



XLink Communications (Pty) Ltd  
2004/000478/07

# **ACCESS TO INFORMATION MANUAL**



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## FOREWORD

### MANUAL OF XLINK COMMUNICATIONS PROPRIETRY LIMITED

Registration Number: 2004/000478/07

Prepared in accordance with Section 51 of the Promotion of Access to Information Act. No 2 of 2000 by XLink Communications (Pty) Ltd.

### INTRODUCTION

On 9 March 2001, the Promotion of Access to Information Act. No. 2 of 2000 (“the Act”) became operative, giving effect to the section 32(2) Constitutional right of access to information.

One of the main requirements specified in the Act, is the compilation of an information manual that provides information on both the types and categories of records held by a private body.

This document serves as the company’s information manual and provides reference to the records held by the company and the process to request access to such records.

### SCOPE OF THE MANUAL

The scope of the manual is limited to the records held by XLink Communications (Pty) Ltd.

### AVAILABILITY OF THE MANUAL

A copy of this manual is available to the public for inspection on the Company’s website at [www.xlink.co.za](http://www.xlink.co.za) or on request from the designated contact person referred to in this manual.

## CONTACT PERSON

### CONTACT DETAILS

Requests pursuant to the provisions of the Act should be directed as follows:

**Contact Person:** Vanessa van Zyl

**Postal Address:** PO Box 413663, Craighall, 2024

**Physical address:** 4 Burnside Island Office Park, 410 Jan Smuts Avenue, Craighall, 2024

**Phone number:** 011 438 3043

**E-mail:** [vanessav@xlink.co.za](mailto:vanessav@xlink.co.za)

## HRC Guide

### GUIDE FOR REQUESTERS ON HOW TO USE THE ACT

A guide has been compiled in terms of Section 20 of the Act by the Human Rights Commission. It contains information to assist a person wishing to exercise a right, in terms of the Act. The Guide is available for inspection, inter alia, as follows:

The South African Human Rights Commission  
Braampark Forum 3  
33 Hoofd Street  
Braampark  
Johannesburg  
Website: [www.sahrc.org.za](http://www.sahrc.org.za)

Kindly direct queries to;

**Postal Address:** Private Bag 2700 Houghton 2041  
**Phone number:** 011 484 8300  
**Fax number:** 011 484 0582  
**E-mail:** [paia@sahrc.org.za](mailto:paia@sahrc.org.za)

## AUTOMATIC DISCLOSURE

Brochures, Trade circulars, Pamphlets

## LEGISLATIVE RECORDS

### RECORDS HELD IN ACCORDANCE WITH LEGISLATION

Records are held in accordance with the following legislation:

- Electronic Communications Act No. 36 of 2005
- Independent Communications Authority of South Africa Act No. 13 of 2000
- Income Tax Act No. 9 of 2005
- National Credit Act No. 34 of 2005
- Value-Added tax Act No. 89 of 1991
- Promotion of Access to Information Act No.2 of 2000
- Regulations of interception of Communications and Provisions of Communication-related Information
- Basic Conditions of Employment Act No. 75 of 1997
- Compensation for Occupational Injuries and Diseases Act No. 130 of 1993
- Employment Equity Act No. 55 of 1998
- Labour Relations Act No. 66 of 1995
- Occupational Health and Safety Act No. 85 of 1993
- Skills Development Act No. 97 of 1998
- Skills Development Levies Act No. 5 of 2001
- Unemployment Insurance Contributions Act No. 4 of 2002
- Companies Act No.71 of 2008



## CATEGORIES OF INFORMATION

### BUSINESS PARTNERS

Information Category	Information Category Description
Commercial agreements 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.
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.

### MANAGEMENT

Information Category	Information Category Description
Board reports & meeting minutes	Reports prepared for the board meetings, and the subsequent minutes recording these meetings.
Policies and procedures	The documented policies and procedures of XLink's business processes and practices for example relating to customer complaints.

### CUSTOMER INFORMATION

Information Category	Information Category Description
Customer Contact Details	Contact customer details received during applications 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 Contact Details and Customer Credit Checking and including customer preferences.
Customer Profile	Information relating to the customer profile, for e.g. which services are activated.
Payment History	Information relating to payments made.

### 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 any regulatory body.
Customer Frequently Asked Questions (FAQ) database	Information on the most frequently asked questions.
Customer Inquiry	Details of general customer inquiries.
Customer Service Requests	A service request is the recording of an issue raised by a customer which requires attention.
Outbound Response	Information relating to responses communicated to customers.

