Making relevant policy recommendation to the minister.

Broadband Infraco

BBI sells high-capacity long-distance transmission services to licensed fixed and mobile network operators, internet service providers and other value-added network service providers.

In advancing inclusive growth, Broadband Infraco continues to connect black-owned regional internet service providers such as Galela, Umzinyathi and Brightwave technologies.

To enhance South Africa's international connectivity and the speed of broadband, Broadband Infraco has co-invested with the private sector in the deployment of the West African Cable System (WACS).

The WACS is the fifth submarine cable system linking South Africa to the world. Broadband Infraco's investment in the WACS entitled it to 11.4% of the system's total capacity, which would help South Africa meet its target of providing broadband connectivity to all who need it by 2020.

The cable system has 15 established terminal stations en route, and will reduce the cost to connect Africa's west coast with the high-speed global telecommunications network for years to come.

Programmes and initiatives
National Integrated ICT Policy White Paper

The *National Integrated ICT Policy White Paper* was developed to respond to the development of converged technologies, digitisation, the increasing use of the Internet, and how South Africans communicate, work and interact with the government.

The White Paper is a strategic instrument to implement what is envisaged by the NDP as it introduces a range of interventions to ensure everyone in South Africa, irrespective of where they live or their socio-economic status can enjoy the benefits of using in the digital society.

Following Cabinet approval of the White Paper in September 2016, the department has prioritised the phased implementation of the White Paper over the medium term. The department plans to draft identified bills stemming from the *National Integrated ICT Policy White Paper*. Such identified legislation will, in the short to medium term, include amendments to the State IT Agency Act, 1998 (Act 88 of 1998), the ICT Sector Commission and Tribunal Bill as well as the Digital Development Fund Bill. Furthermore, the department will focus on the development of a Big Data, Cloud and Cybersecurity Policy to ensure that South Africa is up to speed and remains relevant in this fast changing technological era.

The ikamva National e-Skills Institute Bill, which seeks to create a public entity that will be a national catalyst, and change agent for developing e-skills capacity in the country, was introduced in Parliament in March 2018.

ICT SMME Development Strategy

The South African government is aware that addressing problems confronting the country's economy and that reversing the unemployment rate requires a radical policy shift that recognises the urgent need to invest in small, medium and micro enterprises (SMMEs) as they are key drivers of economic growth and job creation. The ICT SMME Development Strategy focuses on key interventions to accelerate the development, growth and sustainability of small and medium enterprises in the ICT sector, and aims to facilitate increase in the levels of uptake and usage of ICTs by the general small business sector. In this regard, the focus over the medium term will be on facilitating the implementation of the ICT SMME Development Strategy.

Broadband Connectivity

The DTPS's key objective is to provide access to quality,

affordable and safe ubiquitous high-speed broadband. To achieve this objective the department has commenced with the implementation of Phase 1 of SA Connect, which is focused on providing Broadband connectivity to all government facilities (i.e. schools, health facilities and government offices) in eight district municipalities that also forms part of the NHI pilot project. The department has mandated its entities, SITA and BBI, to implement Phase 1 of SA Connect, which will continue through the upcoming MTEF period. Focus will also be on securing funding for Phase 2 (broadband rollout).

Provinces have identified broadband as a key enabler for economic development. All provinces are actively pursuing broadband plans/strategies, and they are at different levels of implementation. The department continues to play a key role of coordinating and collaborating with provinces through provincial broadband steering committees to achieve alignment with SA Connect objectives.

Furthermore, the department plans to continue to operationalize the National Rapid Deployment Coordination Centre, in line with the Rapid Deployment Policy, to expedite the rapid deployment of electronic communication facilities.

SOC Rationalisation
As part of plans to strengthen the role of SOCs and support government's developments goals, Cabinet approved a framework for the establishment of a State ICT Infrastructure Company through the merger of SENTECH and BBI as the first phase, and the State IT Company by repurposing SITA.

The Department will focus on submitting such legislation to Cabinet. The impact of such legislation is aimed at increasing investment in ICT Infrastructure, improving the performance of the SOEs under the DTPS portfolio, promoting innovation and transforming the ICT sector as a catalyst for economic growth.

e-Government Strategy
The implementation of the National e-Government Strategy and Roadmap is essential for the transformation and modernisation of public service delivery as it provides an enormous opportunity to deliver government services without having to rely on manual processes that require human intervention.

