



Government Gazette

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GENERAL NOTICE

NOTICE 1865 OF 2001**DEPARTMENT OF COMMUNICATIONS****LICENCE ISSUED TO THE SOUTH AFRICAN POST OFFICE LIMITED IN TERMS OF
SECTION 16 OF THE POSTAL SERVICES ACT, 1998**

In terms of section 16(3) of the Postal Services Act, 1998 (Act No. 124 of 1998), I, Dr. Ivy Matsepe-Casaburri, Minister of Communications, hereby grant and issue a licence to the South African Post Office Limited with a period of validity of 25 years from the commencement date (as defined), subject to the terms and conditions set forth in such licence and subject to the obligations referred to in the Postal Services Act, to operate all or any of the reserved postal services (as defined).

DR. IVY MATSEPE-CASABURRI
MINISTER OF COMMUNICATIONS
2001-07-31

TERMS AND CONDITIONS OF THE LICENCE

PART I - PRELIMINARY

1. DEFINITIONS

In this Licence, unless inconsistent with the contents, -

- 1.1. the headings are for the purpose of convenience and reference only and shall not be used in the interpretation of nor modify nor amplify the terms of this Licence nor any clause hereof;
- 1.2. words importing the singular shall include the plural and *vice versa*; words denoting persons shall include bodies corporate and unincorporated associations of persons and *vice versa*;
- 1.3. any reference, express or implied, to an enactment includes references to :-
 - 1.3.1. that enactment as amended, extended or applied by or under any other enactment before, on or after the date of this Licence;
 - 1.3.2. any enactment which that enactment re-enacts (with or without modification); and
 - 1.3.3. any subordinate legislation made (before, on or after the date of this Licence) under any enactment, including without limitation, one within clauses 1.3.1 and 1.3.2;

- 1.4. the schedules of this Licence shall form part of it;
- 1.5. words and expressions, shall have the meanings assigned thereto in the Act;
- 1.6. "Act" means the Postal Services Act of 1998 (Act No.124 of 1998);
- 1.7. "basic letter" means a letter, postcard, printed matter, small parcel and other postal articles of the type covered from time to time in Schedule 1 of the Act;
- 1.8. "basic letter service" means the delivery of basic letters to households at their street letter boxes;
- 1.9. "business day" means any day other than a Saturday, Sunday or a public holiday in the Republic;
- 1.10. "commencement date" means 1 April 2000, the date on which Section 16 of the Act came into force;
- 1.11. "CPI" means the annual inflation rate for South Africa, all items of the 12 (twelve) areas, specified in the notice as notified by Statistics South Africa (with the average for 1995 as base which equals 100 (one hundred)), provided that in the event of the publication being discontinued, or of any change in the basis of computation of that index, any index which replaces such index and becomes an official direct substitute for it from time to time;
- 1.12. "CPI adjustment" means the adjustment upwards of the amount in question by the percentage by which CPI for the month of October in the year in question has been

increased above the CPI for the month of October in respect of the preceding 12 (twelve) month period;

- 1.13. "delivery point roll-out" means the delivery points to be rolled out in the Republic as set forth in **Schedule 1** or as published in the Gazette from time to time;
- 1.14. "Department" means the Department of Communications (or any successor charged with the receipt of licence fees under the Act);
- 1.15. "e-commerce" means the use of electronic networks to exchange information, products, services and payment for commercial and communication purposes between consumers and business, between businesses themselves, within government, between the public and government and between business and government;
- 1.16. "email roll-out" means the electronic addresses to be rolled out in the Republic as published in the Gazette from time to time;
- 1.17. "Gazette" means the Government Gazette;
- 1.18. "independent auditor" means any independent organisation or person appointed by the Regulator to audit the results of the independent monitor for the purposes of this License;
- 1.19. "independent monitor" means any independent organisation or person appointed by the Regulator to undertake monitoring of the achievement by the Licensee of the service performance standards for the purposes of this Licence;

- 1.20. "inspector" means any person employed by the Department authorised to perform the activities envisaged by section 27 and/or 28 of the Act;
- 1.21. "issue date" means the date upon which this Licence is published by the Minister in the Gazette;
- 1.22. "Licensee" means The South African Post Office Limited;
- 1.23. "mail collection point" means a structure which houses post boxes but at which, other than whilst basic letters are being sorted, no assistance is available;
- 1.24. "minimum percentage" means the minimum percentage in respect of the service performance standards set forth in **Schedule 5**;
- 1.25. "Minister" means the Minister responsible for postal services;
- 1.26. "mystery shopper" means any independent organisation or person appointed by the Regulator to advise on the type of customer care standards which should be imposed in terms of clause 10 and to monitor the adherence by the Licensee to such customer care standards for the purposes of this Licence;
- 1.27. "post box" means the receptacle at a post office or mail collection point where the addressee can collect mail at any time by unlocking the receptacle and removing the contents;
- 1.28. "postal regions" means the postal regions as depicted on the map in **Schedule 7**;

- 1.29. "price cap" means the maximum percentage by which any tariff or charge to customers of the Licensee prevailing in respect of any year may be increased in respect of the next succeeding year, which shall be determined in accordance with clause 5;
- 1.30. "quarter" means each 3 (three) month period commencing on 1 April, 1 July, 1 October and 1 January;
- 1.31. "Regulator" means the Regulator constituted under the Act;
- 1.32. "Republic" means the Republic of South Africa, including all of its territories and possessions and its territorial waters;
- 1.33. "retail outlet roll-out" means the outlets at which customers can receive basic postal services, to be made available by the Licensee (or its agents or franchisees, as the case may be) in the Republic as set forth in **Schedule 4** or as published in the Gazette from time to time;
- 1.34. "reserved postal services" means the reserved postal services contemplated in Schedule 1 of the Act;
- 1.35. "roll-out auditor" means any independent organisation or person appointed by the Regulator to verify the extent of the achievement by the Licensee of the delivery point roll-out and the retail outlet roll-out for the purposes of this Licence;
- 1.36. "serviced areas" means until the provisions of clause 8 are invoked, the areas listed in **Schedule 3**;

- 1.37. "service performance standards" means the service performance standards set forth in **Schedule 6**;
- 1.38. "standards of customer care" means the standards published in the Gazette from time to time as contemplated in clause 10;
- 1.39. "street addresses" means premises in the Republic which have been assigned a number by the relevant municipal authorities in a street which has been assigned a name or number by the relevant municipal authorities;
- 1.40. "street delivery" means the delivery of basic letters to a street letter box or site contemplated in clause 4.1.1;
- 1.41. "street letter box" means a receptacle provided and installed by any recipient of basic letters on the street frontage of his/her property, bearing the number of the house in question, and in which the postman places basic letters addressed to that street address;
- 1.42. "target" means the target as set forth in the relevant schedules to this Licence or published in the Gazette from time to time;
- 1.43. "underserviced areas" means until the provisions of clause 8 are invoked, the areas listed in **Schedule 2**;
- 1.44. "universal postal service" means the universal postal service referred to in Section 8(1)(f) of the Act as read with the relevant provisions of this Licence;

- 1.45. "virtual addresses" means a post box number allocated to a customer of the Licensee which, for so long as all available post boxes at a post office or mail collection point have been allocated for use by other customers of the Licensee, requires the customer to whom such post box number has been allocated, to collect his/her basic letters at the post office counter concerned during office hours;
- 1.46. "year" means a period from 1 April of a year to 31 March of the next succeeding year.

PART II - LICENCE

2. LICENCE TO PROVIDE RESERVED POSTAL SERVICES

In order to facilitate the achievement of the universal postal service, the reserved postal services have been established conferring exclusive rights upon the Licensee, so as to ensure compliance with Section 2 of the Act. The Licensee is hereby granted a Licence giving it the right to provide reserved postal services to any person requiring such services within the Republic for a period from the commencement date until the day prior to the 25th (twenty fifth) anniversary of the commencement date. Such right shall, subject to any licence issued in terms of s16(5) of the Act, be exclusive to the Licensee for the period referred to in clause 3.

3. PERIOD OF EXCLUSIVE RIGHT TO RENDER RESERVED POSTAL SERVICES

Subject to the terms and conditions imposed in terms of the Act and Part III of this Licence and compliance by the Licensee with the obligations imposed in terms of Part III, the Licence referred to in clause 2 shall be exclusive for a period of 3 (three) years from the commencement date. The extension of the Licence is subject to review as determined in the Act.

**PART III - OBLIGATIONS IMPOSED ON THE LICENSEE,
TARIFFS, PENALTIES AND INCENTIVES**

4. **DETERMINATION BY THE MINISTER OF WHAT CONSTITUTES UNIVERSAL
POSTAL SERVICE**

4.1. The Minister determines that in addition to the provisions of Section 8(1)(f) of the

Act -

4.1.1. the further primary aims of the universal postal service are the extension of services such as the basic letter service to areas where same is currently not available, and in particular the underserved areas, the provision of retail outlets at which customers can mail basic letters and other postal items, the rebalancing of the retail outlets between the serviced areas and the underserved areas to achieve equitable access, the improvement of service performance standards and the provision of a basic letter service at a charge which will be subject to a price cap, provided that -

4.1.1.1. the provision of the basic letter service, having regard to population densities and mail volumes for particular areas, is warranted on an objective basis; and

4.1.1.2. there are no unacceptable dangers to those rendering a basic letter service at any particular time.

