R62 WIRELESS (PTY) LTD

Company registration no.  2014/245295/07

MANUAL

in terms of

SECTION 51

of

The Promotion to Access of Information Act, 2000

(hereafter "the Act")
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1. COMPANY INTRODUCTION

R62 Wireless (Pty) Ltd is a company that offers professional internet and telecommunication services.

2. CONTACT DETAILS AND INFORMATION OFFICER

The office of R62 Wireless (Pty) Ltd is situated at:

7 Van Reenen Street
Robertson
6705

Other contact details for the company are:

Postal address : P.O. Box 1068, Robertson, 6705
Telephone number : 023 007 0060
Email address : info@r62wireless.co.za

The information officer for R62 Wireless (Pty) Ltd is:

Mr G.J. Breytenbach
R62 Wireless (Pty) Ltd
P.O. Box 1068
Robertson
6705
3. GUIDE ON HOW TO USE THE ACT

The Guide to the Act, as described in Section 10 of the Act, is available from the South African Human Rights Commission (SAHRC) and is available in all of the official languages.

The Guide can be inspected, inter alia, at the offices of the SAHRC situated at:

Braampark Forum 3
33 Hoefd Street
Braamfontein
2001

An electronic version is also available on the website of the SAHRC, www.sahrc.org.za.

R62 Wireless (Pty) Ltd does not currently have a hard copy of this guide.

4. OTHER LEGISLATION

R62 Wireless (Pty) Ltd holds information, as required, in terms of the following South African legislation applicable to the company:

(a) Basic Conditions of Employment Act, No. 75 of 1997
(b) Companies Act, No. 71 of 2008
(c) Income Tax Act, No. 58 of 1962
(d) Value Added Tax Act, No. 89 of 1991
(e) Compensation for Occupational Injuries and Diseases Act, No. 130 of 1993
(f) Labour Relations Act, No. 66 of 1995
(g) Unemployment Insurance Act, No. 63 of 2001
(h) Promotion of Access to Information Act, No. 2 of 2000

5. VOLUNTARY DISCLOSURE AND SECTION 52(2)

R62 Wireless (Pty) Ltd has not published a voluntary notice in terms of Section 52(2) of the Act. However, it should be noted that certain information relating to the company is freely available on the company’s social media channels.
6. RECORDS HELD BY THE COMPANY

6.1 Internal records

The following are records pertaining to **R62 Wireless (Pty) Ltd's** own affairs:

(a) Constitutional documents of **R62 Wireless (Pty) Ltd**;
(b) Financial records:
   • annual financial statements
   • accounting records
   • asset register
   • banking records
(c) Bank statements
(d) Electronic banking records
(e) Invoices
(f) Tax returns
(g) Operational records
(h) Marketing materials and records
(i) Internal communications
(j) Product records
(k) Statutory records
(l) Internal policies and procedures

6.2 Personnel records

Personnel refers to any person who works for or provides services to or on behalf of **R62 Wireless (Pty) Ltd** and receives or is entitled to receive any remuneration and any other person who assists in carrying out or conducting the business of **R62 Wireless (Pty) Ltd**.

This includes, without limitation, directors, executive directors, non-executive directors, all permanent, temporary and part-time staff, as well contract workers.

Personnel records include the following:

(a) Any personal records provided to the company by its personnel
(b) Internal correspondence
(c) Disciplinary code
(d) Disciplinary records
(e) Employment contracts
(f) Salary and wages records
(g) Leave records
6.3 Customer records

R62 Wireless (Pty) Ltd is very concerned about protecting the privacy of its customers. Please motivate any request for customer records very carefully, having regard to Sections 63 to 67 of the Act, relating to the protection of third party information.

Customer records include the following:

(a) Any information a customer provided to R62 Wireless (Pty) Ltd or to a third party acting on behalf of R62 Wireless (Pty) Ltd
(b) Contractual information
(c) Customer needs analysis
(d) Personal records of customers
(e) Credit information and other research conducted in respect of customers
(f) Confidential, privileged, contractual and quasi legal records of customers
(g) Records generated internally by R62 Wireless (Pty) Ltd pertaining to its customers and to its customer transactions

6.4 Records in terms of the Companies Act, No. 71 of 2008

(a) Memorandum of incorporation
(b) Registration certificate
(c) Minutes of directors’ and shareholders’ meetings
(d) The register of shareholders
(e) Documents relating to the appointment of directors, auditor, company secretary, prescribed officers or any other officer
7. HOW TO SUBMIT A REQUEST FOR ACCESS TO INFORMATION

All requesters should make their requests on the prescribed form – see addendum. The requesters should send their requests to the information officer of the company. The process detailed below has been endorsed by the South African Human Rights Commission (SAHRC).

7.1 The process

(a) The requester must use the prescribed form to make the request for access to a record. This must be made to the information officer. This request must be made to the address or electronic mail address of the business concerned.

(b) The requester must provide sufficient detail on the request form to enable the information officer to identify the record and the requester. The requester should also indicate which form of access is required. The requester should also indicate if any other manner is to be used to inform the requester and state the necessary particulars to be so informed.

(c) The requester must identify the right that is sought to be exercised or to be protected and provide an explanation of why the requested record is required for the exercise or protection of that right.

(d) If a request is made on behalf of another person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the information officer.

