



FEEDBACK

Dear Member,

Functional areas Task team

The task team met on 25 February 2014, little progress was made as many of the items were still being parked by management. No feedback was forthcoming regarding the new benchmarking information. The JD 220 which was referred to the task team by the executive was not concluded on.

We are still at loggerheads with the Consumer Service organization as they insist that JD10017035 Technical Officer: CBAC is a support function & not a Technical Function. A request was made for all the jobs raised thus far, as well as the proposed solution or outcome.

SACU has corresponded with the executive ER to express our disappointment in the manner in which the HRBP (Human Resource Business Partners) and some line management are going out of their way to put stumbling blocks in the way of staffs.

Calibration Dispute

SACU have engaged Telkom SA on Friday 7 March 2014 at the CCMA in Pretoria. The Conciliation was regarding to the Unfair Labour Practice that SACU referred to the Commission.

As per the outcome it is clear that the company did not have any desire to settle the matter during the conciliation process. We will therefore be referring the matter for Arbitration.

SACU stance at conciliation for settlement was very reasonable in that we only requested that top management create a small task team where top management and middle management could discuss the situation at hand and possibly in that discussion clear all confusion and streamline their differences and build the trust again.

The matter will be referred for arbitration. The decision of the arbitrator would be binding on both parties. We will be keeping members in the loop regarding the progress.

Refer to attach....

South African communication Union
Michael Hare, President



Hennie van der Westhuizen, National Treasurer



Karriem Abrahams, General Secretary



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Funeral Benefit Cover:

Member: R15 000.00

Spouse: R15 000.00

Meeting with GCEO

Organize labour met with the GCEO Sipho Maseko on 10 March 2014. Below are the highlights of presentation made to organize labour.

RATIONALE

- Heads of Agreement signed 2014/03/07
- Telkom experiencing cash burn of R100m p month
- Existing roaming agreement too expensive
- Outsourcing of Telkom RAN (Radio Access Network) will offset some of the challenges. MTN to take financial and operational responsibility for Telkom Mobile Radio access network.
- Telkom Mobile wholesale and retail will remain separate.
- We will have access to state of the art 2G, 3G network as well as better coverage.
- The above to have a profound effect on OPEX, CAPEX.

WAY FOWARD

- SENS Announcement, communication with employees, engagement with OL completed.
- Telkom intends filing this with the competition within the next two weeks. An answer could take between 4-6 months.
- FTE (Full Time Employees) to remain as such. Staff to be treated with dignity, respect. Consultations - fair processes to be followed .decisions will not be rushed for the sake of reaching conclusions.
- Other projects being pursued.
- Project Tower has been concluded- resulted in benchmarks being established for towers both locally and internationally.
- A significant cost item has now been outsourced to MTN. This effectively only leaves the remaining challenge of Telkom Mobile to now actually start selling vigorously

ORGANISED LABOUR INPUT

- SACU expressed concern of late stage of consultations. Proposal of an MOU going forward as well as if affected staff will be subject to s189,197 processes

× **Management response: Specifics not define as yet. Only Heads of Agreement have been signed. As the process evolves it can be looked into as the agreements and processes are worked upon and crafted. Until the deal is approved, status quo remains. Staffs remain FTE of Telkom. This process only affects. Fair processes will be followed should the need for s189 ever arise.**

- Solidarity expressed happiness from business perspective. Concern if future relationship sours, what is Telkom’s recourse. Queried what MTN has to gain in all of this. Are there plans to close sites?

× **Management response: MTN quality has been under scrutiny. Having access to Telkom frequencies and spectrum will benefit them to improve customer experience. This is going to be a super roaming agreement. Sites will be switched off, but these will be redeployed where needed**

- CWU contends that varied functions are involved in the value chain- hence this may impact on further staff. Also outsourcing RAN presents challenges to manage effectively.

× **Management response: Only mobile staff is impacted. And only the RAN has been outsourced. Operating Agreements not signed as yet. Financial parameters not concluded as yet.**

Children

14-21	R15 000.00
6-13	R7 500.00
1-5	R3 750.00
0-11months	R1 875.00

Stillborn after 28 wks R1 875.00

A spouse in terms of the policy is viewed as your life partner.

To claim the benefits the following information must be provided to the office as a matter of urgency to facilitate speedy payment

- Copy of Death certificate
- Banking details of beneficiary,
- Affidavit as to relation to decease (Daughter, son spouse etc)
- Copies of identity documents of deceased as well as beneficiary

A spouse in terms of the policy is viewed as your life partner.

Member is covered as soon as first payment for membership is deducted from salary, or payment is recieved via debit order.

Payment usually takes 48 to 72 hours.

For a payment of **R30,00** per month, non members not employed in the sectors we organise, can apply for this benefit. This will have to be done via stop order.

SACU members are all covered via their subscription fees of R65,00 per month.

<ul style="list-style-type: none">• CWU concern expressed that specific of costs and savings not being provided. Suggested an unpacking thereof <p>× Management response: Only mobile staff are impacted</p> <p>× CWU contends that varied functions are involved in the value chain- hence this may impact on further staff. Also outsourcing RAN presents challenges to manage effectively.</p> <p>× Management response: Only mobile staff are impacted</p> <ul style="list-style-type: none">• CWU, not for the first time raised concerns regarding the timing of invitations and the fact that we had to hear about the via the media...Management need to take OL into confidence and not keep us in the dark. As such CWU advised that they are not in a position to support anything at this stage as the details thereof are still very sketchy. <p>× Management response: The confidentiality is critical. In fact the details are to be kept from the competitors as far as possible up until the last moment when the submission becomes a public document.</p> <ul style="list-style-type: none">• SACU- why HAS 8TA/TM business plans not been analyzed to see where we went wrong and correct them. Also tangibles are not being shared by the company. <p>× We did not understand the key channels to market e.g. PEP Stores- no way in except if we pay a premium of 15-18% commission. No easy access to its of other operators. Was therefore never going to be easy as the 4th operator and cannot go it alone. The tangibles are thee actual performance and figures i.e. R100m per month.</p> <p>END</p>	
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