



PROMOTION OF ACCESS TO INFORMATION ACT (PAIA) MANUAL

Table of Contents

| | |
|--|----|
| 1. About this manual..... | 2 |
| 2. Our details | 2 |
| 3. Information officer and deputy information officer(s) | 2 |
| 3.1. Information Officer..... | 2 |
| 3.2. Deputy Information Officer(s) | 3 |
| 4. The information and categories of records we hold | 3 |
| 5. Protection of personal information..... | 5 |
| 6. Records that are automatically available..... | 5 |
| 7. Records available in terms of other legislation..... | 6 |
| 8. How to request access to records..... | 7 |
| 9. Outcome of your request and fees payable | 7 |
| 10. Reasons why we may refuse your request | 7 |
| 11. If we cannot find a record..... | 8 |
| 12. If you need assistance or more information..... | 8 |
| FORM 1 | 10 |
| FORM 2..... | 16 |



1. About this manual

If you need access to information, this manual will provide you with the necessary contact details and procedures to ask us for that information. In addition, it provides a clear overview of our structure, functions, and services and includes an index of information we hold to help identify where the required information could be. It also provides the forms you need to complete and sets out the fees you may need to pay before we can assist you.

2. Our details

Electronic Communications Network (Pty) Ltd

ECN James crescent

Halfway House

Midrand

1685

3. Information officer and deputy information officer

Our Information Officer and Deputy Information Officer will tend to your PAIA request.

3.1. Information Officer

The Chief Executive Officer is our Information Officer.

| | |
|------------------|--|
| Name and surname | Jan Holtzhausen |
| Postal Address | Private Bag X223, Halfway House, 1685 |
| Physical Address | ECN James Crescent, Halfway House, Midrand, 1685 |
| Phone | 010 590 0000 |
| E-mail | POPIA@ecn.co.za |
| Fax | 010 590 0001 |



3.2. Deputy Information Officer

The Information Officer designated the following Deputy Information Officer:

| | |
|------------------|--|
| Name and surname | Carl Manne |
| Position | Financial Business Analyst |
| Postal Address | Private Bag X223, Halfway House, 1685 |
| Physical Address | ECN James Crescent, Halfway House, Midrand, 1685 |
| Phone | 010 590 0000 |
| E-mail | POPIA@ecn.co.za |
| Fax | 010 590 0001 |

4. The information and categories of records we hold

Here is a description of different subjects about which we have information and the categories of records we hold for each subject:

| Subject | Category of records | Availability |
|--------------------------------|--|--------------------------|
| Administrative and operational | <ul style="list-style-type: none"> • Client onboarding records • Client order records • Billing records • SIM card registration records • Procurement records • Inventory management and warehousing records • Porting records • Number allocation records | PAIA request is required |



electronic
communications
network

| | | |
|------------------|--|--------------------------|
| Client records | <ul style="list-style-type: none">• Subscriber agreements• Service provider agreements• Dealer agreements | PAIA request is required |
| Supplier records | <ul style="list-style-type: none">• Supplier Application forms• Supplier statements• Legal documents• B-BBEE certificates• Supplier invoices• Supplier account reconciliations | PAIA request is required |
| Human resources | <ul style="list-style-type: none">• Recruitment and selection records• Employment Contracts• Employee remuneration and benefits• Training and development records• Attendance records• Grievance records• Retirement fund records• Occupational health and injury records | PAIA request is required |

| | | |
|----------------|--|--------------------------|
| Finance | <ul style="list-style-type: none"> • Accounting Records • Internal Audit Records • Income Tax Records • General Correspondence • Management Reports • Treasury Dealing and Settlement Records • Transactional Records • VAT Records • PAYE Records • Internal Reports and Communications | PAIA request is required |
| IT and Support | <ul style="list-style-type: none"> • Employee profiles • Access control records • General Correspondence • Operational records • Equipment records | PAIA request is required |

5. Protection of personal information

Our company uses personal information to deliver our services and make sure our operations run smoothly. You can learn more about how we use personal information in our privacy notices available at www.ecn.co.za.