7.2 Fees

(a) Every requester must pay the required request fee, except when the requester seeks access to a record containing personal information about him- or herself (a personal requestor). In such a case no request fee is payable. The request fee is R50. The requester may lodge an application to the court against the tender or payment of the request fee.

(b) The information officer must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request.

(c) After the information officer has made a decision on the request, the requester must be notified in the required form within thirty (30) calendar days.

(d) If the request is granted then a further access fee must be paid for the search, reproduction, preparation and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.
7.3 PRESCRIBED FEES

The fees (as per Government Notice No. R.187) are:

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 are as follows:

   2.1 For every photo copy of an A4-size page or part thereof R 1.10
   2.2 For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable format R 0.75
   2.3 For a copy on a computer-readable form on:
       2.3.1 stiffy disk R 7.50
       2.3.2 compact disk R 70.00
   2.4 Visual images:
       2.4.1 for a transcription of visual images, for an A4-size page or part thereof R 40.00
       2.4.2 for a copy of visual images R 60.00
   2.5 Audio records:
       2.5.1 for a transcription of an audio record, for an A4-size page or part thereof R 20.00
       2.5.2 for a copy of an audio record R 30.00

3. The request fee payable (except by a personal requester), referred to in regulation 11(2) R 50.00

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

   4.1 For every photo copy of an A4-size page or part thereof R 1.10
   4.2 For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable format R 0.75
   4.3 For a copy on a computer-readable form on:
       4.3.1 stiffy disk R 7.50
       4.3.2 compact disk R 70.00
   4.4 Visual images:
       4.4.1 for a transcription of visual images, for an A4-size page or part thereof R 40.00
       4.4.2 for a copy of visual images R 60.00
   4.5 Audio records:
       4.5.1 for a transcription of an audio record, for an A4-size page or part thereof R 20.00
       4.5.2 for a copy of an audio record R 30.00
7.3 PRESCRIBED FEES (continued)

4.6 To search for and prepare the record for disclosure, R30.00 per hour for each hour or part of an hour reasonably required for such search and preparation

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

5.1 six hours as the hours to be exceeded before a deposit is payable; and
5.2 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.

8. APPEALS

In terms of Section 56(3)(c) of the Act, a requester may lodge an application with a court, within 30 days of being informed of any decision of the information officer of R62 Wireless (Pty) Ltd on any request, for relief against the refusal of the request, and the procedure (including the period) for lodging the application.

9. SERVICES OF THE COMPANY

For more information on the services of R62 Wireless (Pty) Ltd, please contact the information officer at:

Mr. G.J. Breytenbach
R62 Wireless (Pty) Ltd
P.O. Box 1068
Robertson
6705

Email: info@r62wireless.co.za
10. AVAILABILITY OF THE MANUAL

The PAIA-manual of R62 Wireless (Pty) Ltd shall be made available for public inspection at our office, situated at 7 Van Reenen Street, Robertson, Western Cape, 6705. An electronic version of this manual will be available on request.

Signed at ........ Robertson.................. on this ......21th.......... day of

........................................December........................................ 2015......

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Mr. G.J. Breytenbach
Information Officer: R62 Wireless (Pty) Ltd
11. ADDENDUM: FORM C

FORM C
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

B. Particulars of the person requesting access to information

(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 : ....................................................................................................................
Fax number : ....................................................................................................................
Telephone number : ...........................................................................................................
E-mail address : ..................................................................................................................
Capacity in which request is made (only if request is made on behalf of another person)
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DATE OF COMPILATION: 2015.12.15
C. Particulars of person on whose behalf the 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(s) requested

(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 additional folios.

Description of record, or relevant part of the record, required:

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Reference number, if available: ..............................................................................................

Any further particulars of the record:

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DATE OF COMPILATION: 2015.12.15
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.

Reason for exemption from the payment of fees, if applicable:

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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.

<table>
<thead>
<tr>
<th>Disability:</th>
<th>Form in which records are required:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

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.

Please mark the appropriate box with an X:

1. If the record is in printed form:

(a) A copy of the record is required *

(b) Inspection of the record is required
2. If the record consists of visual images:

("Visual images" include photographs, slides, video recordings, computer-generated images, sketches, etc.)

(a) View the images
(b) A copy of the images is required *
(b) A transcription of the images is required *

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

(a) Listen to the soundtrack (audio cassette)
(b) Transcription of the soundtrack is required *
(\textit{written or printed document})

4. If the record on a computer or in an electronic or machine-readable format:

(a) A printed copy of the record is required *
(b) A printed copy of the information derived from the record is required *
(b) A copy of the record in computer-readable format is required *

* If you requested a copy or transcription of the record (in questions 1 to 4), do you wish the copy or transcription be posted to you?

\textbf{Postage is payable by the requester.}

(a) Yes
(b) No
G. Particulars of right to be exercised or protected

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

Please indicate which right is to be exercised or protected:

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Please explain why the record requested is required for the exercise or protection of the aforementioned right?

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H. Notice of decision regarding request for access to information

You will be notified in writing whether your request has been approved or 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 information?

*Please mark your decision with X:*

- Written letter, posted
- Electronic communication (e-mail)
- Fax
- Telephone
- Other: .............................................................

Signed at ......................................................... on this ................... day of

......................................................... 20........

..........................................................

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

DATE OF COMPILATION: 2015.12.15