

Policy Statement

It is Vodacom's policy to conduct its operations in compliance with all legal and regulatory requirements. This Access to Information Manual ("**the Manual**") regulates access to information and records owned, held by or otherwise under the control of Vodacom Group Limited, Vodacom (Pty) Ltd and their South African subsidiaries ("**Vodacom**") and the release of any such information or records any of Vodacom's directors, officers, employees, agents or anyone acting on its behalf. This Manual should be read in conjunction with, and is aimed at ensuring compliance with, the Vodacom Group policy relating to meeting regulatory requirements and the Vodacom Regulatory Compliance Policy.

Application

This Manual applies to information and records owned, held by or otherwise under the control of Vodacom and the release of any such information or records.

Objective

The objectives of this Manual are to:

- provide a non-exhaustive list of information, records and other details held by Vodacom;
- set out the requirements on how to request information in terms of the Promotion of Access to Information Act No. 2 of 2000 ("**PAIA**" and/or "**the Act**") and the Protection of Personal Information Act, Act No 4 of 2013¹ ("**PoPI**") as well as the grounds on which a request may be refused; and
- define the manner and form in which a request for information must be submitted.

Availability

As provided for in terms of section 51(2) of PAIA this Manual will be updated as and when the need arises and as soon as any amendments have been finalized the latest version of the Manual will be made public through:

The Vodacom website: www.vodacom.co.za / www.vodacom.com

¹ The effective date of this legislation has not been pronounced.

Alternatively, on request from:

The Information Officer

Vodacom Group Ltd

082 Vodacom Boulevard

Vodavalley

Midrand

1685

Fax number: 011 546 8137; Email: informationofficer@vodacom.co.za

THE MANUAL

Table of Contents	Page
1. Introduction	4
2. Definitions	4
3. Vodacom Structure and Function	6
4. Particulars in terms of section 51	6
5. List of records and information	6
6. Entry point for requests	7
7. Who may request information or records in terms of the Act	7
8. Request Procedure	8
9. Request Fees	10
10. Granting or refusal of requests	11
11. Appeal/ Lodgment of complaints	12
12. Other information as may be prescribed	13
13. Availability of the manual	13
14. Annexure A: Categories and types of Information that can be requested	14
15. Annexure B: Prescribed Form C	29
16. Annexure C: Some of the key pieces of legislation in terms of which Vodacom is obliged to retain information / records	38
17. Annexure D: Notice of Internal Appeal	41

1. INTRODUCTION

PAIA affords natural and/or juristic persons the right of access to records held by either a private or public body, subject to certain limitations, in order to enable them to exercise or protect their rights. Conversely, PoPI affords Data Subjects (“DS”) the right to request access, in accordance with the provisions of PAIA, to their Personal Information (“PI”) from any Responsible Party (“RP”).

Section 51 of PAIA requires Private Bodies to compile a Manual setting out the procedure and requirements to be adhered to in seeking to obtain access to information held by that Private Body. It also stipulates the minimum requirements a manual has to comply with. To this end section 51 requires the Manual to contain, amongst others, the following:

- A description of the private body’s structure and functions;
- Contact details of the Head of the Private Body;
- Categories of information available without formal request, if any;
- A description of the records available in accordance with other legislation;
- Sufficient detail to facilitate a request for access to a record of the Private Body
- A description of the categories of subjects and of the information or categories of information;
- A description of the subjects on which the body holds records and the categories of records held on each subject,
- Such other information as may be prescribed.

PoPI requires that when processing PI, a RP should give effect to the constitutional right to privacy by safeguarding PI subject to justifiable limitations that are aimed at balancing the right to privacy against other rights particularly the right of access to information.

2. DEFINITIONS

The following words as shall bear the same meaning as under PoPI as follows:

“Consent” means a voluntary, specific and informed expression of will in terms of which a DS agrees to the processing of PI relating to him or her

“Data Subject” or “DS” means the person to whom personal information relates

“Minister” means the Minister of Justice and Constitutional Development

“Personal information” or “PI” means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person including

- (a) information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person;
- (b) information relating to the education or the medical, financial, criminal or employment history of the person;
- (c) any identifying number, symbol, e-mail address, physical address, telephone number or other particular assignment to the person;
- (d) the blood type or any other biometric information of the person;
- (e) the personal opinions, views or preferences of the person;
- (f) correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;
- (g) the views or opinions of another individual about the person; and
- (h) the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person

“Private body” means a natural person who carries or has carried on any trade, business or profession in that capacity, a partnership or juristic person

“Processing” means any operation or activity or any set of operations, whether or not by automatic means, concerning personal information, including:

- (a) the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use;
- (b) dissemination by means of transmission, distribution or making available in any other form; or
- (c) merging, linking, as well as blocking, degradation, erasure or destruction of information;

“Public body” means any department or state or administration in the national, provincial or local sphere of government or functionary exercising public power

“Responsible party” or “RP” means a public or private body or any other person which, alone or in conjunction with others, determines the purpose of and means for processing Personal Information.

3. VODACOM STRUCTURE AND FUNCTIONS

Vodacom is a pan African communications company providing voice, messaging, data and converged services to over 47 million customers. With its roots in South Africa, Vodacom has grown its operations to include networks in Tanzania, the Democratic Republic of Congo, Mozambique and Lesotho. Vodacom also provides carrier and business services to customers in over 70 countries. Vodacom is listed on the JSE Limited.

Vodacom is majority owned by Vodafone Group Plc, one of the world's largest mobile communications companies by revenue. As such Vodacom is bound by and adheres to Vodafone Group Privacy Commitments.

4. PARTICULARS REQUIRED IN TERMS OF THE SECTION 51(1)(a) OF PAIA

Company Registration:	
Vodacom Group Limited	1993/005461/06
Vodacom (Pty) Ltd	1993/003367/07
Chief Executive Officer & Managing Director	Shameel Joosub
Privacy & Information Officer	Mpumi Simelane
Chief Officer: Legal, Regulatory & Stakeholder Relations	Nkateko Nyoka
Street Address	082 Vodacom Boulevard, Vodacom Valley, Midrand, 1685
Postal Address	Private Bag X9904, Sandton, 2146
Telephone	011 653 5000
Fax	011 546 8137
Website	www.vodacom.co.za / www.vodacom.com
E mail	informationofficer@vodacom.co.za

5. LIST OF RECORDS AND INFORMATION

The information held by Vodacom has been divided into different categories grouped into twelve subjects, each of which describes a single business unit, for example, "Human Resources". For ease of understanding and navigation, an additional level has been added between the "subject" and "category" levels. This additional level describes more accurately the sub-set of categories that falls under it. For example, under the additional level, the subject "Performance and Remuneration" is made up of information categories describing payroll, bonus and incentives, and employee performance information.