In those areas in which a basic letter service would be warranted as contemplated in clause 4.1.1.1 but which are not presently served by a basic letter service there must be a mail collection point, which is physically accessible from the street without trespassing on private property, or a post box facility in a suitable location or if this is not viable, at the least the

Licensee shall make available virtual addresses at its post offices provided that it shall within a maximum period of 12 (twelve) months convert such virtual addresses to post boxes or street addresses;

4.1.2. there shall not be a differentiation in the provision of reserved postal services between serviced areas and underserved areas;

4.1.3. there shall not be a differentiation in the discounts afforded to bulk mail users by the Licensee, which is not objectively justifiable;

4.1.4. there shall not be a preference shown or discrimination exercised against particular persons or persons of any class or description in respect of the provision of the reserved postal services;

4.1.5. the Licensee shall provide an acceptable and suitable plan within a reasonable time, for the provision of email addresses to all citizens of the Republic based on the demand for email addresses. The Licensee shall at the same time provide the Regulator with the fully detailed market research undertaken as to the demand for email addresses upon which the plan is based. After the plan has been approved by the Regulator, the Licensee shall submit updated reports regarding the plan and its implementation on a quarterly basis to the Regulator. The Regulator shall after consultation with the Licensee determine the method of monitoring compliance by the Licensee with this obligation.

4.2. The Regulator in consultation with the Department may develop detailed criteria in regard to the universal postal service including what constitutes equitable access.

appropriate differentiation in the provision of reserved postal services between serviced areas and underserved areas, appropriate population densities which warrant the provision of a basic letter service and appropriate objectively justifiable criteria for differentiation in discounts offered to bulk mail users. The Regulator will submit the detailed criteria for the universal postal service, once finalised, to the Licensee. To the extent that the Licensee wishes to make any submissions in that regard, it shall do so in writing by not later than 30 September of any calendar year in respect of criteria to be implemented in respect of the year commencing on 1 April in the forthcoming calendar year.

- 4.3. To the extent the Regulator considers necessary the Regulator will publish in the Gazette by not later than 31 January prior to the commencement of the relevant year, the criteria referred to in clause 4.2 after same have been finalised after considering the Licensee's submissions, if any. Any such notice published in the Gazette shall be deemed to be a schedule to this Licence with effect from the forthcoming 1 April.

5. **DETERMINATION OF THE PRICE CAP**

5.1. The Licensee acknowledges that :-

5.1.1. in consideration for the exclusive right granted to it in Part II; and

5.1.2. as an encouragement to the Licensee to become a more efficient operator;
and

5.1.3. as a method of ensuring that universal postal service is not by reason of the tariffs and charges payable, theoretically available to historically disadvantaged persons but not so available in practice,

increases in the tariffs and charges payable by customers of the Licensee in respect of any year as regards the reserved postal services shall, for so long as the Licence in clause 2 is exclusive, be subject to a price cap, which the Regulator currently intends shall not exceed the CPI as forecast at the relevant time for the relevant period. The Regulator may in addition require there to be deducted a productivity factor to encourage the Licensee to become more efficient, and may permit the addition of a factor to cover the capital expenditure to be incurred by the Licensee in achieving the universal postal service. When the provisions of Part II cease to be of any effect, the provisions of this clause 5 shall likewise cease to be of any effect.

5.2. The price cap shall be determined by the Regulator from time to time and published in the Gazette but by not later than 31 January in respect of the tariffs and charges to apply for the year commencing on 1 April in the same calendar year. To the extent that the Licensee wishes to make any submissions regarding the price cap, it shall do so in writing in a form determined by the Regulator or failing such determination, in any other written form selected by the Licensee by not later than 30 November of a year to cover the price cap to apply for the year commencing on 1 April in the following calendar year. Any such price cap so published shall be binding upon the Licensee for the purposes of this Licence and in particular clause 6.

5.3. For the purposes of enabling the Regulator to determine the price cap from time to time, the Licensee shall be obliged to furnish the Regulator with at least the following information (as well as any other information which the Regulator may require from time to time), namely :-

5.3.1. the cost structures of the Licensee;

- 5.3.2. steps taken by the Licensee during the preceding period to reduce costs:

- 5.3.3. capital expenditure intended to be undertaken by the Licensee in the forthcoming 12 (twelve) month period;

- 5.3.4. profits generated by the Licensee from the basic letter service in the preceding period and the forecast for the forthcoming period;

- 5.3.5. profits generated by the Licensee from any other services rendered pursuant to this Licence;

- 5.3.6. the proposed pricing for new products forming part of reserved postal services to be introduced by the Licensee including a detailed analysis of the proper costing for such new products.

6. TARIFFS AND CHARGES

- 6.1. The Licensee shall recommend to the Regulator for the purposes of Section 30 of the Act in the form specified by the Regulator or if the Regulator fails to specify a form, in a written form selected by the Licensee, save that the Licensee shall furnish full details in regard to the information referred to in clause 5.3, the tariffs and charges proposed by it for the forthcoming year in respect of reserved postal services contemplated in paragraph 1(a) of Schedule 1 to the Act, by 31 October of the preceding year. In such recommendation, the Licensee shall indicate whether the tariffs and charges shall be determined based upon the weight and/or based upon the dimensions of the basic letter. The Regulator shall permit the Licensee an opportunity to make oral submissions concerning increases in tariffs and charges during the period between 1 November and 31 January. Once those tariffs and charges based upon the weight and/or upon the dimensions of the basic letter are determined, the Licensee shall not be entitled to re-categorise any basic letter without the written approval of the Regulator.
- 6.2. To the extent that the Licensee grants discounts on tariffs or charges to the public, the Licensee must publish same in the Gazette by not later than 31 January prior to the commencement of the relevant year and during the relevant year, the Licensee must act in accordance only with such published discounts.
- 6.3. To the extent that the Regulator intends to determine the relevant tariff or charge, the Regulator shall do so by publishing same in the Gazette by not later than 31 January prior to the commencement of the relevant year.
- 6.4. To the extent that the Regulator does not determine the relevant tariff or charge for any reserved postal service for any year, the Licensee shall be entitled to determine

the increase in the tariff or charge for the forthcoming year over and above that prevailing in respect of the current year, provided that the increases do not exceed the previous applicable tariffs or charges by more than the price cap.

- 6.5. The provisions for the determination of tariffs and charges set out in this clause 6 shall apply only until the Regulator prescribes to the contrary.

7. **ACHIEVEMENT OF UNIVERSAL POSTAL SERVICE**

- 7.1. In compliance with his/her obligations in terms of Section 16(7) and (9) of the Act, the Minister imposes upon the Licensee the obligation to achieve the requirements of universal postal service, including the obligation to achieve the delivery point roll-out, retail outlet roll-out and service performance standards, customer care standards and email address roll-out.
- 7.2. Notwithstanding the foregoing, the obligations to provide universal postal service shall be interpreted and compliance therewith shall be assessed in accordance with the principles referred to in Section 8(1)(f) of the Act and clause 4 and shall not be interpreted strictly or solely on the basis of legal principles of interpretation but as methods of achieving universal postal service.
- 7.3. In addition the Minister or the Regulator (after consultation with the Minister), as the case may be, shall have the discretion to relax the application of the obligations in this Part III if, after application by the Licensee, the Minister or Regulator (as the case may be), reasonably and objectively considers that their strict application would operate unduly harshly against the Licensee or it would be unduly burdensome for the Licensee to provide the universal postal service in question.

7.4. The Licensee shall comply with the standards for customer care imposed pursuant to clause 10 from time to time, failing which (after the grace period of 120 (one hundred and twenty) days as permitted in clause 11) the penalties deemed to be included in clause 11 as contemplated in clause 10, shall be payable by the Licensee.

In addition the Licensee shall be measured by the Regulator from time to time, in a manner determined by the Regulator after consultation with the Licensee, on subjective factors such as accessibility/availability of management, customer friendliness of employees, impression of facilities and other subjective factors relating to customer satisfaction. The Regulator after consultation with the Licensee shall determine the penalties to be imposed upon the Licensee if it fails to adhere to such standards, which penalties shall be deemed to be incorporated in clause 11. Should the Licensee not comply with the standards for compliance in respect of such subjective factors, (after the grace period of 120 (one hundred and twenty) days as permitted in clause 11) the said penalties shall be payable by the Licensee.

8. **DETERMINATION OF SERVICED AREAS AND UNDERSERVED AREAS**
The Regulator in consultation with the Department will determine from time to time to what extent any of the underserved areas have been duly serviced as regards delivery point roll-out and retail outlet roll-out. To the extent that the Licensee wishes to make any submissions in that regard, it shall do so in writing by not later than 31 May prior to the commencement of the relevant period. To the extent necessary the Regulator will, after such determination, publish in the Gazette by not later than 31 July prior to the commencement of the relevant period, new schedules (which shall be deemed to replace **Schedules 2** and **3** of this Licence) as to what constitute serviced areas and underserved areas to apply. To the extent that the Regulator fails to publish any new schedules in the Gazette, **Schedule 2** and/or **Schedule 3** shall continue to apply. For the avoidance of doubt the Regulator may gazette different areas as being underserved areas and serviced areas for delivery point roll-out as compared to retail outlet roll-out.

9. **DETERMINATION OF TARGETS IN REGARD TO DELIVERY POINT ROLL-OUTS AND RETAIL OUTLET ROLL-OUTS FOR PERIOD FROM 1 OCTOBER 1999 TO 30 SEPTEMBER 2002**

9.1. The Licensee shall draw up a sustainable programme for the period ending 30 September 2002 for the delivery point roll-outs and retail outlet roll-outs in the Republic as well as the development of the reserved postal services. Such programme shall provide :-

9.1.1. an overall strategy, policies for roll-out, regional implementation, how priority will be given to underserviced communities;

9.1.2. a plan regarding the conversion of virtual addresses to street/box addresses.

The Licensee shall submit the initial programme to the Regulator for consideration within 30 (thirty) days of the issue date or within such extended period as the Regulator may allow. Regular updates of the programme shall be provided by the Licensee to the Regulator if a material change occurs from the programme submitted.