## ACCOUNTING

Information Category	Information Category Description
Budget	Budget information (value, nature, responsibility).
Cash / Bank Transaction	Information generated by a financial transaction as a result of the flow of funds to or from XLink.
Creditor	Creditor information (name, value, status, etc.)
Debtor	Debtor information (name, value, status, etc.)
Financial Transaction	Information generated by a financial transaction.
General Ledger Account	General Ledger Account information (value, nature, responsibility).
Payment Terms	The details of payment terms with creditors and debtors.

## ASSET

Information Category	Information Category Description
Asset	All assets related data.

## FINANCIAL PERFORMANCE

Information Category	Information Category Description
Financial Management Statistic	The description, definition and measurement of financial metrics which measure 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”).

## NETWORK AND IT CONFIGURATION

Information Category	Information Category Description
Network Equipment Topography and Configuration	The (initial) topography, configuration and setup of network equipment.
Network Equipment Change History	Details of changes performed on Network equipment.
Network Performance Data	Measurements related to the performance of Network equipment.
Information Technology (IT) Equipment Change History	Details of changes performed on Information Technology equipment.
Information History (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 email – content and parties	Includes internet email originating from or terminating with XLink.

## TECHNICAL ALARM / EVENT

Information Category	Information Category Description
Information Technology (IT) Alarm and Event	The information relating to an alarm, which is generated, alerting support personnel of 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 Communique	The information contained within any internal communication, via email or physical (paper) distribution. Examples are e-mail, Yammer etc.
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
Job Profiling	The categorisation of responsibilities associated with an employment position.
Organisational Structure	The structure of the organisation usually including the top levels of an organisation, for example the top management, name of departments reporting into their business units and position.
Position	The title and responsibilities of employment positions, including related to the role and current incumbents. This includes information on contractors and other non-permanent staff members.

## PERFORMANCE AND RENUMERATION

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 detail, payment amount, payment date.
Salary/Incentive	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's employment lifecycle, i.e. when joined, promoted, positions held, etc.
Employee Personal Details	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.

## INVENTORY CONTROL

Information Category	Information Category Description
Fixed Assets	The physical items required to be distributed to enable service delivery to a customer
Inventory	The physical items required to be distributed to enable service delivery to a customer

## PROCUREMENT

Information Category	Information Category Description
Supplier	Details related to an invoice received from suppliers.
Purchase Order	Details related to the purchase order process which controls the operational and capital expenditure of XLink.

## PRODUCT/SERVICE MANAGEMENT

Information Category	Information Category Description
Price List	Details of the available connectivity plans, including prices, services available, etc.
Product Configuration	Details on product planning, designing, packaging, technical development and supply for product.
Product Package & Media	Information related to the packaging of hardcopy or software or VAS or devices or at point of sale. Includes media strategy and planning information.
Product Specification	The specification of a product.
Value Added Services	The information about value added services.

## SALES MANAGEMENT

Information Category	Information Category Description
Advertisements & 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.
Sales Figure and Targets	Information on the actual sales as well as the target sales figures for the distribution channels.

## FAULT

Information Category	Information Category Description
Diagnostic Support Information	The information generated by the diagnostic tests done on a faulty network.
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 resolved.
Change Request	The Information on planned engineering activity to network elements in order to install, maintain or upgrade it.

## USAGE EVENT



Information Category	Information Category Description
Data (Rated)	The information on data which has been rated, i.e. billed according to the defined rules for the package.

## ACCESS REQUESTS

### ACCESS REQUEST PROCEDURE

It is important to note that the successful completion and submission of an access request form does not automatically allow the requester access to the requested report. An application to access to a record is subject to certain limitations if the requested record falls within a certain category as specified with Part 3 and Chapter 4 of the Act.

### COMPLETION OF ACCESS REQUEST FORM

In order to facilitate a timely response to request for access, all requesters should take note of the following when completing the Access Request Form:

- The Access Request Form must be completed.
- Proof of identity is required to authenticate the identity of the requester. Therefore, in addition to the access form, requesters will be required to supply a copy of their identification document.
- Complete the form in BLOCK LETTERS and answer every question.
- If a question does not apply state N/A in response to that question.
- If there is nothing to disclose in reply to a particular question state “nil” in response to that question.
- If there is insufficient space on a printed form, additional information may be provided on an attached folio
- When the use of an attached folio is required, precede each answer with the applicable title.

### SUBMISSION OF ACCESS REQUEST FORM

The complete Access Request Form together with a copy of the identity document must be submitted either via post, e-mail or fax and must be addressed to the contact person as indicated above.

This fee is not applicable to personal requesters referring to any person seeking to access records that contain their personal information.

Fees as prescribed in the *“Regulations regarding the Promotion of Access to Information Act”* are payable on submission.

### PAYMENT ON FEES

Payment details can be obtained from the contact person as indicated above and can be made either via a direct deposit, by bank guaranteed cheque or by postal order. Proof of payment must be supplied. The access fee must be paid prior to access being given to the requested record.