The categories of information are not exhaustive but are merely meant to give a broad indication of the information subject and categories held by Vodacom, without specification. A category may therefore contain sub-categories and sub-sets of information, which are not specifically listed. (For purposes of the list of records and information held by Vodacom see Appendix A: Categories and Types of Information).

6. ENTRY POINT FOR REQUESTS FOR INFORMATION

In order to ensure that Vodacom complies with the Act, management has designated Vodacom Customer Care as the only entry point through which any request in terms of the Act must be channeled.

All requests in terms of the Act must be addressed to:

VODACOM CUSTOMER CARE

Physical Address

Vodacom Customer Care

082 Vodacom Boulevard, Vodacom Valley, Midrand, 1685

Postal Address

Vodacom Customer Care

Private Bag X9904, Sandton, 2146

Other

Telephone: (082) 111

Electronic mail: customercare@vodacom.co.za / accesslea@vodacom.co.za

7. WHO MAY REQUEST INFORMATION OR RECORDS

7.1 The purpose for which Information is required

The Act provides that a person may only request information in terms thereof if that information is required for the exercise or protection of a right.

Further, PoPI provides that a DS may, upon proof of identity, request the RP to confirm, free of charge, all the information it holds about the DS and may request access to such information, including information about the identity

of third parties who have or have had access to such information. PoPI further provides that where the DS is required to pay a fee for services provided to him/her/it the RP:

- Must provide the DS with a written estimate of the payable amount before providing the service
- May require that the requestor pay a deposit for all or part of the fee

Categories of Requestors

The capacity under which a Requester requests documentation/ information will determine the category he or she falls in. Please note that the Requester category has a bearing on the conditions of access to the information.

Requesters have been classified into four categories:

- A Personal Requester: requests information about himself/herself/itself.
- A Representative Requester: requests information relating to and on behalf of someone else.
- A Third Party Requester: requests information about another person.
- A Public Body: requests information in the public interest.

8. REQUEST PROCEDURE

8.1 Completion of Form C

Any request for information in terms of the Act must be submitted in terms of Form C (a copy of the form is enclosed as Annexure B hereto). These forms are available on request from Vodacom Customer Care and upon payment of a prescribed fee. The forms can also be downloaded from www.vodacom.co.za / www.vodacom.com.

Form C must be completed in full and returned to Vodacom Customer Care at the address referred to in paragraph 6 above within a period of 30 days together with any other information that may be required in order to consider and decide on the request. A request which does not comply with the formalities contained in this Manual will be referred back to the Requester with advice on the necessary steps for compliance. This includes Forms that are not completed in full.

The Affidavit contained in Form C must also be completed in full, signed by a Commissioner of Oaths,

8.2 Proof of identity

Proof of identity is required to authenticate the request and the Requester. In view hereof, a Requester will, in addition to Form C, be required to submit acceptable proof of identity such as a certified copy of their Identity Document or other legal form of identification.

8.3 Vodacom Products

In instances where information or records pertaining to any of Vodacom's products (other than marketing information) is requested, the Requester will have to prove ownership of the MSISDN (Mobile Station International Subscriber Directory Number) to which the requested information or records relate. The Requestor may also be required to provide further particulars to prove ownership or to provide an explanation why access to the identified records is required.

Note: Information will not be furnished unless a person clearly provides sufficient particulars to enable the company to identify the right the Requester is seeking to protect as well as an explanation of why the requested information is required for the exercise or protection of that right.

8.4 Checklist for submission of information requests

Form C

- Number B – the client details
- Number C – only if the request is a third party request
- Number D1 – the time period as well as type of information required
- Number D2 – the cell number or ref. number that was provided by Vodacom (if available)
- Number E – exemption from paying the fees, if so the client will need to supply his/her salary advice and if the client is married, a copy of the spouse's salary advice will need to be supplied as well
- Number F1 – copy in a computer readable form (memory stick or compact disc)
- Number G1 – indicate which right is to be exercised or protected
- Number G2 – the reason for which this information is required (we will not accept 'personal reasons' as a reason)
- Number H – preferred method of communication
- Documentation signed and every page must be initialed.

Affidavit

- Number 3 – choose a, b or c

- Number 6 – choose a, b or c
- Number 7 – only in the case of a Third Party request
- The affidavit must be commissioned by a Commissioner of Oath (eg SAPS).

NB the following information must also be attached:

- A **certified copy of your identity document**. Please also initial the identity document.
- A **Vodacom prepaid certificate**, if available. This must also be initialed.
- Contract clients must supply a copy of their **latest Vodacom statement**. This must also be initialed.
- If it is a company owned contract, a letter from the company providing permission for the release of this information must be provided.

9. REQUEST FEES

Section 54 of the Act entitles a Private Body to levy a prescribed request fee to a Requester before further processing the request. The fees that may be charged have been published by the Minister of Justice and Constitutional Development and are displayed below.²

According to PoPI a RP is entitled to levy a prescribed fee for the provision of PI about the DS in its possession.

1. ACCESS FEES FOR REPRODUCTION		
1.1	For every photocopy of an A4-size page or part thereof	R1.10
1.2	For every photocopy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R0.75
1.3	For a copy in a computer-readable form on memory stick	R7.50
1.4	For a copy in a computer-readable form on compact disc	R70.00
1.5	For a transcription of visual images for an A4-size page or part thereof	R40.00
1.6	For a copy of visual images	R60.00
1.7	For a transcription of an audio record for an A4-size page or part thereof	R20.00

² Government Gazette No. 23119, General Notice No. R187 of 15 February 2002

1.8	For a copy of an audio record	R30.00
2. ACCESS FEE FOR TIME SPENT		
2.1	The time reasonably required to search for the record for disclosure and preparation	R30.00/hr or part thereof
3. REQUEST FEE		
3.1	For a request for access to a record by a person other than a personal Requestor	R50.00
4. DEPOSIT		
4.1	One third of the access fee is payable as a deposit by the Requester	
5. POSTAL FEE		
5.1	When a copy of a record must be posted to the Requestor	R9.75
6. APPEAL FEES		
6.1	For lodging an internal appeal against the refusal of a request for access to a record	R50.00
7. VAT		
7.1	Vodacom, as a private body registered under the Value Added Tax Act, 1991 will add VAT to all the above-mentioned fees	

10. GRANTING OR REFUSAL OF REQUESTS

All requests complying with the requirements set out above will be processed and considered expeditiously.