The National e-Government Strategy and Roadmap is to guide the digital transformation of public service in South Africa into an inclusive digital society where all citizens can benefit from the opportunities offered by digital technologies to improve their quality of life. This will contribute towards the reduction of poverty and inequality by ensuring that government services are delivered to all citizens through the use of ICTs.

The implementation of the strategy is, therefore, essential for the transformation and modernisation of public service delivery

as it provides an enormous opportunity to deliver government services without having to rely on manual processes that require human intervention.

In the medium term, the department plans to focus on facilitating and coordinating the implementation of the Strategy together with relevant stakeholders. SITA is the lead agency in the digital transformation of government services, collaborating with the various government departments to realise a digital government that embraces citizen centricity.

Preparing South Africa for the Fourth Industrial Revolution
The Fourth Industrial Revolution (4IR) has necessitated that countries develop new policies, strategies and innovation plans to enable an inclusive developmental approach that will comprise of the representatives of a cross section of stakeholders, including the public sector, business, academia and research institutions, experts, labour, SMMEs, youth, women and non-governmental organizations. In essence, South African policies, strategies and plans should seek to advance the goals of inclusivity and shared growth. A core short-term focus of South Africa's national response will be on the impact of the changing technological landscape on the economy and employment.

In the medium term, the country needs a more broad-based approach that looks at threats and opportunities that technological change and convergence will have on South Africa's other development imperatives including; economic infrastructure, environmental sustainability and transitioning to a low-carbon economy, an integrated and inclusive rural economy, human settlements, education, training and innovation, health, social protection, safer communities, and building a capable and developmental state.

The DTPS's priorities are anchored in an endeavour to prepare South Africa for the 4IR. Key initiatives in this regard will include coordinating the establishment of the Presidential Advisory Council on the 4IR to ensure that the country is in a position to seize the opportunities and manage the challenges of rapid advances in ICT. The council will act as an advisory body that will ensure that South Africa leverage on the benefits of the latest technology by coordinating and planning across the industries and sectors that will underpin the drive towards the 4IR.

The council will also serve as a platform to address challenges identified through research and consultation and ensure that ICTs are regarded as drivers in creating jobs, through innovations and development of ICT SMMEs.

Focus will also be on the establishment of the Digital Transformation Centre to build capacity around standardisation, intellectual property management and conformance testing to

boost localization and the manufacturing of new technologies. Furthermore, the department will focus on the development of the National Digital Skills Strategy, which will address the need for future digital skills while taking into consideration the existing skills gaps in South Africa.

The department will also continue with the implementation of various other elements of the National e-Government Strategy aimed at stimulating sector growth and innovation by driving public and private ICT investment, especially in network upgrades and expansion (particularly in broadband) and development of local content and applications.

Positioning South Africa as a global ICT leader
The department's international programme is focused on positioning South Africa as global ICT leader; influencing the debates and decisions of multilateral organisations in favour of national interest and development agenda; increasing investment in the economy; and promoting South African business and technological capabilities.

In the 2018/19 financial year, South Africa was elected to the International Telecommunications Union (ITU) Council for the period 2019 – 2022. Manager: Radiocommunications at ICASA, Mandla Mchunu, representing South Africa, was also elected to the Radio Regulations Board of the ITU for the period 2019 – 2022. South Africa was also elected to the African Telecommunications Union (ATU) Council for the same period.

Over and above that, South Africa has been appointed to Chair the ATU 4IR Committee that will oversee the development of the African Strategy for 4IR. South Africa also chairs the Southern African Development Community for 4IR programme, as well as the SADC Shared Satellite Programme. The country's participation and leadership in the continent and globally primarily focuses on ensuring that Africa owns and capitalises on its own technological resources and capabilities in order to contribute to national GDPs and build the digital economy.

In 2018, the department hosted the first ITU Telecom World to be held in Africa. This is an annual ICT event organised by ITU Telecom, part of the International Telecommunication Union (ITU), the UN agency responsible for ICT-related issues. Twenty three SMMEs from South Africa were shortlisted for the Telecom World awards while, 22 SMMEs from the continent were also shortlisted. Pulego Communications won the overall Global SME Excellence Award for Innovation with the greatest social impact, Tuse Communications won the Best Business Model Category; and Uthini won the Most Innovative use of ICT category.