6. Records that are automatically available

The following categories of records are automatically available:

- any information available on our public website
- B-BBEE certificate

7. Records available in terms of other legislation

Some records will be made available under other legislation:

| |
|--|
| The Pension Funds Act No. 24 of 1956 |
| The Income Tax Act No. 58 of 1962 |
| The Value Added Tax Act No. 89 of 1991 |
| The Occupational Health and Safety Act No. 85 of 1993 |
| The Compensation for Occupation Injuries and Diseases Act No. 130 of 1993 |
| The Labour Relations Act No. 66 of 1995 |
| Constitution of the Republic of South Africa, 1996 |
| Basic Conditions of Employment Act No. 75 of 1997 |
| Employment Equity Act No. 55 of 1998 |
| Competition Act No. 89 of 1998 |
| Skills Development Act No. 97 of 1998 |
| The National Environmental Management Act No. 107 of 1998 |
| Prevention of Organised Crime Act No. 121 of 1998 |
| Financial Intelligence Centre Act No. 38 of 2001 |
| Financial Advisory and Intermediary Services Act No. 37 of 2002 |
| Broad-Based Black Economic Empowerment Act No. 53 of 2003 |
| The National Environmental Management: Protected Areas Act No. 57 of 2003 |
| Prevention & Combating of Corrupt Activities Act No. 12 of 2004 |
| The National Environmental Management: Air Quality Act No. 39 of 2004 |
| Electronic Communications Act No. 36 of 2005 |
| Regulation of Interception of Communications and Provision of Communication-related Information Act 70 of 2002 |
| Consumer Protection Act No. 68 of 2008 |
| The Companies Act No. 71 of 2008 |
| The Protection of Personal Information Act No. 4 of 2013 |



8. How to request access to records

You can request access to records by completing Form 1. If your request does not comply with the formalities in this manual, we will let you know which steps you should take to comply. If you are making a request on behalf of someone else, you must submit reasonable proof of authority.

You must provide us with proof of identity before we can process any request.

9. Outcome of your request and fees payable

We will decide within 30 days of receiving your request whether to grant or decline the request. We will notify you of our decision and explain why we accepted or refused your request.

If your request is successful, we will let you know what the related fees are and how you can pay them. We may require that you pay a deposit before we process your request. The fee structure is available on the Information Regulator website at www.justice.gov.za.

If you request large quantities of information or if we cannot reasonably obtain the information you request within the original 30 days, we might have to extend the period by another 30 days. We will notify you in writing if we require an extension.

If you do not hear from us within the period stipulated above, it means that we refused your request in terms of section 58 of PAIA.

10. Reasons why we may refuse your request

The SAHRC's guide to understanding PAIA sets out all the reasons why an entity may or must refuse a PAIA request. These reasons include refusal based on the grounds that the information requested will:

- compromise South Africa's defence, security and international relations;
- hamper the operations of Electronic Communications Network (Pty) Ltd;
- be unreasonably time consuming and lead to waste of resources, or
- is manifestly frivolous or vexatious.



11. If we cannot find a record

If there are records that we cannot find despite a reasonable and diligent search, we will notify you with an affidavit explaining the measures we have taken to locate the record. If we find the records after we have issued such an affidavit, we will grant you access to the records unless we have a reason to refuse your request.

12. If you need assistance or more information

If you require further assistance, The Information Regulator of South Africa has published a guide that introduces PAIA, describes where to find information and how to request access to information. It explains when access to information may be refused and offers key references and resources. The guide is available in each official language and is intended to assist you in exercising your rights to access information.

You can find this guide at the head office of the Information Regulator:

JD House

27 Stiemens Street

Braamfontein

Johannesburg

2001

Alternatively, you can find it at all the provincial offices and on the Information Regulator website at www.justice.gov.za.