If the request for access is granted then Vodacom will advise the Requestor on the following:

- the prescribed fee for accessing the information or documentation
- payable deposit fee and balance outstanding
- the form in which access will be given
- the right to lodge an internal appeal against the access fee to be paid or the form of access to be granted.

If the request for access is refused then Vodacom will advise the Requestor about the reasons for refusal of access and may advise the Requestor to lodge an application with the court against the refusal of the request after the Requestor has exhausted all the internal appeal process.

Chapter 4 of the PAIA Act stipulates the following grounds for refusing requests for information:

- protection of the privacy of a third party who is a natural person
- protection of commercial information of a third party
- protection of certain confidential information of a third party
- protection of safety of individuals and protection of property
- protection of records privileged from production in legal proceedings
- commercial information of the Private Body
- protection of research information of a third party and of the Private Body.

These grounds of refusal are also endorsed under PoPI.

Vodacom will give the Requester a written notice of the decision within 30 days after the decision is made. In case of a request being refused, the notification will include the reasons for the refusal. Vodacom may extend the 30 day notice period for a further period not exceeding 30 days due to the nature of the request and the amount of time required to gather the requested information. The requester will however be given notice of the extension prior to the expiry of the 30 day period and provided with reasons for the extension.

11. APPEAL/ LODGEMENT OF COMPLAINTS

The Act makes provision for the lodgment of complaint against:

- Access fee charged or the form of access granted
- Refusal of the request to grant access
- Decision to extend the 30 days' period for granting the requested access
- Form in which access is granted

A Requestor aggrieved by Vodacom's decision or who wishes to lodge a complaint or appeal must follow this process:

A complaint or an internal appeal must:

- be lodged within 30 days after the decision is communicated to the Requestor;
- be delivered or sent to the address, fax or electronic mail address contained in paragraph 6 above;
- identify the subject of the complaint or internal appeal and state the reasons for the complaint or internal appeal;
- be accompanied by the prescribed appeal fee as prescribed in paragraph 9 above;
- specify a postal address, fax number or electronic mail for the return of the decision.

(see Annexure D for the copy of the form to be used in lodging the internal appeal)

Where, in addition to a written reply, the complainant/appellant wishes to be informed of the decision in any other manner he/she/it must state that manner and provide the necessary particulars to be so informed.

The complainant/appellant who is not happy with the decision of the internal process may lodge an application with a court against the decision made within 30 days after the decision was communicated to him/her/it.

Where the compliant or internal appeal is lodged after the expiry of the 30 days period the information Officer may, on good cause shown, allow the late lodgment of the compliant or internal appeal.

12. OTHER INFORMATION AS MAY BE PRESCRIBED

Section 51(1)(f) of the Act grants the Minister powers to publish a notice prescribing any other information that companies will have to disclose.

13. AVAILABILITY OF THE MANUAL

- a) This manual is available for inspection during office hours and at no charge.
- b) Should you wish to obtain a copy of this manual or part thereto such copy can be obtained from either:
 - the address set out in paragraph 6 subject to payment of applicable fees (refer to heading 9); or
 - downloaded from our website at www.vodacom.co.za / www.vodacom.com

ANNEXURE A: Categories and Types of Information

1.1 Categories and type of records automatically available without having to request access to these records (Section 52(2) of the PAIA Act read with regulation 9A to the PAIA Act):

The PAIA Act makes provision for the automatic disclosure of certain records. These records need not be formally requested from Vodacom since they are automatically available from our website www.vodacom.co.za / www.vodacom.com

The following are categories of records automatically available:

Description of category of records automatically available in terms of section 52(1)(a) of the PAIA Act	Manner of access to records (Section 52(1)(b))
For inspection in terms of section 52(1)(a)(i)	
Product Information	Soft copy/website
Public Customer Information	Softcopy
Registers	Softcopy
For copying in terms of section 52(1)(a)(ii)	
Annual Reports	Soft copy/website
Financial Statements	Soft copy/website
Available free of charge in terms of section 52(1)(a)(iii)	
Media Releases	Website/Soft copy

1.2 Categories and types of records that can be requested (section 51(1)(e) of the PAIA Act):

Vodacom maintains the types and categories of records as listed below. Each request for information will be dealt with on a case by case basis and the mere fact that a record is listed below does not mean that access to that record will be granted.

The following are categories of records that can be requested from Vodacom:

Business partners

Information Category	Information Category Description
Commercial agreement with business partners	This is the document, which records the agreement with the business partner, and is the output of contractual negotiations undertaken previously. It is co-owned by the business unit(s) involved and Legal Department.
Contractual issues with Business Partners	All information related to reaching an agreement with a business partner, for example correspondence and minutes of meetings prior to the actual agreement, including details related to the agreement itself.

Corporate Social Investment

Information Category	Information Category Description
Corporate Social Investment - Application for Funding	This details all Corporate Social Investment applications received for funding by Vodacom Foundation.
Corporate Social Investment – Projects	Details of the projects that have been approved and are underway.
Corporate Social Investment - Vodacom response	The information relating to process of approval or rejection of the applications received for Corporate Social Investment.

External Communication

Information Category	Information Category Description
External Publication	All publications for external bodies, includes all press clippings
Press Release/Communiqué	Issuing of media statements, press releases, official speeches etc.
Web and Magazine Content	Content available on Vodacom internet sites (for e.g. vodacom.net) and magazines (for e.g. Vodaworld Magazine) as well as at POS (Point of Sale) Kiosks (e.g. at Vodaworld).

Government Protocol

Information Category	Information Category Description
South African Government structure	Details of the structure and holders of the South African government
South African Parliament structure	Details of the structure and holders of the South African parliament
Visiting Foreign Governments structure	Details of the positions held by foreign government visitors to South Africa

Legal

Information Category	Information Category Description
Finalised litigation	Litigation that has been concluded by court process or mutual consent

Management

Information Category	Information Category Description
Board reports & meeting minutes	Reports prepared for the board meetings, and the subsequent minutes recording these meetings.
Project Activity and Schedule	Details of projects (tasks, resources, dependencies, durations, etc.)
Project Lifecycle and Macro Plan Information	This records the status and overarching objectives of the project. Project planning is undertaken according to the "Manage by Project" standard and all projects are registered in a project register.