As a legacy of the ITU Telecom World, the department has launched a Digital Transformation Centre whose objective is to incubate enterprise talent and harness innovation. With

the support from ITU, the World Economic Forum and other partners, the centre will support the entry and growth of SMMEs in various aspects of these future communication systems and networks, focusing on management of intellectual property rights, standardisation, conformance testing, and SMME innovation. It will further support the production and usage of ICT technologies and break the current monopolies in the electronic manufacturing industry.

On the international postal programme, the country will continue to implement the UPU Ecom@Africa – an initiative aimed at positioning the postal network as a key enabler and facilitator of e-commerce. In 2018, South Africa, Tunisia and other African countries were successful in pursuing the Reform Agenda at the UPU. The outcomes of the UPU Extraordinary Congress were favourable to developing countries, in redressing the proportional geographic balance in the UPU governance structure. The department will continue to influence the global arena to influence digital transformation.

Internet
According to Statistics South Africa's General Household Survey (GHS) 2018, 64.7% of South African households had at least one member who had access to, or used the Internet either at home, work, place of study or Internet cafés. Access to the Internet using all available means was highest in Gauteng (74.6%), Western Cape (72.4%) and Mpumalanga (70.2%), and lowest in Limpopo (46.2%) and Eastern Cape (55.3%). Marginally over one-tenth (10.4%) of South African households had access to the Internet at home. Access to the Internet at home was highest among households in Western Cape (25.8%) and Gauteng (16.7%), and lowest in Limpopo (1.7%) and North West (3.0%).

Household access to the Internet at home was highest in Western Cape (25.8%) and Gauteng (16.7%) and lowest in Limpopo (1.7%). While 17.3% of households in metropolitan areas had access to the Internet at home, this was true for only 1.7% of rural households in general and less than one per cent of rural households in North West (0.8%) and Limpopo (0.6%). Households were generally more likely to have access to the Internet at work than at home or at Internet cafés or at educational institutions. Households in Gauteng and Western Cape were most likely to access the Internet at work while those in Limpopo were least likely to do so.

Mobile access to the Internet has made it much more accessible to households in rural areas. Nationally, Internet access using mobile devices (60.1%) was much more common than access at home (10.4%), at work (16.2%) and elsewhere (10.1%). Although the use of mobile Internet access devices in rural areas (45.0%) still lags behind its use in metros (67.5%) and urban areas (63.7%), it is much more common in rural areas than any of the alternative methods.

Social media
The emergence of social media as a social and business communication tool in the last few years, has been dramatic.

In South Africa, a country where first and third-world conditions are often separated by just a few kilometres, social media has levelled the playing field and created a platform that is affordable for everyone, easy to use and highly effective as a communication tool.

Online retail
Latest stats from World Wide Worx reveal that online retail is projected to reach 1.4% of total retail in South Africa, based on an estimated R1-trillion to be spent via traditional channels in 2018. The 2% mark is likely to be reached by 2022.

The forecasts by World Wide Worx for the next three years, from 2018 to 2020, show online retail sales more than doubling to almost R20-billion, a year sooner than originally forecast in 2016.

Cybercrime and cybersecurity
Cyberspace comes with new types of challenges to the governments of the world and it therefore introduces a further dimension to national security.

The cyberworld is a borderless platform that enables more sophisticated threats such as cybercrime, cyberterrorism, cyberwar and cyber-espionage. For this reason, the cyberthreats need to be addressed at both the global and national levels.

The Cybersecurity Hub offers alerts and warnings, announcements, security-related information dissemination, incident-handling and incident response support as services to its constituents. These services can be categorised as proactive, reactive and social services.

Regarding incident-handling, incidents are logged via the Cybersecurity Hub website and depending on their evaluation, incidents that can be handled by the Cybersecurity Hub are timeously resolved or else relevant incidents are escalated to other agencies for further investigation.

Mobile communications
South Africa has one of the largest telecommunications markets on the continent. It has five mobile operators, namely Cell C, MTN, Vodacom, Telkom Mobile and virtual network operator Virgin Mobile.

