

## **SUMMARY**

Countries worldwide have reformed or are in the process of reforming their telecommunications industries. The reform process is characterised by new laws and policies, and the establishment of regulatory agencies to implement reforms in a new dynamic global environment. Regulatory reform has emerged as an important policy area worldwide. In South Africa, the regulatory environment is undergoing an overhaul to create a framework for vibrant competition and consequently affordable services. The aim of this study is to gain a deeper insight into the capability and state of readiness of the regulatory authority to implement its constitutional mandate: to regulate the industry, create conditions for competition, and to achieve socio-political objectives.

The case study research design was used. The methodology include: in-depth interviews, qualitative content analysis and documentation. The report concludes that the regulator lacks behind global best practices in terms of crucial policy and regulatory aspects to successfully implement its mandate.

### **Key words**

Telecommunications, regulation, liberalisation, privatisation, universal access, universal service, competition, monopoly, regulator.