9.2. The Regulator after consultation with the Licensee shall determine the respective priorities between the serviced and underserviced areas and amongst the other serviced areas for delivery point roll-out and retail outlet roll-out for each of the 12 (twelve) month periods commencing from 1 October 2000, 1 October 2001 and 1 October 2002. To the extent that the Licensee wishes to make any submissions in that regard, it shall do so in writing by not later than 31 July prior to the commencement of the relevant period. The Regulator shall publish in the Gazette by 31 August prior to the commencement of the relevant period, new schedules (which shall replace **Schedules 2 and 3** of this Licence).

9.3. The Regulator may provide new targets in regard to delivery point roll-outs and retail outlet roll-outs for the period commencing after 30 September 2002.

10. **DETERMINATION OF CUSTOMER CARE STANDARDS AND COMPLAINT HANDLING PROCEDURE**

- 10.1. The Regulator after consultation with the Licensee shall determine the objective standards for customer care to be adhered to by the Licensee in rendering the reserved postal services (including properly visible signage, facilities for disabled people, knowledge by employees of the Licensee of the reserved postal services, accessibility, convenience and location of retail outlets) and the penalties to be imposed upon the Licensee if it fails to adhere to such standards, which penalties shall be deemed to be incorporated in clause 11. To the extent that the Licensee wishes to make any submissions in that regard, it shall do so in writing by not later than 30 September prior to the commencement of the relevant year. The Regulator shall publish in the Gazette by 31 January prior to the commencement of the relevant year, the objective standards for customer care to be adhered to by the Licensee for that year. The Licensee shall furnish the Regulator with quarterly written reports on its adherence to the objective standards for customer care determined for the relevant year, and in particular shall provide details of the number of lost items, whether insured or not, any violations of mail, confidentiality or privacy. Such report shall also detail the compensation paid to any customers in respect of such losses including any *ex gratia* payments made over the period of the preceding 3 (three) years.
- 10.2. If, after measuring the achievement by the Licensee of the objective standards for customer care determined in accordance with clause 10.1, the Regulator determines that the Licensee has not adhered to such standards, the Licensee shall submit to the Regulator, within a period of 30 (thirty) days of written notice from the Regulator requiring such submission, a plan acceptable to the Registrar for remedying its failure to comply with such standards, failing which the Licensee shall remedy its failure as required by the Regulator. For the avoidance of doubt this separate from

and may run contemporaneously with the grace period of 120 (one hundred and twenty) days and penalties in clause 11.

- 10.3. The Licensee shall develop and publish guidelines in all its post offices (and shall ensure that its agents and franchisees do likewise in their premises) for handling complaints from customers about the manner in which the Licensee conducts the reserved postal services and shall notify the Regulator thereof in writing at 6 (six) monthly intervals. These shall include efficient procedures that duly take account of the predominant languages of customers so that customers can receive assistance from the Licensee's personnel during normal business hours. To the extent that there are any disputes with customers which are not resolved after all reasonable efforts have been made by the Licensee to resolve them, the customer shall be informed by the Licensee that the customer may refer the dispute to the Regulator for resolution. The Licensee shall be bound by any decision of the Regulator but the customer shall if the customer is not satisfied with the decision take any other steps which may be available to the customer.

11. PENALTIES

11.1. If the Regulator, after investigation or upon receipt of the report from the independent roll-out auditor as regards clauses 11.1.1 and 11.1.2 or the independent auditor as regards clause 11.1.3 or the mystery shopper as regards clause 11.1.4, as the case may be, considers that the Licensee has failed to comply with the required targets and/or standards, which are subject to the imposition of penalties, by the requisite dates, and that there are no circumstances which constitute *vis major* and *force majeure* (such as acts or omissions of any government, government agency, provincial or local authority or similar authority, any laws or regulations having the force of law, civil strife, riots, insurrection, sabotage, acts of war or public enemy, illegal strikes, flood, storm, fire or (without limitation *eiusdem generis*) any other circumstances beyond the reasonable control of the Licensee and comprehended in the terms *force majeure* or *vis major*), the Regulator shall give the Licensee written notice that unless the failure is remedied within a 120 (one hundred and twenty) day grace period from the date of receipt of the notice, the following penalties (which shall be applicable only until 30 September 2002 whereafter the Regulator shall by notice in the Gazette publish the increased penalties applicable from time to time) shall be payable by the Licensee as regards such failure, without prejudice to such other steps available to the Regulator as may be permitted by law and/or under this Licence :-

11.1.1. in respect of a failure to achieve the delivery point roll-out:

11.1.1.1. a failure to achieve in respect of the relevant 12 (twelve) month period commencing 1 October, the national targets on an aggregated basis for delivery point roll-out for both serviced and underserviced areas -

- (a) the shortfall shall be carried forward to be added to the aggregate delivery point roll-out for the next succeeding 12 (twelve) month period; and
- (b) a penalty of R1 000 000,00 (one million rand) for each 25 000 (twenty five thousand) delivery points or part thereof of the shortfall shall be paid by the Licensee to the Regulator upon demand, subject to a maximum of R5 000 000,00 (five million rand) for such failure in respect of any one 12 (twelve) month period;

11.1.1.2. if within 180 (one hundred and eighty) days of 30 September 2002, the Licensee has not achieved the national targets on an aggregated basis for both serviced areas and underserviced areas, a further penalty, in addition to any penalties imposed in terms of clause 11.1.1.1, of R2 000 000,00 (two million rand) per each 20 000 (twenty thousand) delivery points or part thereof of the shortfall;

11.1.2. in respect of a failure to achieve the retail outlet roll-out:

11.1.2.1. a failure to achieve in respect of the relevant 12 (twelve) month period commencing 1 October, the national targets on an aggregated basis for retail outlet roll-out for both serviced and underserviced areas -

(a) the shortfall shall be carried forward to be added to the aggregate retail outlet roll-out for the next succeeding 12 (twelve) month period; and

(b) a penalty of R1 000 000,00 (one million rand) for each 50 (fifty) retail outlets or part thereof of the shortfall shall be paid by the Licensee to the Regulator upon demand, subject to a maximum of R5 000 000,00 (five million rand) for such failure in respect of any one 12 (twelve) month period;

11.1.2.2. if within 180 (one hundred and eighty) days of 30 September 2002, the Licensee has not achieved the national targets on an aggregated basis for both serviced areas and underserviced areas, a further penalty, in addition to any penalties imposed in terms of clause 11.1.2.1, of R2 000 000,00 (two million rand) per each 20 (twenty) outlets or part thereof of the shortfall;

11.1.3. **in respect of a failure to achieve the service performance standards:**
if the Licensee fails to achieve the percentage target as stated in **Schedule 5**, determined in accordance with the provisions of clause 14.3, for any of the quarters for a particular 12 (twelve) month period ending 30 September, the aggregate of such shortfalls for the relevant quarters shall be deducted from the aggregate of the percentages by which the targets were exceeded for any quarters during such 12 (twelve) month period, and the resulting net shortfall, if any, shall be the percentage upon which the penalty is calculated. The penalty shall be R1 000 000,00 (one million rand) per each percentage point of the net resulting shortfall up to a maximum of R5 000 000,00 (five million rand) per quarter;

11.1.4. **in respect of a failure to achieve the standards of customer care:**
the penalties published by the Regulator in the Gazette as contemplated in clause 10.

- 11.2. Any penalties in clause 11.1 shall, in respect of each succeeding 12 (twelve) month period of this Licence, be increased by the CPI adjustment.
- 11.3. Any and all monetary fines shall be paid within 3 (three) days after the Regulator notifies the Licensee in writing that the penalty has been imposed, in immediately available funds to the National Revenue Fund.
- 11.4. Nothing herein contained shall relieve the Licensee of its obligations to achieve the required performance in subsequent periods.

12. **INCENTIVES**

If by 1 April 2003, the Licensee has achieved or exceeded the targets in respect of each of delivery point roll-out, retail outlet roll-out, the Regulator shall recommend to the Minister that the Minister extend the exclusive right contemplated in Part II for a further period not exceeding 3 (three) years. For the avoidance of doubt nothing herein contained shall in any way fetter the Minister's right of review.

PART IV - GENERAL CONDITIONS OF THE LICENCE
APPLICABLE TO THE EXCLUSIVE RIGHT TO PROVIDE
RESERVED POSTAL SERVICES AND ANY NON-EXCLUSIVE
RIGHTS WHICH THE LICENSEE MAY HAVE IN TERMS OF
THIS LICENCE

13. **LICENCE NOT TRANSFERABLE**

13.1. This Licence shall not be capable of being transferred except with the prior written approval of the Regulator.

13.2. A substantial ownership interest in and/or control (whether *de facto* or *de jure*) of the Licensee shall not be transferred or assigned without the prior written approval of the Regulator. Any such approval shall be subject to the Act and to such terms and conditions as the Regulator in his/her reasonable discretion may impose.

13.3. The Licensee shall not cede or assign or otherwise dispose of its rights, duties, liabilities, obligations and privileges or part thereof under the terms and conditions of this Licence to any person except to the extent expressly permitted by this Licence or with the prior written approval of the Regulator. Any such approval shall be subject to the Act and to such terms and conditions as the Regulator in his/her reasonable discretion may impose.