Mobile phones are the dominant technology for voice and data communication among base of pyramid (BoP) users and for informal businesses. People in this group access the Internet mostly via their mobile phones and smartphones have taken over functions that used to be performed by computers.

Users are also finding innovative ways to bypass expensive cellphone SMS rates by using Facebook Zero or other instant message services such as WhatsApp.

Although half of the 50 million people in South Africa live below the poverty line, more than 75% among those in low-income groups who are 15 years or older own a mobile phone.

Mobile ownership at the BoP – households with an income of less than R432 per month, per household member – is relatively high, compared to other African countries. This is according to research commissioned by infoDev, a global partnership programme within the World Bank Group, about the use of mobile phones among BoP users.

Some of 98,5% low-income groups who own mobile phones in South Africa have a prepaid SIM card, but there is a small percentage (1.5%) of BoP mobile owners who have post-paid contracts.

According to the GHS 2018, only 0.1% of South African households living in metropolitan areas exclusively used landlines, compared to 86.9% that exclusively used cellular phones. The exclusive use of cellular phones was most common in City of Tshwane (91.1%), City of Johannesburg (90.3%), and Ekurhuleni (89.6%). Almost one-fifth (19.9%) of households in Cape Town used both landlines and cellular phones compared to 6.7% in Buffalo City and 8.1% in Tshwane

PostNet
PostNet is South Africa's largest privately owned counter network in the document and parcel industry, trading across more than 330 owner-managed retail stores.

It serves in excess of 60 000 walk-in customers per day, countrywide.

There are five product types within PostNet, namely courier, copy and print, digital, stationery and mailboxes.

The media
South Africa is fortunate to have vibrant and independent media.

According to the Bill of Rights, as contained in the Constitution, everyone has the right to freedom of expression, which includes:
• freedom of the press and other media
• freedom to receive or impart information or ideas
• freedom of artistic creativity
• academic freedom and freedom of scientific research.

Several laws, policies and organisations act to protect and promote press freedom in South Africa.

Radio

Radio is a great communications medium and still enjoys the broadest reach of any media category in South Africa. The diversity of stations, formats, voices and offerings ensures that most of the public's needs are catered for.

It also fulfils a vital need for information and entertainment, with relatively low costs to the distributors and the listeners.

As a communication medium, radio has very few barriers to access. SABC Radio has more than 25 million listeners weekly in South Africa.

The fact that radio cuts across boundaries of illiteracy strengthens the importance of the medium to the consumer and the advertiser.

The SABC's national radio network comprises 18 radio stations, of which 15 are dedicated specifically to public-service broadcasting.

These include 11 full-spectrum stations, one in each of the official languages of South Africa; a cultural service for the Indian community broadcasting in English; a regional community station broadcasting in isiXhosa and English; and a community station broadcasting in the !Xu and Khwe languages of the Khoisan people of the Northern Cape.

The SABC has three stations in its commercial portfolio. These are 5FM, Metro FM and Good Hope FM. Channel Africa broadcasts live on three platforms: shortwave, satellite and the Internet. Its broadcasts are in Chinyanja, Silozi, Kiswahili, English, French and Portuguese.

Commercial radio stations

Commercial radio stations in South Africa include:
- YFM
- 702 Talk Radio
- Metro FM
- 5FM
- Channel Africa
- Good Hope FM
- 567 Cape Talk
- Radio 2000
- Capricorn FM
- Radio KFM
- Lotus FM
- X-K FM
- TruFM
- RSG
- Power 98.7.

Stations such as 94.2 Jacaranda FM, 94.7 Highveld Stereo, OFM, Algoa FM, Classic FM, Kaya FM and East Coast Radio were initially SABC stations, but were sold to private owners to diversify radio ownership in South Africa as part of the transformation of the public broadcaster.

Many of South Africa's radio stations are also available online.

Community radio

Community broadcasting remains an important project for the DoC. From the early days of Cape Town's Bush Radio, Africa's oldest community radio station project, to today's broadcasting landscape which boasts more than 200 stations across the country's nine provinces, community radio has provided communities with an indispensable platform from which to raise awareness of their grass roots issues, irrespective of race, gender, disability or economic class.