Regulatory

Information Category	Information Category Description
Compliance certification	Compliance to international standards such as ISO9000 and COBIT
Compliance to license	The criteria related to the Electronic Communication Services and Electronic Communications Network Service License conditions, as well as the performance against those conditions. Some metrics are number of subscribers, network rollout, performance and coverage, community, customer care and emergency services, documented in the Compliance Reports submitted to the Independent Communications Authority of South Africa ("ICASA").
Policies and procedures	The documented policies and procedures of Vodacom's business processes and practices, for example relating to customer complaints.

Regulatory Submissions

Information Category	Information Category Description
Draft Legislations, Draft Regulations, Policy Directives	Information regarding Vodacom's position on draft legislation, regulations and policy directives

VIP events

Information Category	Information Category Description
VIP event management	Vodacom Events with business partners and other third parties and including staff functions of a high profile.

Customer Information

Information Category	Information Category Description
Customer Contract Details	Contract customer details received during application process
Customer Credit Checking	Criteria and results of the credit checking process for customers requiring a contract
Customer Detail	All other customer details recorded during customer creation process, which are not covered by information categories Customer Contract Details and Customer Credit Checking, and including customer preferences.
Customer passwords & identification	Passwords, for e.g. PIN and PUK, and identification required for release
Customer Profile	Information relating to the customer profile, for e.g. which services are activated
Customer Type	Information relating to the customer type, for e.g. type of tariff plan.
Loyalty Award	Information relating to awards given to loyal customers.
Number and growth of subscribers	The count of active subscribers and prepaid customers as measured at a

Information Category	Information Category Description
	certain period, and the growth this reflects.
Payment History	Information relating to payments made.
Subscriber demographics	The subset of customer information which describes the demographic information of that subscriber.

Customer Management

Information Category	Information Category Description
Churn	The number of subscribers and prepaid users disconnected from the network, expressed as a percentage of all subscribers and prepaid users.
Customer Satisfaction Metrics	Research and measurement of customer satisfaction.
Customer Segments/Markets	The categories into which the market (potential customers) and active customers are divided.
Customer Sensitivity Analysis	The information measuring the customers' propensity to churn.
Customer Survey	The information relating to a customer survey (survey, respondents, feedback etc.)

Retail account

Information Category	Information Category Description
Account Holder	Information relating to the entity (individual or organisation) to whom the bill is addressed
Account Information	Information about the account (balance, status etc.)
Contract Customer Bill	The billing information prepared for post-paid customers
Contract Payment	Payment details (payment date, amount, method etc.)
Prepaid Customer Account Balance	Details of the prepaid customer's account balance

Call Centre Management

Information Category	Information Category Description
Call Center Performance	The performance of the call centre in answering and resolving customer enquiries
Call Centre Agent Schedule	The planned and actual schedule of call centre agents (includes bonus schedule).
Call Centre Benchmark Result	The results of special tests (benchmarks) when performance is monitored for specific reasons

Customer Interaction

Information Category	Information Category Description
Call Centre Call Data	The details of calls handled by the call centre (call centre agent, time, duration, query, etc.)
Customer Complaint	Details of specific customer complaints which are (or have been) communicated to the Advertising Standards Authority, ICASA and the National Consumer Commission.
Customer Frequently Asked Questions (FAQ) database	Information on the most frequently asked questions
Customer Inquiry	Details of general customer inquiries
Customer Service Request	The recording of an issue raised by a customer which requires attention.
Outbound Response	Information relating to responses communicated to customers
VIP customer complaints	The complaints of customers categorised as VIP customers

Distribution Channel Management

Information Category	Information Category Description
Dealer Competitive Information	Information relating to the market conditions and environment for dealers
Dealer Promotion	Information relating to dealer promotions (type of handset, price, conditions etc.)
Field Marketing Executive (FME) Visit	Information relating to the visit of a FME (to a dealer)

Distribution Channel Structure

Information Category	Information Category Description
Community Services' dealer commission	The commission paid to Community Services' dealers
Community Services Phone Shop / Container	Information on Community Services phone shops (type, location, number of, size of, etc.)
Dealer	Dealer information
Franchise vetting	The criteria and results of the credit checking process for franchisees
Franchisee	Franchisee information
Independent Service Provider	Information about Service Providers who are independent of Vodacom Group (dual SPs)
Outlet	Information about the outlet (location, size, type, etc.)
Retailer	Retailer information
Sales Cluster	The geographic area within South Africa in which a sale took place

Accounting

Information Category	Information Category Description
Budget	Budget information (amount, code, responsibility)
Cash / Bank Transaction	Information generated by a financial transaction as a result of the flow of information to or from Vodacom
Creditor	Creditor information (name, amount, status, etc.)
Debtor	Debtor information (name, amount, status, etc.)
Electricity bill payment	Specific information generated with respect to the electricity consumed by Vodacom GSM network element devices installed on sites not owned by Vodacom, as well as electricity consumed in Vodacom's administrative buildings.
Financial transactions	Information generated by a financial transaction
General Ledger Account	General Ledger Account information (code, name, responsibility)
Payment terms	The details of payment terms with creditors and debtors
Property rental value	The rental paid / due from Vodacom sites
Vodacom Invoice	Invoices from Vodacom to debtors

Asset

Information Category	Information Category Description
Asset	All assets, including the financial aspect of IT or GSM equipment

Financial Performance

Information Category	Information Category Description
Financial Management Statistics	The description, definition and measurement of financial metrics which measures the financial performance of the organisation and which are reported in the monthly management report
Financial Target	The planned goal of a financial metric (for example "Earnings before Income Tax, Depreciation and Amortisation")

Wholesale Bill

Information Category	Information Category Description
3rd Party Contract Wholesale Bill	Wholesale Billing information prepared related to contract customers' revenue, forwarded as invoices to Service Providers
3rd Party Interconnect Bill	Billing information prepared for third party network operators related to calls which originated and/or terminated on their networks, also presented as invoices

Information Category	Information Category Description
3rd Party Prepaid Wholesale Bill	Wholesale Billing information related to prepaid customers' revenue forwarded as invoices to Service Providers (for connection bonus purposes).