14. MEASUREMENT OF QUALITY OF SERVICE

- 14.1. The Director General of the Department in consultation with the Regulator shall appoint an independent monitor. The Regulator may appoint an independent auditor and/or a mystery shopper and/or a roll-out auditor and/or inspectors from time to time to undertake monitoring on behalf of the Regulator of the performance of the Licensee. The Licensee shall co-operate to the fullest extent with them and shall furnish to them such information as it may require from time to time to carry out their functions.
- 14.2. The independent monitor shall on behalf of the Regulator monitor the quality of postal services and customer care rendered by the Licensee, and shall report to the Regulator on its findings and shall make recommendations to the Regulator on measures to be taken to improve the quality of service.
- 14.3. The independent monitor shall conduct tests to determine whether the minimum percentage has been achieved or exceeded, (subject to a tolerance allowance in accordance with the internationally accepted level from time to time of the statistical accuracy of such tests) in respect of the service performance standards, using a representative sample of properly addressed (including post code) and stamped basic letters (which at present is between 30 000 (thirty thousand) to 35 000 (thirty five thousand) basic letters), to test on a representative basis each of the categories referred to in column 1 of **Schedule 6** during each month of each quarter or during such other period as may be required by the Regulator. The independent monitor shall keep detailed reports as to the exact number of letters forming part of a representative sample including the addresses to which the basic letters in question were addressed, when each of those basic letters was handed in at a post box or other official postal outlet or posted into a street box and when each of those basic letters

was received at its intended destination so as to be able to give statistics not only as to the minimum percentage achievement by the Licensee per quarter but also statistics for each of the categories in column 1 of **Schedule 6** for each of the postal regions.

- 14.4. The results for any quarter of any test carried out by the independent monitor may be audited by an independent auditor appointed by the Regulator.
- 14.5. The independent auditor appointed by the Regulator may audit the results for any quarter of any tests carried out by the independent monitor.
- 14.6. The independent roll-out auditor may verify whether the Licensee has complied with its targets for delivery point roll-out and retail outlet roll-out.
- 14.7. The mystery shopper shall advise the Regulator on the customer care standards to be set. Further, the mystery shopper may undertake mystery-shopping exercises in order to determine adherence to these standards.
- 14.8. The inspectors may undertake any inspection and investigative work the Regulator deems necessary.

15. **SERVICES AT POSTAL OUTLETS**

As a minimum, the following services shall be supplied at all postal outlets of the Licensee (including those of its agents or franchisees):

- 15.1. adequate facilities for the receipt from the dispatchers of basic letters;

15.2. selling of postage stamps for so long as that is the official method of payment for reserved postal services;

15.3. acceptance and delivery of Cash on Delivery (COD) items, insured parcels, ordinary parcels, registered letters (with an insurance option) and signature on delivery (SOD) items;

15.4. issuing and payment of money orders.

16. **LETTER POSTING BOXES**

The Licensee shall ensure that its letter posting boxes are maintained in a good state of repair and are designed and placed in such a way that they are easily recognisable and accessible.

17. **POSTAGE STAMPS**

17.1. The Licensee shall -

17.1.1. be entitled and obliged to issue postage stamps for the prepayment of postal charges and shall not assign this right and obligation;

17.1.2. be entitled and obliged to issue postage due labels and any other labels for the collection of unpaid charges or for denoting postage and shall not assign this right and obligation;

17.1.3. not appoint sub-contractors to issue postage stamps or postage due labels to any other party without first obtaining the Regulator's written approval. Such postage stamps shall project the image of the Republic and its peoples and shall, subject to the provisions of this

clause 17.1.3, depict amongst others themes of national and international interest;

17.1.4. comply with the regulations promulgated with regard to the supply, use and validity of postage stamps including the perforation and defacement thereof and all other matters subject to which postage stamps may be accepted or refused in payment of postage.

17.2. The Licensee shall be obliged to :

17.2.1. archive in suitable storage conditions and display in its museum such number of stamp sheets for each new stamp and issue or postage due label or other type of new philatelic material as agreed to with the Regulator;

17.2.2. present to the Regulator proofs or progressive samples of any new stamp issue;

17.2.3. take appropriate steps to store in suitable conditions and preserve the original designs for postage stamps and postage due labels whether in the Licensee's museum or its archives. The Licensee shall store duplicate copies of such original designs at a remote site, the whereabouts of which shall be known only by the Regulator and the curator of the Licensee's museum. No such original designs shall be lent to any person or for art shows, unless -

17.2.3.1. a written undertaking shall be obtained from such person that the original design, whilst in his/her

possession (which will not be for a period longer than 6 (six) months), is sufficiently insured. Such person may be required to pay a rental; and

17.2.3.2. if displayed at art shows, proper measures will be taken by the borrower for the safety of the original design.

17.2.4. ensure that printing plates of any new postage stamps issues are stored in suitable conditions by the printer for possible re-issues of a series of postage stamps and when no longer required, the printing plates will be destroyed upon the instructions of the Licensee;

17.2.5. grant access to the Regulator to the philatelic archives of past stamp issues relating to the Republic or other philatelic material or original designs kept in the archives or museum;

17.2.6. ensure that there is proper security maintained in connection with the printing and storing of postage stamps.

18. **REMOTE METER SETTING FRANKING MACHINES**

18.1. The Licensee shall -

18.1.1. appoint approved suppliers to sell and issue remote meter setting franking machines to users; and

18.1.2. formulate and apply a set of rules and a policy for the issue of remote meter setting franking machines and inform the Regulator in writing thereof.

18.2. The Licensee shall within 60 (sixty) days after the issue date of the Licence furnish the Regulator with -

18.2.1. a list of the contracted nominated suppliers as well as their addresses;

18.2.2. a copy of the applicable rules, policy and/or operational instructions relating to remote meter setting franking machines.

18.3. The Licensee shall from time to time carry out inspections at the suppliers' premises to ensure that the contractual conditions are being complied with and proper records are kept. The Licensee shall submit reports concerning such inspections to the Regulator every quarter.

19. **POSTAL SECURITY AND CONFIDENTIALITY**

19.1. The Licensee shall use reasonable endeavours to ensure that security and confidentiality of the basic letters and any other postal articles are maintained in all activities carried out in connection with the reserved postal services.

19.2. Sealed postal items shall only be opened by persons authorised to do so by the Licensee in accordance with the provision of the Act and any other relevant legislation or order of a competent court.

19.3. The Licensee shall use reasonable endeavours to prevent sensitive information concerning its customers that it receives in the course of providing the reserved postal services, from being disclosed to third parties or from being used otherwise than for the purposes of providing the reserved postal services. Notwithstanding the foregoing, the Licensee shall be entitled to use its database of addresses for commercial gain, provided that the Licensee complies with the terms and conditions of this Licence. Information about customers may be disclosed by the Licensee to third parties to the extent that it is required :-

19.3.1. in the process of collection of debts owed to the Licensee;

19.3.2. by the Licensee's auditors for the purpose of auditing the Licensee's accounts;

19.3.3. by the Licensee's attorneys in connection with any potential, threatened or actual litigation;

19.3.4. for the purposes of compiling, verifying or auditing any reports, accounts or other information required under this Licence or under any other licence issued to the Licensee under the Act to be made available by it to the Minister or the Regulator, as the case may be; or

19.3.5. where this Licence or any law so permits or requires.

20. **CODE OF PRACTICE**

The Licensee shall prepare, in consultation with the Regulator, and publish in all its post offices (and shall ensure that its agents and franchisees do likewise in their premises) not later than 6 (six) months after the issue date of the Licence or such later date as the Regulator may agree, a code of practice. The Licensee shall consult with the Regulator annually about the operation of the code of practice.

21. **COMPLIANCE WITH INTERNATIONAL COMMITMENTS OF THE REPUBLIC**

21.1. The Licensee shall comply with all international commitments to which the Republic has bound itself or may bind itself in the future, in the sphere of postal services.

21.2. The Licensee shall exercise its rights and powers and perform its duties and obligations under the Licence, in a manner which is consistent with any other international commitment to which the Republic is a party or becomes a party.

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21.3. The Licensee and the Department shall co-operate with each other to exchange the necessary expertise and information in the commercial and technical sphere required in respect of any councils of the Universal Postal Union or the Pan African Postal Union or the South African Development Community, on which the Republic or the Licensee is represented or to which it wishes to make representations. The Licensee shall not be entitled to levy any charges upon the Department in respect of the exchange of such expertise or information.

21.4. The Licensee shall provide mail services to and from other postal administrations in accordance with the rules and regulations agreed upon by the Universal Postal Union regarding the operation of international postal services.

22. **OTHER DUTIES OF THE LICENSEE**

The Licensee shall in addition to the other obligations imposed in terms of this Licence -

- 22.1. comply with and, where required by the Act or the Regulator, implement the provisions of the Act;
- 22.2. not make it a condition of rendering of any reserved postal service that any other service made available by the Licensee from time to time be used by the customer, provided that this shall not prevent the Licensee from offering discounts based on term commitments or commitments for multiple reserved postal services or offering quantity discounts or incentives;
- 22.3. maintain adequate facilities and employ properly trained staff to meet the terms and conditions of this Licence in rendering the basic letter service;
- 22.4. under no circumstances during the period referred to in clause 3, finance unreserved postal services from revenues or profits gained from reserved postal services. To this end, the Licensee shall keep proper costing systems for both reserved and non-reserved postal services and shall prepare management accounts that clearly account for them separately. The Licensee shall prepare in respect of each of its financial years, cost accounts on a historic cost basis for both reserved postal services and non-reserved postal services. The Licensee shall send a copy of each set of such accounts to the Regulator within 6 (six) months of the end of the Licensee's relevant financial year. The Licensee shall submit to the Regulator in respect of each financial year, an audit report by the Licensee's auditors in which they confirm whether or not the provisions of this clause 22 have been complied with, within 6 (six) months of the end of the Licensee's relevant financial year. Nothing herein contained shall prevent

the Licensee from financing reserved postal services from revenues or profits gained from unreserved postal services;

- 22.5. take all reasonable steps to prevent the theft or other unauthorised removal or destruction or violation of any items entrusted to it for delivery or their contents;
- 22.6. regularly provide its customers with sufficiently detailed and relevant information regarding the reserved postal services offered including tariffs and charges and terms and conditions of contract and standards of service levels and quality. Such information shall be published in an appropriate manner in the circumstances;
- 22.7. furnish the Regulator with such reports as the Regulator may reasonably require from time to time. The Regulator shall use its best endeavours to maintain the confidentiality of such reports, where confidentiality is warranted and the law does not otherwise require;
- 22.8. subject to the provisions of Section 28 of the Act allow the Regulator reasonable access to its books and records during business hours as the Regulator may require for the purpose of exercising the functions assigned to it by the Act.