Still a relatively youthful sector, community radio can trace its origins back to Bush Radio, the idea for which started in the 1980s when community activists and alternative media producers explored ways in which media could be used for social upliftment. The radio was officially formed in 1992, broadcasting illegally following numerous attempts to apply for a broadcast license from the apartheid government.

It was however only after the first democratic elections of 1994 that South Africa saw the liberalisation of the airwaves with the establishment of an independent regulator, the Independent Broadcasting Authority (IBA), now the Independent Communications Authority of South Africa (ICASA). In subsequent years some 275 community radio stations have been licenced.

In 2002, the MDDA Act, 2002 (Act 14 of 2002) was promulgated giving further, significant impetus to the transformation of the media. Published figures indicate that listenership of community radio as compared to total radio audience has moved from 8% in 1997 to 28% some 20 years later and a national listenership of 9 million out of the total radio audience of approximately 33 million.

The community radio sector also contributes to the promotion of indigenous languages and cultural groups. Across the more than 150 community broadcast projects that have received funding from the MDDA, the full spectrum of South African languages can be heard.

Television

The SABC's television network comprises of three free-to-air channels and two other channels carried on a subscription digital satellite network. South African television is broadcast in all 11 official languages and in Sign Language.

Community television

In 2007, Soweto TV was the first community television station to obtain a seven-year broadcasting licence from ICASA.

Since then, more seven-year licences have been issued to stations operating in Soweto, Cape Town, Tshwane, Empangeni and Nelson Mandela Bay. The issuing of new community television licences is on hold until the migration from analogue to digital broadcasting is complete.

Free-to-air television

e.tv is South Africa's first private, free-to-air television channel, launched in 1998. It is the largest English-medium channel in the country and the third largest overall.

e.tv also has a pan-African presence through e.tv Africa, which is distributed on the DStv Africa bouquet and by local affiliates in African countries. eNews Prime Time continues to lead the English prime time news slot. This success led to the launch of the leading 24-hour news channel on the DStv platform, eNCA (eNews Channel Africa) in 2008.

Satellite broadcasting

MultiChoice started as the subscriber management arm of M-Net. It is the leading multichannel digital satellite television operator across the African continent. MultiChoice provides its DStv services to different market segments. The DStv bouquets cater for different lifestyles and pockets, from entry level to premium.

Top-TV offers five bouquet options, arranged in seven package options.

e.sat tv supplies television, mobile and online news to various channels in South Africa and across the African continent under the brand name eNews Channel Africa (eNCA). Growing out of the success of eNews Prime Time, aired on e.tv, eNCA is South Africa's first and most watched independent 24-hour television news channel on the DStv Platform (Channel 403).

Newzroom Afrika is a premier South African 24-hour television news channel on DStv Platform (Channel 405). The channel which is 100% black-owned went on air on 2 May 2019, replacing Afro Worldview whose contract was terminated in August 2018.

In 2018, ICASA initiated an inquiry into subscription broadcasting services with the intention to define markets and market segments, the effectiveness of competition in the relevant markets, determining dominant licensees, and possible appropriate pro-competitive licence conditions that may be imposed.

This was perpetuated by the perceived difficulty for new players to enter and stay in the payTV market. This is one of the interventions to level the playing field but to ensure that those who are licensed are able to sustain themselves and provide a quality service to the public.

Print

Technical handling of the print media in South Africa rates among the best in the world. This is one reason why newspapers and magazines have held their own in a volatile information era, cha- racterised by the vast development of various new forms of media- delivery platforms via the Internet.

Newspapers

Most South African newspapers and magazines are organised into several major publishing houses. These include Media24 (part of Naspers, the largest media group in Africa), the Irish-based Independent News & Media (Pty) Ltd group, Caxton Publishers & Printers Ltd and Arena Holdings. Other important media players include M&G Media Ltd; the Natal Witness Printing & Publishing Company (Pty) Ltd; Primedia Publishing Ltd; RamsayMedia, and Kagiso Media.