A copy of the guide is available on our website www.ecn.co.za or you can inspect a copy of the guide at our offices during regular business hours.



FORMS

- Form 1: Request for access to a record
- Form 2: Outcome of request and fees payable



FORM 1

Request for access to a record¹

1. If the space provided in the form is inadequate, please submit additional information as an annexure to this form and sign each page.
2. We will process a request for access to a record other than a record containing your personal information after you have paid the request fee.
3. The fee depends on the form in which you need to access the record and the time we have to search for and prepare the record.
4. We will let you know in writing whether your request has been approved or denied, and if we approve your request, we will let you know what the related fees are.

To: The information officer

Address

E-mail address

Fax number

| |
|--|
| |
| |
| |
| |
| |

This request is in my own name

¹ Regulation 7 of PAIA.

I'm making this request on behalf of someone else. [Please attach proof of the capacity in which you are making this request].

YOUR DETAILS

Name and surname

Identity number

Postal address

Residential address

E-mail address

Telephone number

Cell number

Fax number

| |
|--|
| |
| |
| |
| |
| |
| |
| |
| |
| |

HOW DO YOU PREFER TO BE CONTACTED?

Postal address

Residential address

E-mail address

Fax

| |
|--|
| |
| |
| |
| |



electronic
communications
network

DETAILS OF THE PERSON ON WHOSE BEHALF YOU ARE MAKING THIS REQUEST (IF APPLICABLE)

Name and surname

Identity number

Postal address

Residential address

E-mail address

Telephone number

Cell number

Fax number

| |
|--|
| |
| |
| |
| |
| |
| |
| |
| |
| |

WHICH RIGHT ARE YOU EXERCISING OR PROTECTING?

Which right are you exercising or protecting?

Explain why you need this record to exercise or protect that right.

| |
|--|
| |
| |



DETAILS OF THE RECORD YOU ARE REQUESTING

Please provide full particulars of the record that you wish to access, including the reference number if you have it to help us find the record.

Describe the record or relevant part of the record

Reference number (if you have it)

Any further information about the record.

| | |
|--|--|
| | |
| | |
| | |

TYPE OF RECORD

| | |
|---|--|
| Record is in written or printed form | |
| Record comprises virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc) | |
| Record consists of recorded words or information which can be reproduced in sound | |
| Record is held on a computer or in an electronic, or machine-readable form | |

FORMAT IN WHICH YOU WOULD LIKE TO RECEIVE THE RECORD

| | |
|---|--|
| Printed copy of record (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form) | |
| Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc) | |
| Transcription of soundtrack (written or printed document) | |



| | |
|---|--|
| Copy of record on flash drive (including virtual images and soundtracks) | |
| Copy of record on compact disc drive (including virtual images and soundtracks) | |
| Copy of record saved on cloud storage server | |

HOW WOULD YOU LIKE TO ACCESS THE RECORD?

| | |
|--|--|
| Personal inspection of record at registered address of public/private body (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form) | |
| Postal services to postal address | |
| Postal services to street address | |
| Courier service to street address | |
| Facsimile of information in written or printed format (including transcriptions) | |
| E-mail of information (including soundtracks if possible) | |
| Cloud share/file transfer | |
| Preferred language (Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available) | |

Date _____ Signed at _____

Signature of the requester/person on behalf of whom the request is made



FOR OFFICE USE

| | |
|----------------------|--|
| Reference number | |
| Date received | |
| Access fees (if any) | |
| Deposit (if any) | |

DETAILS OF THE PERSON WHO RECEIVED THE REQUEST

| | |
|---|--|
| Job Title | |
| Name and surname of Information Officer | |

Signature of Information Officer



FORM 2

Outcome of request for access to a record, and fees payable²

1. If your request is granted
 - a. you must pay the deposit (if any) before we can process your request, and
 - b. we will only release the record you requested once we receive full payment.
2. Please note your reference number in all future correspondence.