23. LANGUAGE

The Licensee shall be obliged to ensure that all services made available to its customers, which are covered by this Licence, are provided in the appropriate languages customarily used in the relevant area.

24. USE OF INFRASTRUCTURE

24.1. The Licensee shall not conclude any agreement relating to the sharing of any part of its infrastructure if same could affect the rendering of the reserved postal services or the universal postal service obligation unless it shall first have given the Regulator full details in writing and obtained the Regulator's written approval.

24.2. The Licensee shall comply with any reasonable directive from the Regulator to allow the Licensee's infrastructure to be utilised by competitors. The Regulator shall consult with the Licensee in regard to terms and conditions, including a market related fee, which would be applicable to any such utilisation of the Licensee's infrastructure by competitors, after furnishing the Licensee with full technical details concerning the competitors' systems. To the extent that the Licensee considers that any such terms and conditions to be imposed by the Regulator in regard to such utilisation, would be unreasonable to the Licensee, the terms and conditions but not the fee shall be determined by a practising senior counsel appointed by the Regulator, who shall act as an expert and not as an arbitrator and whose decision shall be final and binding. Any costs of the senior counsel shall be borne by the Licensee.

24.3. The Licensee shall inform the Regulator in writing before it concludes a contract with a competitor.

25. **OTHER POSTAL AUTHORITIES AND ORGANISATIONS**

The Licensee shall disclose to the Regulator the full details of all strategic agreements concluded by the Licensee with other postal operators within 30 (thirty) business days of the date on which the agreement is entered into. To the extent that strategic agreements were concluded by the Licensee with other postal operators prior to the commencement date, the Licensee shall disclose details of same to the Regulator within 15 (fifteen) business days of the date upon which this Licence is formally issued.

26. **RIGHTS OF THE LICENSEE**

The Licensee shall be entitled to -

26.1. enter upon any immovable property owned by any third party in order to comply with its obligations in terms of this Licence to achieve street delivery;

26.2. instal letter boxes on any property owned by the state or any provincial or local authority;

26.3. render the reserved postal services by way of vending machines or other devices.

27. **NOTIFICATION**

Any notification, which is required to be given under this licence by the Licensee, shall be satisfied by serving the documents at the Regulator's head office from time to time and any notification, which is required to be given under this licence by the Regulator, shall be satisfied by serving the documents at the Licensee's head office from time to time.

28. **PROVISION OF OTHER INFORMATION**

The Licensee shall furnish to the Regulator in such manner and such times as the Regulator may request such documents, accounts, financial data, estimates, returns, reports, or any other information, as the Regulator may require for the purpose of exercising the functions assigned to it by the Act.

29. **NEW LAWS AND/OR CHANGES TO THE LICENCE**

29.1. This Licence shall be subject to any amendments to the postal legislation and regulations (including applicable statutory and common law) which may be made from time to time and shall be subject to any modification which may be required to be made in terms of the Act or any new or amended legislation, provided that the Licensee shall in such event be entitled by giving written notice to that effect, to require the Regulator to consider whether as a result thereof any obligations or conditions imposed on the Licensee are required to be revised. In considering whether any revisions of the Licence are appropriate, the Regulator shall have regard to whether the modifications to this Licence or any new or amended laws would make continued compliance by the Licensee with the provisions of Part III unduly burdensome in the circumstances for the Licensee.

29.2. Before making :-

29.2.1. an amendment to this Licence (to the extent permitted under this Licence or in accordance with the Act); or

29.2.2. any determination or decision, or giving or refusing to give its consent under the terms of this Licence or the Act, including without limitation, in respect of any matter which is subject to the opinion or satisfaction of the Regulator or the Minister, as the case may be,

the Regulator or the Minister, as the case may be, shall notify the Licensee of the proposed determination or proposed decision or proposed consent or proposed refusal of consent, as the case may be, and its reasons for its proposal, and shall give the Licensee an opportunity to make representations at a public hearing in terms of the regulations as contemplated in Section 13 of the Act. When notifying the Licensee of a proposal or making a determination or decision, or giving or refusing to give its consent, the Regulator or the Minister, as the case may be, shall give reasons and supporting evidence where available in each case which are sufficient to give the Licensee a reasonable understanding of the proposed or final determination or decision, as the case may be.

30. **PAYMENT OF LICENCE FEE**

The Licensee shall pay to the National Revenue Fund an annual licence fee of R16 000 000,00 (sixteen million rand) in respect of the 1st (first) year of this Licence. Thereafter the annual licence fee shall be increased by the CPI adjustment, if any, but that it shall never be less than R16 000 000,00 (sixteen million rand) per year. The annual licence fee shall be paid in 12 (twelve) equal instalments monthly in advance commencing on 1 April of each year with a portion thereof payable in respect of the period from the date that the licence is formally issued until 31 March 2001. If the annual licence fee is not paid on due date, the Licensee shall pay in addition to any interest payable in terms of this Licence on overdue amounts, a penalty in the amount prescribed, if any, in terms of the Act from time to time. The licensee fee shall increase to an amount to be determined by the Regulator with effect from 1 April 2003, which will be notified in the Gazette. Thereafter the annual licence fee shall be increased by the CPI adjustment, if any, but it shall not decrease.

31. **CONTRACTS WITH THIRD PARTIES TO PROVIDE LICENSED SERVICES**

- 31.1. If the Licensee has entered into or intends to enter into any joint venture, association, contract or arrangement, with a third party, the effect of which would be to permit that third party to provide a postal service which only the Licensee is permitted to provide under this Licence, thereby contravening the conditions of this Licence, the Licensee shall seek approval from the Minister through the Regulator on the joint venture or association in question.
- 31.2. Save as expressly provided to the contrary in this Licence, nothing contained in this clause shall be deemed as requiring the Licensee to obtain the approval of the Minister for the appointment of agents or franchisees or for the employment of contractors or sub-contractors to carry out any work or provide any service which enables the Licensee to discharge its duties and obligations under this Licence; provided that the Licensee shall be liable for any act, default, neglect or otherwise of the agents and/or franchisees and/or contractors or sub-contractors in carrying out any such works or providing any such services.

32. **BREACH**

If the Licensee breaches any provision of this Licence, the provisions of section 24 of the Act shall be implemented by the Regulator.

33. **INTEREST ON OVERDUE AMOUNTS**

Any amount falling due for payment by the Licensee and not paid on due date shall bear interest at the average of the prime interest rate as published from time to time by the 3 (three) leading South African commercial banks.

34. **VALUE-ADDED TAX**

To the extent that any amounts payable by the Licensee in terms of this Licence reflected herein may be chargeable with value-added tax, same shall be borne by the Licensee.

PART V - OTHER LICENCES35. **REVOCATION OF PREVIOUS LICENCE**

This Licence revokes and supersedes any existing licence, if any, issued to the Licensee concerning the reserved postal services.

36. **OBLIGATION TO OBTAIN OTHER LICENCES**

Nothing in this Licence shall be taken as discharging the Licensee from its obligation to obtain any other licence, which may be required under any law.

SCHEDULE 1 - DELIVERY POINT ROLL-OUT FOR THE PERIOD FROM THE COMMENCEMENT DATE TO 30 SEPTEMBER 2000

Type of delivery		Street Delivery		Post Boxes		Total	
		Targets		Targets		Targets	
Central Provinces	2000-09-30	31000		42360		73360	
	2001-09-30	43396		135400		178796	
	1002-09-30	30994		192250		223244	
Eastern Cape	2000-09-30	45012		73150		116162	
	2001-09-30	15022		291500		306522	
	2002-09-30	10016		366650		376666	
KwaZulu/ Natal	2000-09-30	28204		203600		231804	
	2001-09-30	31595		223500		255095	
	2002-09-30	0		311450		311450	
Northern Region	2000-09-30	25757		251600		277357	
	2001-09-30	10073		386200		396273	
	2002-09-30	7620		651700		659320	
Western Cape	2000-09-30	59817		10000		68817	
	2001-09-30	53016		150		53166	

Type of delivery	Street Delivery Targets	Post Boxes Targets	Total	
			Street Delivery Targets	Post Boxes Targets
	53017	150	53167	53167
Wits				
2000-09-30	52500	84000	136500	136500
2001-09-30	59998	78150	138148	138148
2002-09-30	60003	100250	160253	160253
Total				
2000-09-30	241290	664710	90600	90600
2001-09-30	213100	1114900	1328000	1328000
2002-09-30	161650	1622450	1784100	1784100
				4018100