Some of the prominent daily and weekly newspapers in South Africa include: *The Sunday Times*, *Citizen*, *Sowetan*, *The Daily Sun*, *The Witness*, *Sunday World*, *City Press*, *The Weekly Mail and Guardian*, *Beeld*, *Pretoria New*s, *The Star*, *Die Burger*, *The Cape Argus*, *Cape Times*, *Son*, *Daily Dispatch*, *The Herald, The Daily News, The Mercury, The Witness, Business Day, Die Volksblad, Diamond Fields Advertiser, Isolezwe, Rapport, Sunday Tribune, Sunday Sun, Ilanga, The Post and Socce*r *Laduma.*

Magazines

Some of the prominent magazines in South Africa are: *The Financial Mail, Finweek, Entrepreneur, Forbes Africa, Noseweek, BusinessBrief, Leadership, Farmer's Weekly, Landbouweekblad, Plaastoe, Veeplaas, Personal Finance, People, TV Plus, Bona, Drum, Huisgenoot, YOU, The Big Issue, Taalgenoot, Leisure, Easy DYI, House & Leisure, Sarie Kos, Elle, Decoration, SA Home Owner, SA Garden and Home, Tuis Home, VISI, Woolworths' Taste, Fresh Living/Kook en Kuier, Braintainment, Destiny Man, Blaque Magazine, GQ, Men's Health, Popular Mechanics, Stuff, Tjop & Dop, Amakhosi, Kick Off, Golf Digest, Compleat Golfer, Magnum's Game, Hunt/Wild, Jag, SA Hunter, Zigzag, Modern Athlete, CAR, Leisure Wheels, Drive Out/WegRy, Auto Trader, Bike SA, SA 4×4, Speed and Sound, Getaway, Weg/Go, SA Country Life, Cosmopolitan, Glamour, Elle, Fair Lady, Finesse, Destiny Magazine, Good Housekeeping/Goeie Huishouding, Ideas/Idees, Leef, Move!, True Love, Vrouekeur, Woman and Home, Essentials, Fitness Magazine, Kuier, Marie Claire, Rooi Rose, Sarie, Your Family, Women's Health and Longevit*y.

Media organisations and role players

The non-profit-making Print and Digital Media South Africa (PDMSA) was originally formed to bring together under one roof publishers of diverse print genres.

The PDMSA recognised the advantages of extending its footprint online by extending its membership to include digital media publications.

The members include Times Media Group, Caxton and CTP; Independent Newspapers; Media24; Mail & Guardian, and the Association of Independent Publishers (AIP).

The purpose of the PDMSA is to represent, promote, interact with and intervene in all matters concerning the collective industry and of common interest. It represents more than 700 newspaper and magazine titles in South Africa.

The PDMSA is a member of a number of international bodies, such as the World Association of Newspapers and the Federation of Periodical Press. Allied to the PDMSA, but not a constituent member, is the ABC, responsible for auditing and verifying print-media circulation figures.

The AIP represents the interests of more than 250 independent publishers in southern Africa.

The South African National Editors' Forum (Sanef) was formed at a meeting of the Black Editors' Forum, the Conference of Editors and senior journalism educators and trainers, in October 1996.

Sanef membership includes editors and senior journalists from the print, broadcast and online/Internet media, as well as journalism educators from all the major training institutions in South Africa.

The Forum of Black Journalists addresses issues that directly affect its members.

Members of the public who have complaints or concerns about reports in newspapers and magazines can submit their grievances to the Office of the Press Ombudsman. Should they not be satisfied with the resultant ruling, they can lodge an appeal with an independent appeal panel. The Office of the Press Ombudsman was set up by the PDMSA, Sanef and the Media Workers' Association of South Africa.

The Freedom of Expression Institute was established in 1994 to protect and foster the rights to freedom of expression and access to information, and to oppose censorship.

The Forum of Community Journalists (FCJ) is an independent body that represents, promotes and serves the interests of all community-newspaper journalists in southern Africa. The decision to become an independent body followed the restructuring of the Community Press Association into the AIP.

The Broadcasting Complaints Commission of South Africa is an independent self-regulatory body that serves as a voluntary watchdog, to adjudicate complaints from the public about programmes flighted by members who subscribe to its code of conduct. Members include the SABC, M-Net, Radio 702 and the Trinity Broadcasting Network. However, the commission does not deal with X-rated material, the broadcast of which is prohibited under criminal law.

Media Monitoring Africa (formerly Media Monitoring Project) is a non-profit organisation that acts in a watchdog role to promote ethical and fair journalism that supports human rights.