GSM Device Site

Information Category	Information Category Description
Environmental Impact Assessment results	Information relating to Environmental Impact Assessments
Environmental standards	The environmental standards within which Vodacom needs to construct sites (for example cellular masts).
Site Detail	Details of the site of a Vodacom GSM network element
Site Maintenance	Information relating to site maintenance
Site Rollout Planned and Actual	This information is available regionally and nationally as part of the regional Project Management Work Order documentation. Available in hard copy format or software format.

GSM Network and IT Configuration

Information Category	Information Category Description
Actual and Planned Coverage	The areas of South Africa where coverage on the Vodacom network is received
GSM & Information Technology (IT) Network Device	This is any device on either the GSM or IT network. Examples are MSC / BSC / cell for GSM and server / PC / software for IT network.
GSM Network Equipment Configuration	The (initial) configuration and setup of GSM network equipment
Handset Detail	Details on handset (Make, model, settings etc.)
Information Technology (IT) Equipment Change History	Details of changes performed on Information Technology equipment
Information Technology (IT) Equipment Configuration	The (initial) configuration and setup of Information Technology equipment
Information Technology (IT) Performance Data	Measurements related to the performance of Information Technology equipment
Internal e-mail - content and parties	Includes internet email originating from or terminating with Vodacom
Voice Mail Configuration	The (initial) configuration and setup of voicemail equipment

GSM Network and IT Statistics

Information Category	Information Category Description
GSM Network Capacity and Throughput Data	Information related to the capacity of the network (maximum planned) as well as the actuals being processed
GSM Network Performance Data	Measurements related to the performance of GSM network equipment

Information Category	Information Category Description
GSM Network Quality Indicator	Definitions and measurements of the quality of the network (for example number of dropped calls %)
GSM Network Test Result	Results of GSM network tests
Information Technology (IT) Capacity and Throughput Data	The measurement of IT equipment's performance.
Raw GSM Network Statistics	The unprocessed data relating to measurement of the GSM network
Transmission Performance	Measurements related to the performance of Transmission equipment

Technical Alarm / Event

Information Category	Information Category Description
GSM Network Alarm and Event	The information relating to an alarm, which is generated, alerting support personnel to a failure (or possible failure) of an element or elements in the GSM network.
GSM Network Equipment Fault History	The history of faults and resolutions relating to items of IT equipment
Information Technology (IT) Alarm and Event	The information relating to an alarm, which is generated, alerting support personnel to a failure (or possible failure) of an element or elements in the IT network.
Information Technology (IT) Equipment Fault History	The history of faults and resolutions relating to items of IT equipment

Internal Communication

Information Category	Information Category Description
Internal Communiqué	The information contained within any internal communication, via email or physical (paper) distribution. Examples are e-mail, Yeboflash and Vodacom Express.
Policy and Procedure Tracking and Documentation	The dissemination and implementation of policy and procedure information
Reference Material	Reference material used in internal communications
Research Material	Research material used in internal communications

Organisation Structure and Position

Information Category	Information Category Description
Archive of Senior Management Photographs	Photographs of senior management
Job Profiling	The categorisation of responsibilities associated with an employment position

Information Category	Information Category Description
Organisational Structure	The structure of the organisation into business units, commonly depicted in an organogram. This usually includes the top "n" levels of an organisation, for example the executive directors, name of departments reporting into their business units and position.
Position	The title and responsibilities of employment positions, including information related to the role and current incumbents. This includes information on contractors and other non-permanent staff members.

Performance and Remuneration

Information Category	Information Category Description
Employee Performance Record	The records relating to the employee performance, for example performance awards
Employee Timesheet Information	The records relating to the working hours' availability of an employee
Payroll	All information related to payment of an employee, for example payment method, bank account details, payment amount, payment date
Salary/Incentive/Bonus	Information related to the "package" of an individual, for example gross salary, PAYE amount etc.

Personnel Detail

Information Category	Information Category Description
Curriculum Vitae (CV) and Application Detail	Details of applicants for employment, including CV details
Disciplinary Record	Records of disciplinaries, for example, person, reason, status
Employee Lifecycle Information	The information about an employee "life" at Vodacom, i.e. when joined, promoted, positions held etc.
Employee Personal Detail	Personal details kept on employees, for example, next of kin

Personnel Development

Information Category	Information Category Description
Employee Promotion criteria	The criteria for promotion
Skill Level	The skills required for positions
Training Event / Course	Details of training courses available and held

Facility

Information Category	Information Category Description
Bookings & appointments	Details of bookings for infrastructure elements, for example parking for visitors or video conference facilities
Facility/Security Access Record	Records of access to buildings by individuals
Loan Item	Items loaned to employees, for example training material
Office Layout and Maintenance	Details on office layout and maintenance performed, for example air-conditioning maintenance

Audit Information

Information Category	Information Category Description
Inspection/Audit Result	Results of inspections and audits
Risk and Control	Details of known risks and measures to control those risks

Contract/SLA Management

Information Category	Information Category Description
Service Level Agreement	The details of service levels agreed between two parties.
Service Level Rating	The measurement of a service level's performance.
Supplier and Partner Contract/Agreement	The contract between a supplier and/or a business partner.

Inventory Control

Information Category	Information Category Description
Stock	The physical items required to be distributed throughout Vodacom, for example, SIM cards and Handsets distributed to the distribution channel outlets or the stock of equipment to upgrade the radio network stored in a warehouse distributed to the Network Operations' units.

Procurement

Information Category	Information Category Description
Information Service Provider	The information about an information service provider.
Manufacturer	Details related to a manufacturer who produces goods for Vodacom, for example Name, Address, Goods produced
Procurement decisions	Information related to procurement decisions
Request for Information (RFI)	Details contained within a request for information document, for example services and deliverables required
Statement of Work	The details related to a Statement of Work, including the deliverable specifications, due date, price, risks etc

Information Category	Information Category Description
Supplier	Details relating to Supplier for example, registered name, banking details, status
Supplier demographics	Demographics of suppliers, with specific attention to the Historically Disadvantaged Individual (HDI) indicators
Supplier Invoice	Details related to an invoice received from suppliers
Vodacom Purchase Order	Details related to the purchase order process which controls the operational and capital expenditure of Vodacom

Production

Information Category	Information Category Description
Operator Schedule	Details of Production and operators' schedules.
Production Capacity and Throughput	Details of maximum production capability and current measurement of production.
Production Schedule	Details of scheduled production.