SCHEDULE 2 - UNDERSERVICED AREAS

CENTRAL PROVINCES REGION				
CONVENTIONAL TYPE POST OFFICES (72)				
ATAMELANG	IKAGENG	MERAFONG	POELONG	VAAL REEF
BOTSHABELO	ITSOSENG	MMABATHO	POKWANI	WELTRIX
BRONVILLE	JOUBERTON	MODIMOSANA	PUDIMOE	WENAKKER
DIJONG	KAGISANONG	MOKODUMELA	RADITHUSO	WIEGANDIA
DIKGAKENG	KRAAIPAN	MONTSHIWA	RAMAHUTSI	WITSIESHOEK
DINGLETON	LENGAU	MOROKWENG	RATSHIDI	WRENCHVILLE
DINOKANA	LERATO	MOTHIBISTAT	RHENOSTERKRAAL	ZAMDELA
FLAMWOOD	LIPHAKOENG	MOTSETHABONG	SALANG	ZUIPING
FLORIANVILLIE	MABESKRAAL	MOTSWEDI	SELOSESHA	
GA-RAPULANA	MADIBOGO	MUZIMUHLE	STEINKOPF	
GALESHEWE	MADIKWE	NORLIM	TAMPOSTAD	
GANYESA	MAFIKENG	NTLAFATSONG	TAUNG	
GA-SEHUNELO	MANGAUNG	ORANJEKRUIJN	TAUNG STATION	
GLEN HARMONY	MANKURWANE	PAMPIERSTAD	THABA NCHU	
HEIDEDAL	MATLOSANE	PESCODIA	THERONVILLE	
HEUNAAR	MAZANZELE	PHUTHADITJHABA	TLHAKGAMENG	

POSTPOINTS (4)

BATHLARO	KANANA	KENWORTH	MANNY'S
POSTAL AGENCIES (141)			
BAKLOBENG	DAANTJIESRUS	GARAGAMS	KILDARE
BAMAAGA	DERDEPOORT	GASEFANYETSO	KOKHOMENG
BAMARE-A-PHOGOLE	DIBENG	GATA-LWA-TLOU	KOMAGGAS
BASEBO	DIKHOTHATSO	GERDAU	KOPELA
BATAUNG	DIKHUTING VILLAGE	GOPANE	KOTZERUS
BODIBE	DIQHOBONG	HONDEKLIPBAAI	KUBOES
BONA-BONA	DISANENG	HUHUDI	KUNANA
BOSKOP	DITHAKONG	IKETSETSENG	LEKGOPHUNG
BOTHITHONG	DITHAKWANENG	IKGOMOTSENG	LEKKERSING
BOTJHABA-TSATSI	DOMINIONVILLE	JENN HAVEN	LEKOKO
BRAKLAAGTE	DRY HARTS	KALAFI	LEKUNG
BUFFELSRIVIER	DWARSBERG	KAMDEN	LOGAGENG
CAMPBELL	EKSTEENFONTEIN	KAMIESBERG	LONGLANDS
CAROLUSBERG	ENSELSRUST	KAYAKULU	LOSASANENG
CASSEL	FADIMEHANG	KGOGOLE	LOTLHAKANE
COKOYANE	GA-MOGOLODIKE	KGOMOTSO	LOUISVALE
CONCORDIA	GA-MOPEDI	KHUNOTSOANE	MABAALSTAD
			MADIBOGOPAN
			MADIPELESA
			MAGOGOE
			MAGOGONG VILLAGE
			MAKGOBISTAD
			MANAMELA
			MANJATSENG
			MANTHESSTAD
			MANYEDING
			MAROBENG
			MASECHABA
			MASUTHLE
			MATALENG
			MATLAPANENG
			MATSHENG
			MATWABENG
			MEQHELENG

METSIMATSHO	NIEKERKSHOOP	SILKAAATSKOP
MIGA	NTSWELETSOKU	SILWERKRANS
MMAMUTLE	OKIEP	SOEBATSFONTEIN
MMANKAIPAYA	ONSEEPKANS	SOUTHEY
MMASEBODULE	OPPERMANS	SQUARE DEAL
MODIMOLA	PELLA	SUMMERFIELD
MODIMONG	PHOMOLENG	SUPINGSTAD
MOKGAOTSIKAT	PICONG	SWAARFONTEIN
MOKGATLHA	POSTIDENE	THERA PHATSHWA
MOKGOLA	PUANA	TSEOGIE
MOLATEDI	RAMATLABAMA	TSETSE
MOLELEMA	RODENBECK	TSHESENG
MONNAMME	ROOIFONTEIN	TSHIDILAMOLOMO
MONOTSHA	ROOIGROND	TSIAME
MOSEKI	SAAIPLAAS MINE	UTLWANANG
MOTLHABENG	SEKHING	VRISCHGEWAAGT
MOTSWEDING	SESHIBITSWE	WITKLEIGAT
MYRA	SETLAGOLE	WRENCHVILLE
NABABEEP	SHALENG	

EASTERN CAPE REGION

CONVENTIONAL TYPE POST OFFICES (102)

ALICE	ELLIOTDALE	KWADWESI	MSOBOMVU	REDOUBT
BALFOUR (CAPE)	ENGCOBO	KWANOBUHLE	MT FLETCHER	RIVERSIDE
BERLIN	EZIBELENI	KWAVUKILE	NCORA	RODE
BETHELSDORP	FLAGSTAFF	LADY FRERE	NDABAKAZI	SALTVILLE
BISHO	FORT HARE	LIBODE	NEMATO	SCHAUDERVILLE
BITYI	FORT MALAN	LINGELIHLE	NEW BRIGHTON	SEYMOUR
BIZANA	GAMBLEVILLE	LUSIKISIKI	NGQELENI	SHAWBURY
BLIKANA	GELVANDALE	MADEIRA STREET UTA	NGWENYATHI	ST CUTHBERT'S
BLYTHSWOOD	GQEBERHA	MAGADLA	NQAMAKWE	ST MARK'S
BOLOTWA	HERSCHEL	MALUTI	NTABATHEMBA	ST MATTHEWS
BUTTERWORTH	HOLY CROSS	MDANTSANE	NTLAZA	STAFFORD'S POST
CALA	IDUTYWA	MFUNDISWENI	PALMERTON	STERKSPRUIT
CHATTY	ILINGE	MICHAUSDAL	PALMIETFONTEIN	SULENKAMA
CLARKEBURY	ILITHA	MIDDLEDRIFT	PEDDIE	TABANKULU
COFIMVABA	JOE SLOVO	MLUNGISI	PEFERVILLE	THE DUNCAN VILLAGE
COGHLAN	KEISKAMMAHOEK	MOTHERWELL	PHAKAMISA	TOMBO
DEBE NEK	KENTANI	MOUNT AYLIFF	PORT ST JOHNS	TSOLO
DIMBAZA	KOHLO	MOUNT FRERÉ	QAMATA	TSOMO
DUKATHOLE	KROONVALE	MQANDULI	QUMBU	UMTATA

UMZIMKHULU
 UNITRA
 VIEDGESVILLE
 WHITTLESEA
 WILLOWVALE
 ZWELITSHA
 ZWIDE

POSTPOINTS (2)

UMTATA 1

UMTATA 2

POSTAL AGENCIES (131)

ACTON CABA	BENGU	CLARKSON	ELALINI	HACKNEY
ADVENT	BLACKSTREAMS	COFFEE BAY	ESIKHOBENI	HALA
AMABELE (KWT)	BOJENI	COVILLE	FARVIEW	HAMBURG
ASKEATON	BRAUNVILLE	DALE'S ROCK	FLETCHERVILLE	HARDALE
BADI	BUFFELSDORING	DRIVER'S DRIFT	FORT IVOR	HEALDTOWN
BAGQOZINI	BUNGENI	DULCIES NEK	GWADANA	HLABABOMVU
BANKIES	BUNTINGVILLE	DUTYINI	GWADU	IBISI
BAZIYA	BURNSHILL	EDONQABA	GWALANA	IGODA
BELLROCK	CHARFRED	EHEWU	GXAKU	KAMASTONE
KATKOP	MISTYMOUNT	NOKOMIS	SIPAMBO BASIN	ZIGUDU

KEYLOCK	MJAMKULU	NOMVALO	SIPETU	ZINCUKA
KRUISFONTEIN	MJANYANA	NTSIZWA	SITTINGBOURNE	
KRWAKRWA	MJOZI	NYANISWENI	SOUTHEYVILLE	
KWANYANA	MKEMANI	OLD MORLEY	TABASE	
KWELERA	MPEKO	OSBORN MISSION	TAKAZI DRIFT	
LUBANZI	MPOTHULA	QANGU	TALENI	
LUHEWINI	MQONCI	QETO	TERESA	
LURWAYIZO	MTUKUKAZI	QOKOLWENI	THORA	
LUTSHEKO	NCERA	QOLOMBANE	TINANA	
MACUBENI	NCIZELA	QUEEN'S MERCY	TOKWANA	
MADWALENI	NCOTI	QUIMERA	TSATSANA	
MAHLUNGULU	NDLAMBE	QUNU	TSEMBEYI	
MANDILENI	NGCWANGUBA	RABULA	TSHONYA	
MASINCEDANE	NGONYAMA	ROLWENI	TYININDINI	
MAVELEBAYI	NGOZI	ROMANSLAAGTE	TYIRA	
MBIZANA	NGQUNGQU	SAPUKANDUKU	VALELO'S REST	
MFULA	NKANGA	SEPLAN	WESLEY	
MGOJWENI	NKUNZIMBINI	SETABATABA	WICKSFORD	
MHLABAMNYAMA	NOBOKWE	SIDWADWENI	WILO	
MHLAKULO	NOCWANE	SIHLABENI †	ZALU	

KWAZULU-NATAL REGION

CONVENTIONAL TYPE POST OFFICES (59)