The National Community Radio Forum (NCRF) lobbies for the airwaves in South Africa to be diversified, and for a dynamic broadcasting environment through the establishment of community radio stations.

The NCRF is a national, member-driven association of community-owned and run radio stations and support-service organisations.

Radio station members are independent, non-profit community-based organisations.

Other press organisations operating in the country are the:
• Foreign Correspondents' Association of Southern Africa
• Printing Industries Federation of South Africa, the South African Typographical Union
• South African Guild of Motoring Journalists
• Professional Photographers of South Africa
• Media Institute of Southern Africa
• Publishers' Association of South Africa
• Press clubs in major centres.

News agencies

The African News Agency, Africa's first syndicated multimedia content service, began publishing South African and international news stories in 2015.

The main foreign news agencies operating in South Africa are:
• Reuters
• Agence France-Presse
• Associated Press
• Deutsche Presse Agentur
• United Press International.

Journalism awards

South Africa's most important awards include the:
• Mondi Shanduka Newspaper Awards
• Vodacom Journalist of the Year Awards
• South African Breweries Environmental Media and Environmentalist of the Year Awards
• Sanlam Financial Journalist of the Year Award
• CNN MultiChoice African Journalist Awards
• Discovery Health Journalism Awards
• Sanef's Nat Nakasa Award
• Local Media Excellence Awards.

Media awards

The annual Local Media Excellence Awards ceremony was held in July 2019 in Centurion. At the awards, (previously known as the Sanlam/MDDA Local Media Awards), local and community newspapers from all over the country and across all media houses compete against each other to award the best of the best in South Africa.

Other important annual media awards are the Eagles, the Pendoring and the AdReview Awards.

Advertising

South Africa has a vibrant and dynamic advertising industry. Local advertising agencies are often recognised internationally for their excellence.

Advertising Standards Authority (ASA)

The ASA is the protector of the ethical standards of advertising in South Africa, and protects consumers against manipulative advertising and unfair claims.

It is an independent body established and funded by the marketing communication industry to manage advertising in the public interest by means of self-regulation.

The ASA cooperates with government, statutory bodies, consumer organisations and industry to ensure that advertising content complies with the Code of Advertising Practice.

The code is the ASA's guiding document based on the International Code of Advertising Practice, prepared by the International Chamber of Commerce.

Drawn up by the ASA with the participation of representatives of the marketing-communication industry, the code is amended from time to time to meet the changing needs of the industry and of South African society.

Advertising awards

The 40th Annual Loerie Awards took place in August 2018 at the Durban International Conference Centre.

The full list of Grand Prix winners are:
- La Libanaise Des Jeux's 'Lucky Face' by Impact BBDO Dubai - Integrated campaign
- Louvre Abu Dhabi's 'Highway Gallery' by TBWA\RAAD Dubai - Radio
- Kimberly-Clark 'The World's First Baby Marathon' by Ogilvy Johannesburg - Film communication

Public relations
Public Relations Institute of Southern Africa (PRISA)

Established in 1957, PRISA represents professionals in public relations and communication management throughout the southern African region and has registered practitioners in Botswana, Namibia, Lesotho, Swaziland and South Africa.

It is a founding member of the Global Alliance for Public Relations and Communication Management, and initiated the formation of the Council for Communication Management in South Africa. The council is the coordinating body representing various groupings of professionals in South Africa.

PRISA plays a leading role in uniting professionals and driving transformation. As the recognised leader of the public relations and communication management profession in southern Africa and beyond, PRISA provides the southern African industry with the local professional advantage.

International relations

The international branch of the DoC continues to be the primary vehicle through which the department pursues government's priority of contributing to a better South Africa and contributing to a better and safer Africa in a better world.

South Africa chairs the Future Strategy Committee of the UPU. The country is also serving as a member of the UPU Council of Administration for a second term, 2017 – 2020.

It is also responsible for chairing a new committee dealing with strategy. The DoC was re-elected to the Postal Operations Council that deals with the operational, economic and commercial aspects of the postal business.

South Africa has contributed significantly to the UPU's work in developing National Address Systems. The country's use of Global Positioning Systems to allocate addresses to people in rural and undeveloped areas has proved critical.