

ALTO Network Communications (PTY) Ltd

Access To Information Guide



Section 51 Manual for ALTO Network Communications (PTY) Ltd

This manual has been prepared in terms of Section 51 of the Promotion to Access to Information Act 2; 2000

Introduction to ALTO Network Communications (PTY) Ltd

ALTO Network Communications (PTY) Ltd is an Internet Service Provider offering web hosting, dial-up access, leased line access, server rentals, server hosting and related Internet, data and electronic communication services.

ALTO Network Communications (PTY) Ltd t/a ALTONet (Registration Number: 2004/008595/07)

Particulars in Terms of Section 51

(i) **Section 51(1)(a)** [Contact Details]

- i. **Business Name:** ALTO Network Communications (PTY) Ltd
- ii. **Office Address:** 1st Floor, Building 2, Constantia View Office Estate, Hogsback Road, Quellerina, Roodepoort, 1709
- iii. **Postal Address:** P.O. Box 2539, Cresta, 2118
- iv. **Directors:** Alan Fern, Tony Da Silva
- v. **Contact Person:** Alan Fern (General Manager)
- vi. **Tel No of Contact Person:** +27 11 477-0135
- vii. **Fax No of Contact Person:** +27 11 477-0134
- viii. **Electronic Mail Address:** alan@altonet.co.za

(ii) **Section 51 (1) b)** [The section 10 Guide on how to use the Act]

The Guide is available from the South African Human Rights Commission. All queries to be directed to:

The South African Human Rights Commission

PAIA Unit
Private Bag 2700
Houghton
2041

Telephone: +27 11 484-8300
Fax: +27 11 484-0582
Website: www.sahrc.org.za
E-mail: paia@sahrc.org.za



- (iii) Section 5(1)(d) [Records available in terms of any other legislation]

Information is available in terms of the following legislation, if and where applicable:

- i. Basic Conditions of Employment Act No 75 of 1997
- ii. Companies Act
- iii. Electronic Communications and Transactions Act No. 25 of 2002
- iv. Income Tax Act No. 58 of 1962
- v. Labour Relations Act No 66 of 1995
- vi. Promotion of Access to Information Act No. 2 of 2000
- Vii. Skills development Levies Act No. 9 1999
- Viii. Unemployment Insurance Act No.30 of 1966
- ix. Value – Added Tax Act No. 89 of 1991
- x. SA Reserve Bank Act No. 90 of 1989
- xi. Compensation for Occupational Injuries and Health Diseases Act No. 130 of 1993
- xii. Regional Services Councils Act No. 109 of 1985
- xiii. Skills Development Act No. 97 of 1998
- xiii. Finance Act No. 35 of 2000

- (iv) **Sections 51(1)(c) and 51(1)(e)** [Access to the records held by the private body in question]

- i.* **The latest notice regarding the categories of records of the body, which are without a person having to request access in terms of this Act in terms of section 52(2)**
[Section 51(1) (c)]

At this stage no notice(s) has / have been published.

- ii.* **Records that may be requested. A description of the subjects of the records held by the body and the categories in which these subjects are classed**
[Section 51(1)(e)]

- a. Software Licenses
- b. Company Documents & Policies
- c. Client, Supplier and Staff Correspondence
- d. Sales Records
- e. Supplier Agreements
- f. Records of Client Contact, Banking, Access Details and Billing History.
- g. Employment Contracts
- h. Financial Documents
- i. Website Information



iii. **Fees in Respect of Requests for Information** [Section 51(1)(f)]

Fees in Respect of Private Bodies

- i. The fee for a copy of the manual as contemplated in regulation 9(2)© is R1,10 for every photocopy of an A4-size page or part thereof.
- ii. The fees for reproduction referred to in regulation 11(1) as follows:
 - a. For every photocopy of an A4-sized 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 electronic or machine-readable form – R0,75
 - c. For a copy in a computer-readable form on
 - 1) Stiffy disc R7,50
 - 2) Compact disc – R70,00
 - d.
 - 1) For a transcription of visual images, for an A4-size page or part thereof - R40,00.
 - 2) For a copy of visual images – R60,00
 - e.
 - 1) For a transcription of an audio record, for an A4-size page or part thereof R20,00
- iii. The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2) is – R50,00.
- iv. The access fees payable by a requester referred to in regulation 11(3) are as follows:
 - a.
 - 1) For every photocopy of an A4-size page or part thereof – R1,10
 - 2) For every printed copy of an A4-size page pr part thereof held on computer or in electronic or machine-readable form – R0,75
 - 3) For a copy in a computer-readable form on
 - i) stifty disc – R7,50
 - ii) compact disc –R70,00
 - 4)
 - i) For a transcription of visual images, for an A4-sized page or part thereof – R40,00
 - ii) For a copy of visual images – R60,00
 - 5)
 - i) For a transcription of an audio record for an A4-size page or part thereof – R20,00
 - ii) For a copy of an audio record – R30,00



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

 - b. For purposes of section 54(2) of the Act, the following applies:
 - 1) Six hours as the hours to be exceeded before the deposit is payable; and
 - 2) one third of the access fee is payable as a deposit by the requester.

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

Form for Application of Information [Section 53(1)]

Form of request:

The requester must use the prescribed form to make the request for access to a record. This must be made to the head of the private body. This request must be made to the address, fax number or electronic mail address of the body concerned [s 53(1)]

The requester must provide sufficient detail on the request form to enable the head of the private body 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 [s 53(2)(a) and (b) and (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 [s 53(2) (d)].

If a request is made on behalf of a another person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the head of the private body [s 53(2)(f)].



Fees:

A requester who seeks access to a record containing personal information about that requester is not required to pay the request fee. Every other requester, who is not a personal requester, must pay the request fee:

The head of the private body 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 [s 54(1)].

The fee that the requester must pay to a private body is R50. The requester may lodge an application to the court against the tender or payment of the request fee [s 54(3)(b)].

After the head of the private body has made a decision on the request, the requester must be notified in the required form.

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 [s 54(6)].

Other information as may be prescribed [Section 51(1)(f)]

The Minister of Justice and Constitutional Development has not made any regulations in this regard.

Availability of the manual [Section 51(3)]

The Manual is available at the office of ALTO Network Communications (PTY) Ltd as well as on the ALTONet website <http://www.altonet.co.za>