To:

Address

E-mail address

Fax number

Reference number

| |
|--|
| |
| |
| |
| |
| |
| |

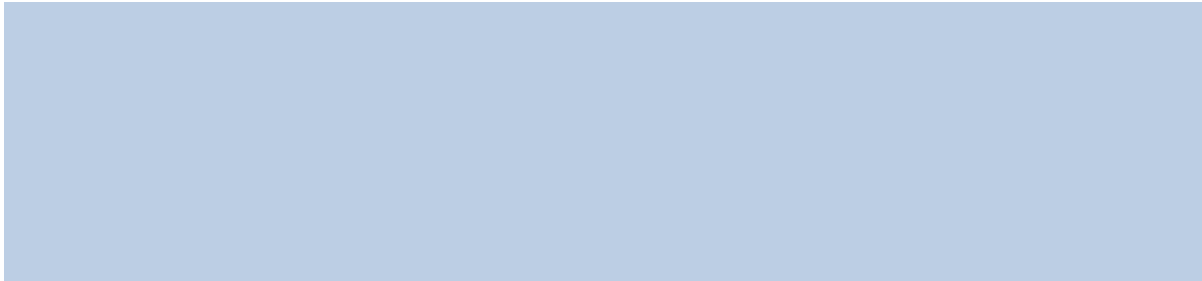
YOUR REQUEST HAS BEEN

Approved

Denied

² Regulation 8 of PAIA.

Because



YOU REQUESTED

| | |
|--|--|
| Personal inspection of the record at our registered address (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in electronic or machine-readable form) | |
|--|--|

Please take these steps:

1. Make an appointment to inspect the record.
2. Bring this form with you.

Accessing a record this way is free. However, if you need copies of the information, you will be charged the appropriate fees as set out in Annexure B.

OR

YOU REQUESTED

| | |
|---|--|
| A printed copy of a record (including copies of any virtual images, transcriptions and information held on a computer or in an electronic or machine-readable form. | |
| Written or printed transcription of virtual images (including photographs, slides, video recordings, computer-generated images, sketches, etc.) | |
| Transcription of soundtrack (written or printed) | |
| Copy of record on a flash drive (including virtual images and soundtracks) | |
| Copy of record on compact disc drive (including virtual images and soundtracks) | |
| Copy of record saved on cloud storage server | |



YOU ASKED TO ACCESS THE RECORD AS FOLLOWS

| | |
|---|--|
| Postal services to a postal address | |
| Postal services to a street address | |
| Courier service to street address | |
| Fax information in written or printed format (including transcriptions) | |
| E-mail information (including soundtracks if possible) | |
| Cloud share/file transfer | |
| Preferred language | |

FEES PAYABLE WITH REGARDS TO YOUR REQUEST

| Item | Cost per A4-size page or part thereof/item | Number of pages/items | Total |
|---|--|-----------------------|-------|
| Copy of Guide | R3.90 | | |
| Photocopy | R3.90 | | |
| Printed copy | R4.80 | | |
| Copy in a computer-readable form on: | | | |
| a) Flash drive To be provided by requestor | a)R40.00 | | |
| b) Compact disc | b)R60.00 | | |



| | | | |
|----------------------------------|---|--|--|
| Transcription of visual images | Service to be outsourced. Will depend on quotation from service provider. | | |
| Copy of visual images | | | |
| Transcription of an audio record | | | |
| Copy of an audio record | R40.00 | | |
| Postage | Actual cost | | |
| TOTAL: | | | |

DEPOSIT PAYABLE

If the search exceeds six hours.

| | |
|--|--|
| How many hours did the search take? | |
| What is the deposit payable? (Calculated as a third of the total amount per request) | |

OUR BANK DETAILS

| | |
|------------------|--|
| Bank | |
| Account holder | |
| Type of account | |
| Account number | |
| Branch code | |
| Reference number | |



electronic
communications
network

Proof of payment address

Date _____ Signed at _____

Information Regulator/Information Officer