If the request for access is successful an access fee may be required for the search, reproduction and/or preparation of the record(s) and will be calculated based on the Prescribed Fees. If a deposit has been paid in respect for access which is refused, the deposit will be refunded to the requestor.

## ACCESS REQUESTS

### ACCESS REQUESTS PROCEDURE NOTIFICATION

The company will within 30 days of receipt of the request decide whether to grant or decline the request and give notice with reasons to that effect.

The 30-day period within which the company must decide whether to grant or refuse the request, may be extended for a further period of not more than thirty days, if the request is for a large volume of information and the information cannot be reasonably obtained within the original 30-day period. The company will notify the requester in writing should an extension be sought.

### GROUNDINGS FOR REFUSAL OF ACCESS TO RECORDS

The main grounds for refusal of a request for information are:

- Mandatory protection of privacy of a third party who is natural person, which would involve the unreasonable disclosure of personal information of that natural person.
- Mandatory protection of the commercial information of a third party, if the record contains
  - Trade secrets of that party
  - Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that party
  - Information disclosed in confidence by a third party to the company if the disclosure could put a third party to a disadvantage in negotiations or commercial competition
- Mandatory protection of the confidential information of a third party if it is protected in terms of any agreement
- Mandatory protection of the safety of individuals and the protection of property.
- Mandatory protection of records which could be regarded as privileged in legal proceedings.
- The Commercial Activities of the company which may include:
  - Trade secrets of the company
  - Financial, commercial scientific or technical information which disclosure could cause harm to the financial or commercial interests of the company.

## FORMS

### ACCESS REQUEST FORM

(Section 53(1) of the Protection of Access of Information Act (Act No 2 of 2000) **[Regulation 10]**

#### Particulars of Private Body

Requests can be submitted either via post, e-mail or fax and should be addressed to the relevant contact person as indicated below:

Contact person: Vanessa van Zyl

Postal Address: PO Box 413663, Craighall, 2024

Physical Address: 4 Burnside Island Office Park, 410 Jan Smuts Avenue, Craighall, 2196

Phone number: 011 438 3043

Email: [vanessav@xlink.co.za](mailto:vanessav@xlink.co.za)

## Particulars of persons requesting access to the records

- 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 capacity in which request is made, if applicable, must be attached*

**Full names and surname** :  
**Identity number** :  
**Postal address** :  
**Fax number** :  
**Telephone number** :  
**Email address** :

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

## Particulars of a person requesting access to the record (if a legal entity)

- a) *The particulars of the entity 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 capacity in which request is made, if applicable, must be attached*

**Name of entity** :  
**Registration number** :  
**Postal address** :  
**Fax number** :  
**Telephone number** :  
**E-mail address** :

## Particulars of person on whose behalf request is made

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

**Full names and surname:**

**Identity number:**

## Particulars of record

- a) *Provide full particulars of the record to which access is requested, including the reference number if it is known to you, to enable the record to be requested*
- b) *If the provided space is inadequate, please use a separate folio and attach it to this form. Please sign additional folios.*

**Description of record of relevant part of the record:**

**Reference number (if available):**

**Any further particulars of record:**



## 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 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 of payment of fees:

## FORM OF ACCESS TO RECORD

### 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 under certain circumstances. In such a case you will be informed whether 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

View the images

Copy of the images

Transcription of the

images

3. If the record consists of recorded information that can be reproduced in sound

Listen to the  
Soundtrack (audio)

Transcription of  
soundtrack

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

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

Print copy  
of record

Printed copy of  
information derived  
from the record

Copy in computer  
readable form

If you request a copy or transcript of a record (above) do you wish the copy of the transcript to be posted to you? Postage is payable

Yes

No



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.

**In which language would you prefer the record:**

In the event of a disability

*If you are prevented by a disability from reading, viewing or listening to the record in the form of access provided for in 1 to 4 above, state your disability and indicate in the form in which the record is required.*

**Disability:**

**Form in which record is required:**

**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 folios.*

- 1. Indicate the right to be exercised or protected:**
- 2. Explain why the record requested is required for the exercise or protection of the aforementioned right:**

**NOTICE OF DECISION REGARDING REQUEST FOR ACCESS**

*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 the record?**

Signed on this.....day of .....20 .....

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SIGNATURE OR REQUESTER / PERSON ON  
WHOSE BEHALF REQUEST IS MADE

**YOU MUST**

1. Complete all necessary spaces
2. Sign access request form
3. Sign additional folios completed

**SEND WTH THIS APPLICATION**

1. The request fee (if not personal requester)
2. Any additional folios completed
3. Copy of Identity Document