Product/Service Management

Information Category	Information Category Description
Bearer Service	A bearer service is a basic service that provides the capabilities for the transmission of information between user-network interfaces.
Brand promotion	Information about promotions on Vodacom brands, including venue, date, format, leaflets, competition entry forms.
Brand tracking & research	Research and measurement of Vodacom's brands, done formally quarterly.
Price List (wholesale and retail)	Details of the available tariff plans, including prices, bundled minutes, services available etc
Product Configuration	Covered in the TAPCM, tariff and product configuration management, which covers product planning, designing, packaging, technical development and supply for a product, for example "Starter Pack Vodago".
Product Launch	Information related to the launch of a new or revamped product
Product Life Cycle	The product life cycle is a sequence of stages (status) a product moves through from inception to decommissioning.
Product Package & Media	Information related to the packaging of hardcopy or software (CDs) or tariffs or VAS or handsets or at point of sale. Includes media strategy and planning information.
Product Performance Information	The metrics and performance of products
Product Specification	The specifications of a product
Sponsorships	Information about the sponsorships Vodacom is involved with which leverage the brand. These include Sport, cultural, CSR and broadcast.

Information Category	Information Category Description
Value Added Service	The information about value added services, for example voicemail.

Retail Sale

Information Category	Information Category Description
Customer Delivery	Information generated during a delivery of an item to a customer, for example delivery address of an upgrade handset
Customer Order	Information on a customer order
Point of Sale (POS) Merchandising material	All consumer educational literature, including leaflets, posters, in-kiosk branding, material from sponsorship properties such as Idols, Super 15 etc.

Sales Management

Information Category	Information Category Description
Advertisements and Promotions	Information related to advertising schedules, standards & content, as well as management of advertising agencies
Commission	Information on the commission a distribution channel receives for customer transactions, which may be a new subscription or usage.
Incentive and Target	Information on the incentives and targets a distribution channel receives for customer transactions, which may be a new subscription or usage.
Sales Figure and Target	Information on the actual sales as well as the target sales figures for the distribution channels

Wholesale Sales & Distribution

Information Category	Information Category Description
Dispatch	The information generated during the dispatch of goods to the distribution channel.
Wholesale Order (SIM card/Voucher)	Information on the orders received from distribution channel for SIM cards and vouchers.

Fault

Information Category	Information Category Description
Diagnostic Support Information	The information generated by the diagnostic tests done on a faulty network element.
Trouble Ticket	Information on the faults logged (manually or automatically) for example date and time logged, element involved, type of problem. Also known as a service request.
Trouble Ticket Resolution	Information on the resolution of a trouble ticket, for example, time

Information Category	Information Category Description
	resolved.
Works Order	The information on planned engineering activity to network elements in order to install, maintain or upgrade it.

Service Event

Information Category	Information Category Description
Credit Card Recharge Transaction	The information generated during a credit card recharge transaction, for example date, amount.
Provisioning Command (recharge event)	The information created during a recharge event, which is disseminated throughout the GSM network.
Recharge Transaction	The information generated during a non-credit card recharge transaction, for example date, and amount.
Service Event Information	The information related to events when services requested by a subscriber, for example, a request for the data service.
Subscription Item Activity	Information on activities (or events), which are related to the subscription, for example, SIM swap.

Service Profile

Information Category	Information Category Description
Service Profile	The information on which services a subscriber has currently access to.
Service Profile History	The history of events relating to service requests from subscribers

Legal & Criminal

Information Category	Information Category Description
Procedures & policies with regard to stolen phones	The information on the specific procedures and policies relating to the recording or handling of stolen phones.
Suspected Fraud Alert	The information on alerts, which are triggered when fraud is suspected.

Usage Event

Information Category	Information Category Description
Call Data (Rated)	The information on call data which has been rated, i.e. billed according to the defined rules for the tariff which includes factors such as duration, time of day, called party, etc.
Call Data (Unrated)	The raw call data before it has been rated, and which contains information such as duration, which network elements carried the call etc.
GPRS Event Record	The information generated during a GPRS event.

Information Category	Information Category Description
Short Message Service (SMS) Event Record	The information generated during an SMS event, for example, date and time, number SMS'ed etc.
Traffic info	The information generated by aggregated traffic
Voice Mail Event Record	The information generated during a voicemail event, for example voicemail box, date, time, message etc.

Risk Management

Information Category	Information Category Description
Biometric Information	Information that personally identifies the customer/employee/third party/business partner based on physical or behavioral characterization including blood type, fingerprint, DNA Analysis, retinal scanning and voice recognition

1.3 Access to records held by Vodacom

The following procedure must be followed when requesting information and/or documents:

- i) The request must be sent in the prescribed form. (The form can be downloaded from Vodacom's website at www.vodacom.co.za / www.vodacom.com).
- ii) The Request must be submitted to the Information Officer and sent to the address, fax number or electronic mail address as set out in paragraph 6 of the Manual.
- iii) The Requestor must provide proof of identity of the person requesting the record
- iv) If the request is made on behalf of another person, the Requestor must provide proof of the capacity in which he/she/it is making the request.

1.4 The following procedure will be followed by Vodacom after receipt of the request for access:

- a) Once a request is made, the Requestor will receive notice from Vodacom to pay the prescribed deposit fee
- b) The prescribed deposit fee prescribed must be paid before the request is processed
- c) Payment of this fee should be made as directed by the Information Officer
- d) After receiving payment of a deposit fee Vodacom will then make a decision in respect of the request and will notify the Requestor of the decision
- e) Should the request be refused, the Requestor may lodge an application or appeal in accordance with paragraph 11 of the Manual against the refusal of the request or payment of the requested fee and this will be advised in the notice to be sent to the Requestor (in terms of section 54(3) of the PAIA Act).