BALGOWAN	HLABISA	MANDENI †	PLESSISLAER
BERGVILLE	HLUHLUWE	MAPUMULO	POMEROY
CEZA	IMPENDLE	MATATIELE	PONGOLOA
COLENZO	INGWAVUMA	MELMOTH	SHAKASKRAAL
DANNHAUSER	IXOPO	MID ILLOVO	ST WENDOLINS
DARNALL	IZINGOLWENI	MTUBATUBA	SUNDUMBILI
EDENDALE	JOZINI	MTUNZINI	ULUNDI
EMONDLO	KWADLANGENZA	NDWEDWE	UMBUMBULU
ESIKHAWINI	KWAMBONAMBI	NKANDLA	UMHLALI
EZAKHENI	KWANDENGEZI	NONGOMA	UMKOMAAS
GAMALAKHE	KWANGWANASE	NOTTINGHAM ROAD	UMZINTO
GINGINDLOVU	KWAZIMELE	NQUTU	UTRECHT
GLENCOE	LINK HILLS	OSIZWENI	WASBANK
HARDING	MADADENI	OZWATINI	WINTERTON
HIGHFLATS	MAHLABATINI	PARK RYNIE	
POSTPOINTS (25)			
ANERLEY	CAMPERDOWN	DALTON	HIBBERNENE
BULWER	CATO RIDGE	DONNYBROOK	IMBALI
			KRANSKOP
			KWAMAKUTHA

KWAMASHU I	MOOIRIVIER	REUNION		
LOUWSBURG	MPUMALANGA	SAVANNAH PARK		
LOVU	NAGINA	TUGELA FERRY		
MBAZWANA	NYONI	UNDERBERG		
MKUZE	PAULPIETERSBURG	WARTBURG		
POSTAL AGENCIES (190)				
ADAMS MISSION	BYRNE VALLEY	DEEPPDALE	EMANYISENI	FOUR THREE
AMATIKULU	CATHEDRAL PEAK	DENNY DALTON	EMPUNGA	FRANKLIN
AMAWOTANA	CATHERINE BOOTH	DESAINAGER	ENKULEKWENI	GEDLEZA
BABANANGO	CEDARVILLE	DLOLWANA	ENYOKENI	GELUKSBURG
BAYALA	CENTOCOW	DORINGKOP	ELANDSLAAGTE	GEORGEDALE
BAYNESFIELD	CEZWANE	DRAGON PEAKS	ESIDUMBINI	GLENDALE
BISHOPSTOWE	CLARIDGE	DRAYCOTT	ESTON	GLENMILL
BIZABONKE	CLIFFDALE	DWESHULA	ETEETE	GLENSIDE
BLAaubosch	COPEVILLE	EASTWOLDS	EZIDULINI	GLUKSTADT
BOSTON	CORONATION	EBILANYONI	EZIMBOKODWENI	HARTLAND
BRAEMAR	CRAMOND	EGAGASINI	EZIMPISINI	HATTINGSPRUIT
BRUYN'S HILL	CREIGHTON	EKUTHULENI	EZIMPOHLO	HEATONVILLE
BUFFELSDALE	DARGLE	ELANDSKOPI	FAWN LEAS	HEMU HEMU
BUXEDENI	DEEMOUNT	ELANDSKRAAL	FELIXTON	HERMANN'SBURG

HIMEVILLE	KWAMAZAMBANE	MEREBANK CENTRAL	NSELENI	SANGCWABA
HLALNATHI	KWAMBUTHUMA	MFOLOZI	NSHONGWENI	SAPEKOE
HLOBANE	KWAMQOBELA	MKONJANE	NSINGWENI	SEVENOAKS
HLUKU	KWAMSANE	MLAMBO	NTABEBOMVU	SEZELA
IFABA BEACH	KWAPETT	MPOLWENI	NTUMENI	SIBHAYI
ILLOVO	LANDVIEW	MTUNGWANE	NYANYADU	SIDUMO
INCHANGA	LANGKRANS	MTWALUME	NDUNDULU	SIHLABELELO
INGOGO	LIDGETTON	MUDEN	OGWINI	SOBANTU
INTINYANE	LINDIWE	MURCHISON	OPHANSI	ST AUGUSTINE'S
ISANDLWANA	LIONS RIVER	NAMBITI	PADDOCK	ST FAITH'S
ISIBANI	LOSKOP	NDONDONDWANE	PENVAAN	STEADVILLE
ISINKONTSHE	LUNEBURG	NDULINDE	PLAINS	STEMORE
JACKALPAN	MABOGWENI	NETHERBY	QHAKAZA	SWART-MFOLOZI
JAGERSRUST	MAGININDANE	NGOME	QOTHU	SWARTBERG
JAMESON'S DRIFT	MAGUDU	NGULA	RENISHAW	THANDOKUHLE
JOLIVET	MAHLANGASI	NHLATZSHE	ROOKDALE	THORNVILLE
KEARSNEY	MAKONYENI	NKANDE	RORKE'S DRIFT	THORNWOOD
KENTERTON	MANGENI	NKELABANTWANA	ROSENEATH	THRINGS POST
KHATIDE	MAZENGWENYA	NKWALINI	ROSETTA	THULINI
KINGSLEY	MAQHIKIZANA	NONDWENI	SALVATION	TUGELA
KWABHOBHI	MEHLOMNYAMA	NQABENI	SAMUNGU	TUGELA MOUTH
TWEEDIE	WEENEN			

UBOMBO
ULWAZI
UMLAAS ROAD
UMVOTI SLOPES
UMVOTIKLOOF
UPPER NSELENI
UPPER TONGAAT
UYAYA
VELABUSHA
VILLAGE OF HAPPINESS
VUMANHLAMVU

WEZA
ZIBUSE

NORTHERN REGION

CONVENTIONAL TYPE POST OFFICES (142)

ACORNHOEK	EERSTERUS	JUNO	MABOPANE	MKHUHLU
APEL	EKANGALA	KABOKWENI	MAFEMANI	MODJADJI
ATOK	ELIM HOSPITAAL	KANYAMAZANE	MAHWELERENG	MOETLADIMO
ATTERIDGEVILLE	ELUKWATINI	KORINGPUNT	MAJANENG	MOGANYAKA
BAKENBERG	EMALAHLENI	KUTAMA	MAKAPAAANSTAD	MOGONO
BAMOKGOKO	EMBALENHLE	KWA-MHLANGA	MAKONDE	MOGWASE
BAPONG	EMLANJENI	KWALUGEDLANE	MALAMULELE	MONAKATO
BETHANIE	EMPUMALANGA	LAUDIUM	MAMELODI	MOOKETSI
BLESKOP	ENTABENI	LEBOWAKGOMO	MAPELA	MORULA
BOCHUM	GA-KGAPANE	LEEUPPOORT	MARISHANE	MOTETEMA
BOSBOKRAND	GA-RANKUWA	LENYENYE	MASEMOLA	MOTHOTLUNG
BOYNE	GIYANI	LETABA	MASHAMBA	MPHAHLELE
CHANENG	GOMPIES	LETLHABILE	MASHASHANE	MPULUZI
CHUENESPOORT	GROOTHOEKHOSPITAAL	LETSITELE	MASHAU	MULIMA
DENNILTON	HAMMANSKRAAL	LIMBURG	MASIA	MUNZHEDZI
DRIEKOP	HILATINI	LONSDALE	MATSULU	MUTALE
DUNDONALD	HILUVUKANI	LUKA	MBIBANE	NAMAKGALE
DWARSRIVIER	JANE FURSE HOSPITAAL	LULEKANI	MEDUNSA	NEBO
DZANANI	JERICHO	LWAMONDO	MHLUZI	NWAMITWA

NZHELELE	SAULSPOORT	SOVENGA	TSITSING
OUVOLK	SAULSVILLE	STERKRIVIER	VHUFULI
PHOKENG	SEKHUKHUNE	SUN CITY	VHULAUDZI
PHOTSANENG	SESHEGO	TEMBA	VONGANI
PODIPHATSWA	SHATALE	THOHOYANDOU	VUWANI
RADITSHABA	SHAYANDIMA	THOLONGWE	WILDEBEEFSFONTEIN SOUTH
RAMOKGOPA	SHILUVANE	THULAMAHASHE	WINTERVELD
RANKUNYANA	SHONGWE MISSION	THUTHUKANI	WITGOUD
REBONE	SIBASA	TLHABANE	WONDERKOP
RETHABILE	SIYABONGA	TSHAKHUMA	XIMHUNGWE
SAKHILE	SIYABUSWA	TSHAULU	ZONDEREINDE
SASELAMANI	SOSHANGUVE	TSHILWAVHUSIKU	

POSTPOINTS (17)

BABETHU	CENTRAL CITY	MAMELODI EAST	SEKHUKHUNE	YA-RONA
BOLEU	DENNEBOOM	MANTHATA	SKILPADFONTEIN	
BOTLENG	GLEN COWIE	MASINGITA	SOSHANGUVE WEST	
CASTEEL	LETHABONG	MOTETI	TSHIKONDENI	
POSTAL AGENCIES (258)				
ADDNEY	ALPHA	AMBERGATE	ATLANTA	BABIRWA

BAKONE	DIRKIESDORP	GAMOTHIBA	KELEBOGILE	LENTING
BALEEMA	DUTHABANENG	GANKWANA	KETEKE	LEOKANENG
BAPO II	DUMPHRIES	GARAKGOATHA	KGOBOKWANE	LERORO
BARATHEO	DZIMAUJI	GARAKGWADI	KGOHLOANE	LESHWANE
BEDWANG	DZUMERI	GARANKUWE	KHAKHU	LOCHIEL
BEMFARM	EISLEBEN	GUMBANI	KHOKHOVELA	LUPHISA
BHEVULA	EKA HOMU	GUTSHWA	KHOMANANI	M'LAPAKGOMO
BOLOPA	EKULINDENI	HA-MAKUYA	KHUJWANA	MABALE
BONISANI	ELANDSDORING	HEBRON	KOLOTI	MABINS
BOSPLAAS	EMBONISWENI	HLALANIKHALE	KRAALHOEK	MABOLOKA
BUTHI	FERNIE	HOUTBOSDORP	KURANTA	MABOLOKE
BUYSDORP	FHATUWANI	HOYI	KWAGUQA	MADIDI
CHWENI	FONDWE	HWIBI	KWALITHO	MADLAYEDWA
COTTONDALE	FUMANI	IMBUZINI	KWAZAMOKHUHLE	MADRAS
CUNNING MOOR	GA-KOBE	INDERMARK	LAMAGADLELA	MAGALEMBE
DAN	GA MPHELA	INTUTHUKO	LANGKLOOF	MAGOGENI
DEER PARK	GA SETATI	JULESBURG	LEBOTLOANE	MAHUSHU
DIBASABOPHELO	GA-HABEDI	JUSTICIA	LEEUPOORT	MAJA
DICHOEUNG	GALEBELO	KA SIBEJANE	LEFALANE	MAKADIKWE
DIKGALE	GAMAMPANE	KAMEELBOOM	LEFIFI	MAKHUDU
DIMAMOTSA	GAMARABA	KEDIKETSE	LEGONYANE	MAKOKO
MALATANE	MATIDI	MOOILYK	MZINTI	RAMOCHINYADI

