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Reg. No.: 1998/016433/06
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PROMOTION OF ACCESS TO INFORMATION MANUAL

Vox Telecom Limited is a Telecommunications Provider, providing voice and data services to the South African market.

Structure and functions - [Section 14(1) (a)]

Vox Telecom Limited is a public company incorporated in terms of the company laws of the Republic of South Africa under Registration Number - 1998/016433/06

Details of Vox Telecom's subsidiary companies are as follows:

Direct Holdings

@lantic Internet Services (Pty) Ltd
@lantic Exchange Computer Trading (Pty) Ltd
Vox Datapro (Pty) Ltd
Datapro Faxing Solutions (Pty) Ltd t/a "ProFax"
Vox Products (Pty) Ltd
Dial Electronics (Pty) Ltd
Orion Telecom Investment Holdings (Pty) Ltd
VoIP Telecorporation (Pty) Ltd
Vox Amvia (Pty) Ltd
STWS (UK) Ltd
Casey Share Incentive Trust
Orion Telecom (Pty) Ltd

Indirect Holdings

Orion Cellular (Pty) Ltd
Orion Data Services (Pty) Ltd
Orion Telecom SA (Pty) Ltd
Orion Telecom Corporation (Pty) Ltd

Company Contact details

Any person who wishes to request any information from Vox Telecom Limited with the object of protecting or exercising a right may contact the Information Officer whose contact details are as follows:

Physical Address

The Information Officer
Block D1, Vox Telecom Limited
Rutherford Estate, 1 Scott Street, Waverley



**Postal Address**

P.O. Box 369

Rivonia, 2128

Johannesburg

Other Contact Information

Tel: 087 805 0000

E-mail: <mailto:murrays@voxtelecom.co.za>

Website: <http://www.voxtelecom.co.za>

The Act

In terms of section 53, a request for access to a record of Vox Telecom Limited must be made in the prescribed form to Vox Telecom Limited at the address, or electronic mail address given above.

The form requires the requestor to provide the following:

Sufficient information to enable the Information Officer to identify the requestor;

Sufficient information to enable the Information Officer to identify the record(s) requested;

The form of access required;

The requestor's postal address or fax number;

Identification of the right sought to be exercised or protected;

An explanation on why the record is required to exercise or protect that right;

The manner in which the requestor wishes to be informed of the decision on the request, if in a manner in addition to written notification; and If the request is made on behalf of a person, the submission of proof of the capacity in which the requestor makes the request, to the satisfaction of the Information Officer.

For a specimen of the request form see ANNEXURE A to the manual. Requestors must note that all of the information as listed above should be provided, failing which the process will be delayed while the private body requests such additional information. The prescribed time periods will not commence until all pertinent information has been furnished on the private body by the requestor.



Prescribed Fees

Payment of fees is regulated in terms of section 54 of the Act. The Regulations to the Act provide for two types of fees:

Request fee: This is a non-refundable administration fee paid by all requestors with the exclusion of personal requestors. It is paid before the request is considered.

Access fee: This is paid by all requestors only when access is granted. This fee is intended to re-imburse the private body for the costs involved in searching for a record and preparing it for delivery to the requestor.

Vox Telecom Limited may withhold a record until the request fee and the deposit (if applicable) have been paid. A schedule of the prescribed fees is attached as ANNEXURE 2 to the manual.

Requestor other than Personal Requestor

The Information Officer must give written notice to a requestor other than a personal requestor of the request fee and amount to be paid before the request may be further processed.

If in the Information Officer's opinion the search for a record, or preparation of the record for disclosure will require more than the prescribed hours, the Information Officer may require the requestor to pay a deposit, not being more than one third of the access fee that would be payable if the request is granted. If the request is declined, the deposit must be repaid to the requestor.

The notice given by the Information Officer must advise the requestor that s/he has a right to apply to court against the payment of the request fee or deposit, and also advise of the procedure of the application.

Personal Requestor

A personal requestor is described in terms of the Act as a requestor seeking access to a record containing information about the requestor.

A personal requestor is not liable to pay a request fee, is liable for payment of access fees in the event of a request being granted, but may not be required to pay a deposit before the granting of the record.

Human Rights Commission Guideline

In terms of section 10 of the Act, the Human Rights Commission must compile a guide by 14 August 2003. This guide is intended to assist users in the interpretation of the Act. The guide



will contain a description of the objects of the Act, the contact details of the information officers of all the public bodies, particulars of the public bodies, the manner of access to the records of those public bodies and the remedies available in law regarding a breach of any of the provisions of the Act.

The South African Human Rights Commission's contact details are as follows;

Private Bag 2700

Houghton

2041

Tel: 011 484 8300

Fax 011 484 1360

Classification of Company Information		
Classification	Access	Description
1	May be Disclosed	Public Access Document
2	May not be Disclosed	Request after commencement of criminal or civil proceedings [s7]
3	May be Disclosed	Subject to copyright
4	Limited Disclosure	Personal Information that belongs to the requester that information[s61]
5	May not be Disclosed	Unreasonable disclosure of personal information of Natural personal [s63(1)]
6	May not be Disclosed	Likely to harm the commercial or financial interests of third party (a)(b)]
7	May not be Disclosed	Likely to harm the Company or third party in contract or other negotiations [s64(c)]
8	May not be Disclosed	Would breached a duty of confidence owned to a third party in terms of Agree[s65]
9	May not be Disclosed	Likely to compromise the safety of individuals or protection of property [s66]
10	May not be Disclosed	Legally privileged documents [s67]
11	May not be Disclosed	Environmental testing/investigation which reveals public safety environmental risks [s64(2);s68(2)]
12	May not be Disclosed	Commercial information of Private Body [s68]
13	May not be Disclosed	Likely to prejudice research and development information of the Company or a third party [s69]
14	May not be Disclosed	Disclosure in public interest [s70]