- f) If the request is granted then the Requestor might be required to pay a further access fee for the search, reproduction and preparation of the record as well as for the time that has exceeded the prescribed hours to search and to prepare the record for disclosure to the Requestor (in terms of section 54(6) of the PAIA Act).
- g) The fee schedule can be downloaded from the Department of Justice and Constitutional Development's website at www.justice.gov.za

c) ANNEXURE B: PRESCRIBED FORM C

REQUEST FOR ACCESS TO RECORDS HELD BY VODACOM

(Section 53(1) of the Promotion of Access to Information Act, 2 of 2000)

A. Particulars of Vodacom

Privacy & Information Officer

C/O Chief Officer: Legal, Regulatory & Stakeholder Relations

082 Vodacom Boulevard

Vodacom Valley

Midrand

1685

or

Private bag x 9904

Sandton

2146

Telephone number: 011 653 5000

Fax number: 011 546 8137

Email: informationofficer@vodacom.co.za

B. Particulars of person requesting access to the record

The particulars of the person who requests access to the record must be given below

The address and/or fax number in the Republic to which the information is to be sent must be given

Proof of the capacity in which the request is made, if applicable, must be attached

Full names and surname: _____

Identity number: _____

Postal address: _____

Fax number: _____

Telephone number: _____

E-mail address: _____

Capacity in which request is made, when made on behalf of another person:

C. Particulars of person on whose behalf request is made

This section must be completed ONLY if a request for information is made on behalf of another person

Full names and surname: _____

Identity number / Company Registration Number:

D. Particulars of record

Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.

If the provided space is inadequate, please continue on a separate page and attach it to this form. **The Requester must sign all the additional pages**

1) Description of record or relevant part of the record:

2. Reference number, if available: _____

3. Any further particulars of record: _____

E. Fees

A request for access to a record, other than a record containing personal information about yourself, will be processed only after a **request fee** has been paid

You will be notified of the amount required to be paid as the request fee

The **fee payable for access** to a record depends on the form in which access is required and the reasonable time required to search for and prepare such record

If you qualify for exemption of the payment of any fee, please state the reason for exemption.

Reason for exemption from payment of fees:

F. Form of access to record

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required.

Disability:	Form in which record is required:
-------------	-----------------------------------

Mark the appropriate box with an **X**.

NOTES:

(a) Compliance with your request in the specified form may depend on the form in which the record is available.

(b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.

(c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

1. If the record is in written or printed form:

	copy of record*		inspection of record
--	-----------------	--	----------------------

2. If record consists of visual images

(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):

	view the images		copy of the images*		transcription of the images*
--	-----------------	--	---------------------	--	------------------------------

3. If record consists of recorded words or information which can be reproduced in sound:

	listen to the soundtrack (audio cassette)		transcription of soundtrack* (written or printed document)
--	--	--	---

4. If record is held on computer or in an electronic or machine-readable form:

	printed copy of record*		printed copy of information derived from the record*		copy in computer readable form* (memory stick or compact disc)
--	-------------------------	--	---	--	---

*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you?	YES	NO
Postage is payable.		

G. Particulars of right to be exercised or protected

If the provided space is inadequate, please continue on a separate page and attach it to this form. **The Requester must sign all the additional pages**

1. Indicate which right is to be exercised or protected:

2. Explain why the record requested is required for the exercise or protection of the aforementioned right:

H. Notice of decision regarding request for access

You will be notified in writing whether your request has been approved/ denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

Signed at _____ this _____ day of _____ 20

SIGNATURE OF REQUESTER / PERSON

ON WHOSE BEHALF THE REQUEST IS MADE

AFFIDAVIT

I, the undersigned,

.....

do hereby make oath and say:

1.

I am an adult male/female residing at I am the Requester in terms of the Promotion of Access to Information Act, No 2 of 2000.

PART: A (Applicant)

2.

The facts herein mentioned are within my personal knowledge, unless indicated to the contrary, and are in all respects true and correct.

3.

I am the (please select one of the options):

- (a) sole owner and sole user of Vodacom Prepaid / Contract Account
- (b) owner of Vodacom Prepaid / Contract Account. The sim card is not in my possession nor under my control
- (c) user of Vodacom Prepaid / Contract Account. The sim card is in my possession and under my control

4.

The information requested pertains to call data on cellular numberallocated to me and am duly authorised to lodge my request in terms of the Promotion of Access to Information Act, No 2 of 2000.

5.

My Identity/passport number is and I attach hereby a certified copy of my identity/passport document.

6.

Please select one of the following:

- (a) I also attach herewith a certified copy of the Vodacom prepaid certificate in respect of the number allocated, as stated above.
- (b) I am unable to supply a Vodacom prepaid certificate in respect of the number allocated, but I am the owner and only user of the said phone.
- (c) I am the owner and user of the contract number and the latest Vodacom Statement is attached.

PART: B (Third Party Permission – if applicable)

7.

I also declare that I am aware that requires information pertaining to cellular number.....

I hereby give permission to to obtain the required information.

8.

I know and understand the contents of this statement
I have no objection in taking the prescribed oath
I consider the oath to be binding on my conscience.

.....
DEPONENT

I certify that the above statement was taken by me and that the deponent has acknowledged that he/she knows and understands the contents of this statement. The statement was sworn to/affirmed to before me and deponents signature/mark/thumb print was placed thereon in my presence at

..... on..... ath.....



.....
SIGNATURE Commissioner of Oaths

.....
Full First Names and Surname

.....

.....

.....
Business Address (Street Address)

ANNEXURE C: SOME OF THE LEGISLATIONS IN TERMS OF WHICH RECORDS ARE KEPT

Vodacom keeps information and/or documents in accordance with the following legislation (This is not an exhaustive list):

Legislation	Type of information to be retained
a) Basic Conditions of Employment Act No. 75 of 1997	The Act requires employers to keep records of information containing the personal details of all its employees, working times and remuneration package.
b) Broad Based Black Economic Empowerment Act No. 53 of 2003 ("BBBEE")	The BBBEE Act has as one of its objectives the promotion of economic transformation in order to enable meaningful participation of black people in the mainstream economy. It is expected that companies should keep records of activities undertaken in order to promote economic transformation and meaningful participation of black people in the mainstream economy.
d) Companies Act No. 71 of 2008	The Act requires all company documents and records to be kept in a written format. Companies are also expected to maintain memorandum of incorporation and a record of their directors.
e) Compensation for Occupational Injuries and Health Diseases Act No. 130 of 1993	Employers are expected to keep a register, employee record or reproduction of same relating of wages, time worked, payment for piece work and overtime
f) Consumer Protection Act No. 68 of 2008	The Act applies to all transactions in South Africa and is aimed at promoting and protecting the economic interests of consumers. The Act however does not deal with consumer personal information nor impose obligations on businesses in respect of treatment and/or protection of such information.
g) Criminal Procedure act No. 51 of 1977	The Act makes provision for the admissibility of documents as evidence where such documents were compiled in the course of trade or business by persons who have personal knowledge of matters contained in the document.
h) Electronic Communications Act No. 36 of 2005	There are no specific requirements on the type of information to be retained. However it is expected that companies protect confidentiality of customer and to use it only for purpose authorized by the customer or in terms of the law.
i) Electronic Communications and Transactions Act No. 25 of 2002	The Act requires that information emanating from electronic transactions only be collected, collated, processed and disclosed with customer's consent. Further, the purpose for which information is collected must be disclosed to the customer and must only be used for that purpose unless customer consents otherwise
j) Employment Equity Act No. 55 of 1998	Employers are required to maintain records relating to the workforce, employment equity plans and