Departmental Records	Subject Classification	Number
Communications/Public Affairs	Current Product Information	1, 4
	Public Corporate Records	1
	Media Releases	1
Environmental Records	Environmental Policy	1
	Environmental Records	11, 14
Human Resources Division	Employee Records	4, 5, 9
Employment Contracts	Employment Contracts	4, 5
Personnel Guidelines Policies and Procedures	Personnel Guidelines Policies and Procedures	12
Employee Medical Records	Employee Medical Records	4, 5, 8
Financial Division	Audited Financial Statements	12
	Tax Records (Company & Employees)	12
	Asset Register	12
	Management Accounts	12
Corporate and Legal services Division	General Contract Documentation	6, 12
	Statutory Records	12
	Company Guidelines, Policies and Procedures	12
	Trade Marks	3
Sales and Marketing Division	Market Information	12,13
	Product Brochures	1
	Customer Manuals	4
	Sales Records	1
	Marketing and Sales Strategies	12
	Reseller strategies and documentation	12



Annexure A

REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

(Section 53(1) of the Promotion of Access to Information Act, 2000
(Act No. 2 of 2000)) [Regulation 10]

A. Particulars of private body

The Head/Designated Person: _____

B. Particulars of person requesting access to the record

- (a) The particulars of the person who requests access to the record must be given below.
- (b) The address and/or fax number in the Republic to which the information is to be sent must be given.
- (c) Proof of the capacity in which the request is made, if applicable, must be attached.

Full names and Surname: _____
Identity Number: _____
Postal Address: _____
Telephone Number: _____
Fax Number: _____

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: _____

D. Particulars of record

- (a) 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.

(b) If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

Description of record or relevant part of record:

Reference number, if available:

Further particulars of record:

E. Fees

- (a) 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.
- (b) You will be notified of the amount required to be paid as the request fee.
- (c) 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 a record.
- (d) If you qualify for exemption of the payment of any fee, please state the reason for exemption.

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.

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.

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

- Want a copy of record Inspect the record

2. If the record consists of visual images, do you:

(this including photographs, slides, video recordings, computer-generated images, sketches, etc)

- Want to view the images See a copy of the images Want a transcription of the images

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

- Want to listen to the soundtrack Want a transcription of the soundtrack

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

- Want a printed copy of the record Want a printed copy of the inform derived from the record
 Want a copy of the record in a computer readable form

G. Particulars of right to be exercised or protected

If the provided space is inadequate, please continue on a separate folio and attach it to this form.

The requester must sign all the additional folios.

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

2. Explain why the record 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:

Date:

**SIGNATURE OF REQUESTER / PERSON
ON WHOSE BEHALF REQUEST IS MADE**

Annexure 2

AIA PRESCRIBED FEES

The following applies to requests (other than personal requests):

A requestor is required to pay the prescribed fees (R50.00) before a request will be processed;

If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which will be payable if the request were granted);

A requestor may lodge an application with the court against the tender/payment of the request fee and / or deposit;

Records may be withheld until the fees have been paid.

Payments should be made to Vox Telecom Limited

FEES IN RESPECT OF PRIVATE BODIES

1. The fee for a copy of the manual as contemplated in regulation 9(2) (c) is R1,10 for every photocopy of an A4-size page or part thereof.

2. The fees for reproduction referred to in regulation 11(1) are as follows:

a. For every photocopy of an A4-size page or part thereof

R 1,10

b. For every printed copy of an A4-size page or part thereof held on a computer or in an electronic or machine readable-form

R 0,75

c. For a copy in a computer-readable form on –

i. stifty disc

R7,50

ii. compact disc

R70,00

d. For a transcription of visual images,

i. for an A4-size page or part thereof

R40,00

ii. For copy of visual images

R60,00

e. For transcription of an audio record,

i. for an A4-size page or part thereof

R20,00

ii. For a copy of an audio record

R30,00

3. The request fee payable by the requester, other than a personal requester, referred to in regulation 11(2)

R50,00

4. The access fees payable by the requester referred to in regulation 11(3) are as follows:

a. For every photocopy of an A4-size page or part thereof

R1,10

b. For every printed copy of an A4-sized page or part thereof held on a computer or in a electronic or machine-readable form

R0,75

c. For copy in a computer readable form on –

i. stifty disc

R7,50

ii. compact disc

R70,00

Annexure 2

d. For a transcription of visual images,

i. for an A4-size page or part thereof

R40,00

ii. For a copy of visual images

R60,00

e. For a transcription of an audio record,

i. for an A4-size page or part thereof

R20,00

ii. For a copy of an audio record

R30,00

f. To search for and prepare the record for disclosure

R30,00

p/h or part of

5. For purposes of section 54(2) of the Act, the following applies:

a. Six hours as the hours to be exceeded before a deposit is payable; and



b. one third of the access fee is payable as a deposit by the requester.

6. The actual postage is payable when a copy of a record must be posted to a requester

@lantic

 amvia

 datapro

 telepreneur

 orion