	other relevant records
k) Financial Advisory and Intermediary Services Act No. 37 of 2003	An authorized financial service provider is required to maintain records relating to: <ul style="list-style-type: none"> ▪ premature cancellation of transactions or financial products ▪ complaints received and an indication whether such complaints were resolved ▪ cases of non-compliance with the Act and reasons for such non-compliance
l) Financial Intelligence and Centre Act No. 38 of 2001	The Act requires that prior to establishing a relationship with a client Intelligence Centre's should collect information relating to <ul style="list-style-type: none"> ▪ Client's Identity Document ▪ ID of a person on whose behalf the client is acting and proof of authority ▪ Nature of business relationship/transaction ▪ Amounts involved ▪ Details of employee who captured info on behalf of company
m) Labour Relations Act No. 66 of 1995	The Act requires employers to keep records of disciplinary transgressions against employees, actions taken and reasons for the action
n) National Credit Act No. 34 of 2005	A credit provider is expected to maintain records of all applications for credit, credit agreements and credit accounts in the prescribed manner and form and for the prescribed time.
o) Occupational Health and Safety Act No. 85 of 1993	Employers are required to keep records relating to the health and safety of persons in the workplace
p) Pension Funds Act 24 of 1956	Every fund is expected to maintain books of account and other records as may be necessary for the purpose of the fund. All the money and assets belonging to the fund may be kept in the name of the pension fund by other institutions subject to conditions determined by the Minister.
q) Prevention and Combating of Corrupt Activities Act No. 12 of 2004	The Act provides for the strengthening of measures to prevent and combat corruption and corrupt activities. To this end companies are expected to keep records relating to any offer of improper gratification relating to the procurement or execution of contracts or employment relationship.
r) Prevention of Organized Crime Act No. 121 of 1998	The Act requires that any person who is aware of criminal activities is obliged to report them to the authorities. The duty of confidentiality or other restrictions on the disclosure of information, whether imposed by law, the common law or by agreement does not affect the obligation to report or disclose information or to permit access to any registers, records or other documents unless that obligation of confidentiality relates to attorney-client privilege.
s) Public Prosecution Authority Act No. 32 of	The Act regulates the establishment of a single National Prosecuting Authority. To this end

1998	the Director-General: Justice is required to cause the necessary accounting and other related records to be kept by the National Prosecuting Authority.
t) Regulation of Interception of Communications and Provision of Communication Related Information Act No. 70 of 2002 ("RICA")	<p>The Act requires the following information to be stored in respect of all customers:</p> <ul style="list-style-type: none"> ▪ Name, surname, ID number, MSISDN and one address ▪ For businesses: name, registration number, business address, name and surname of business representative, his or her ID number as well as the address <p>The above information should be stored in a separate RICA database which complies with specific security requirements prescribed under the Act and is used only for RICA purposes</p>
u) Short Term Insurance Act No. 53 of 1998	Under the Act the policyholder, and the person who entered into the short-term policy, are entitled, against payment of a prescribed fee to be provided, upon request, with a copy of the policy agreement.
v) Skills Development Act no. 97 of 1998	The Act requires, amongst other things, that employers who commence with learnership programmes to enter into learnership agreements with the learner concerned specifying the learnership to be provided, the duration of the learnership and an undertaking to provide the learner with the specified practical experience. To comply with this requirement Employers are expected to keep records of all learnership agreements.
w) Skills Development Levies Act No. 9 of 1999	Every employer is expected to make payments towards the skills development levy at a rate of 1% of the leviable amount. Records detailing payments made by the Employer are expected to be kept.
x) Unemployment Insurance Act No. 30 of 1996	An Employer is expected to keep records relating to payment of contributions to the Unemployment Insurance Fund relating to: illness, maternity and for dependents. The Act does however, subject to the provisions of the Promotion of Access to Information Act, No. 2 of 2000, prohibits the disclosure of information obtained in the performance of functions under the Act.

ANNEXURE D: NOTICE OF INTERNAL APPEAL

A. Particulars of the Privacy / Information Officer

The Privacy & Information Officer

Vodacom Group Ltd

082 Vodacom Boulevard

Vodavalley

Midrand

1685

Fax number: 011 546 8137

Email: informationofficer@vodacom.co.za

B. Particulars of the Complainant /Appellant

- (a) Details of the complainant or person who lodges the internal appeal must be given below.
- (b) Proof of the capacity in which the complaint/appeal is lodged, if applicable, must be attached.
- (c) If the complainant/appellant is a third party and not a person who originally requested the information, the particulars of the requestor must be given in paragraph C below.

Full names and surname: _____

Identity number: _____

Postal Address: _____

Telephone number: _____ Cellphone number: _____

Fax: _____ E-mail Address: _____

C. Particulars of the Requestor

This section must be completed ONLY if a third party (other than the requestor) lodged the complaint/internal appeal

Full names and surname: _____

Identity number: _____

D. The decision against which the complaint/internal appeal is lodged

Mark the decision against which the appeal is lodged with an X in the appropriate box

	Refusal of request for access
	Decision regarding fees prescribed in terms of section 54 of the PAIA Act
	Decision regarding the extention of the period within which the request must be dealt with section 57(1) of the PAIA Act
	Decision to grant request for access
	Other

E. Grounds for complaint/appeal

If the provided space is inadequate, please continue on a separate page and attach it to this form. **You must initial and sign all additional pages.**

State the ground on which the complaint/appeal is based: _____

State any other information that may be relevant in considering the appeal: _____

F. Notice of decision on complaint/appeal

You will be notified in writing of the decision on your complaint/internal appeal. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request

State the manner: _____

Particulars of the manner: _____

Signed at _____ this _____ day of _____ 20 _____

Signature of the complainant/appellant

FOR INTERNAL USE ONLY

Appeal received on _____ (date) by _____

(Name and Surname of the person receiving the complaint/appeal)

Outcome of the complaint/Appeal

New Decision: _____

DATE

SIGNATURE OF THE INFORMATION OFFICER