MALEBOHO	MATIDZE	MOROKE	NANCEFIELD	RAMOKOKASTAD
MALEKUTU	MATJHIRINI	MOSORONI	NEANDERTAL	RANTEBENG
MALOPENG	MAXAKENI	MPHARANGOPE	NGWABE	RAPADI
MAMABALA-DITLOU	MAZONI-WANDLE	MPHE-BATHO	NKURI	RATTJEPAN
MANAMAKGOTENG	MBAMBISO	MPHOGODIBA	NKWE	REFENTSE
MANENZHE	MHINGA	MPILO	NSIZWANE	RETHABISENG
MANGANENG	MHLABA-CROSS	MPUDULIE	NTSIMA	ROZANO
MANOGE	MMAFEFE	MSINDO	NWAMANUNGU	SAGOLE
MANYAMA	MMAKAU	MSOGWABA	ODINBURG	SALEBONA
MARIBANA	MMAKAUNYANA	MTHAMBOTHINI	PANKOP	SAMBO
MARULANENG	MMAKGODU	MUDIMELI	PATAMEDI	SANDFONTEIN
MASAKONA	MMAMEHLABE	MUGENA	PAULUSWEG	SCHULZENDAL
MASEKE	MMOTONG	MUHLAVA	PHANGWENI	SEABE
MASHITE	MMUTLANE	MUILA	PHATSIMA	SEBAYENG
MASIBEKELA	MODULE	MUKULA	PHIPIDI	SEGOPIE
MASHISIMALE	MOGODUMO	MULENZHE	PHIVA	SEHLAKWANE
MASISI	MOILETSWANE	MUNGOMANI	PIPA	SEKGOPO
MASWANENG	MOKAMOLE	MUTLESTAD	PLATNUM REEF	SEKHUNG
MATAVHELA	MOKWAKAILA	MUWAWENI	RABOKALA	SEKWATI
MATHABATHA	MOLOTOTSI	MY DARLING †	RAMATATANE	SELEKA
SELWANA	THULWE	ZITHOBENI		

SENWAMOKGOPE	TIBEDI
SEPHUKUBJE	TOEMASKOP
SHAKADZA	TSATE
SHIVITI	TSHIDIMBINI
SIBUYILLE	TSHIFIFI
SIDLAMAFA	TSHIFUDI
SIFAHLA	TSHILAPHALA
SIHLANGU	TSHIMBUPFE
SIMFONIE	TSIMANYANE
SINTHUMULE	UTHOKOZANE
SLEUTELFONTEIN	VALDEZIA
STEENBOK	VLAKPOORT
SUSWE	VOORREG
SUURMAN	VUYANI
SWALALA	WESSELTON
SWARTBOOISTAD	WITBANK NORTH
THABATLOU	XIGALO
THAPELO	XIHOKO
THE BROOK	XIKUNDU
THE OAKS	XIPAME

WESTERN CAPE REGION

CONVENTIONAL TYPE POST OFFICES (43)

ATHLONE	DYSSELSDORP	KHAYELITSHA	MATROOSFONTEIN	RETREAT
BELHAR	EERSTERIVIER	KWANONQABA	MBEKWENI	REYGERSDAL
BELLA VISTA	ELONWABENI	LANGA	MITCHELLS PLAIN	STANDFONTEIN
BONTHEUWEL	ELSIESRIVIER	LANSDOWNE	NIEUVELD	SURWELL
BRIDGTON	GATESVILLE	LAVISTOWN	NONKQUBELA	UNIBELI
CARAVELLE	GRASSY PARK	LENTEGEUR	NYANGA	WESTRIDGE
DA GAMASKOP	GUGULETU	LINGELETHU WEST	PACALTSDORP	ZWELETEMBA
DASSENBERG	HANOVER PARK	MACASSAR	PARKER'S DAM	
DELFT	KASSELSVLEI	MANENBERG	RAVENSMEAD	

POSTPOINTS (1)

CAPRICORN SQUARE

POSTAL AGENCIES (55)

ABBOTSDALE	BRIDGETOWN	FAURE	HAARLEM	IWELHILE
ARENDSDALE	DANCKERTVILLE	FIRGROVE	HAWSTON	JOHNSONSPARK
ASKRAAL	DURRHEIM	FRIEMERSHEIM	HORNLEE	KATZENBERG
ATTAWAY	EBENHAESER	GENADENDAL	IDASVALLEI	KAYEMANDI
BEREAVILLE	ELIM	GOEDVERWAG	IMARIKE	KENSINGTON

KLEIN DASSENBERG	NDULI	WAMAKERSVALLEI
KOUE BOKKEVELD	NELSPOORT	WEBERSVALLEI
KRANSHOEK	NEW HORIZONS	WESTLAKE
KWANOKAKULA	PNIEL	WITTEWATER
KWANOKUTHULA	RIETPOORT	WOLTEMADE
LOTUS RIVER	SAREPTA	WUPPERTAL
MAMRE	SARON	YSTERPLAAT
MANYANANI	SEESIG	ZOAR
MELKHOUTFONTEIN	SIMONSBERG	
MELTON ROSE	SIR LOWRY'S PASS	
MFULENI	SUURBRAAK	

WITWATERSRAND REGION**CONVENTIONAL TYPE POST OFFICES (40)**

ACTONVILLE	DUDUZA	KLIPTOWN	MEADOWLANDS	RESIDENSIA
ALEXANDRA	EDENPARK	KWATHEMA	MOHLAKENG	RUSLOO
AZAADVILIE	ELDORADOPARK	KWAXUMA	MOROKA	SEBOKENG
BOIPATONG	ENNERDALE	KWENZEKILE	ORANGE FARM	SHARPEVILLE
DAVEYTON	GRASMERE	LENASIA	ORLANDO	TEMBISA
DIEPKLOOF	KAGISO	LETSATSING	PHOFUNG	TOKOZA
DOBSONVILLE	KATLEHONG	MAFATSANA	PIMVILLE	TSAKANE
DUBE	KIASHA PARK	MASOHENG	REIGERPARK	TSHIAWELO

POSTPOINTS (8)

ALEXANDRA SOUTH	KHUTSONG	SOWETO	TEMBISA NORTH
ETHWATHWA	PROTEA GLEN	SPRUITVIEW	ZWELITHINI

POSTAL AGENCIES (19)

ALRA PARK	ETHWATHWA	KWATHANDUXOLO	PALM RIDGE	VALBIUM
BOPHELONG	IKWEZI	LENASIA SOUTH	PROTEA PLAZA	WATTVILLE
DEEP SOUTH	KAGISO NORTH	MIDWAY	RYSMIERBULT	WESTERN LEVELS
EMBALI	KATLEHONG SOUTH	ODIN PARK	THABANENG	

SCHEDULE 3 - SERVICED AREAS**CENTRAL REGION****CONVENTIONAL TYPE POST OFFICES (183)**

ALABAMA	BOTHAVILLE	DELAREYVILLE	GROOT-MARICO	KANONEILAND
ALEXANDERBAY	BRANDFORT	DELPORTSHOOP	GROOTDRINK	KAROS
ALLANRIDGE	BRANDHOF	DENEYSVILLE	HANOVER	KATHU
AMALIA	BRANDVLEI	DEWETSDORP	HANTAM	KEIMOES
ARLINGTON	BRAY	DOUGLAS	HARRISMITH	KENHARDT
ASKHAM	BRITSTOWN	EDENBURG	HARTBEESFONTEIN	KESTELL
AUGRABIES	BUHRMANNSDRIFT	EDENVILLE	HARTSWATER	KIMBERLEY
BAILLIE PARK	BULTFONETIN	EHRLICH PARK	HEILBRON	KLEINSEE
BAINSVLEI	CALVINIA	EXCELSIOR	HENNEMAN	KLERKSDORP
BAKERVILLE	CARNARVON	FAURES MITH	HERTZOGVILLE	KOFFIEFONTEIN
BARKLEY WEST	CHRISTIANA	FICHARDT PARK	HOBHOUSE	KOPPIES
BETHLEHEM	CLARENS	FICKSBURG	HOOPSTAD	KRAGBRON
BETHULIE	CLOCOLAN	FOCHVILLE	HOPETOWN	KROONSTAD
BLOEMFONTEIN	COLESBERG	FOURIESBURG	HOTAZEL	KURUMAN
BLOEMHOF	COLIGNY	FRANKFORT	JACOBSDAL	LADYBRAND
BLOEMSPRUIT	DANIELSKUIL	FRASERBURG	JAGERSFONTEIN	LEEUDORINGSTAD
BOESMANSKOP	DE AAR	GRIEKWASTAD	JAN KEMPDORP	LICHTENBURG
BOSHOF	DEALSVILLE	GROBLERSHOOP	KAKAMAS	LIME ACRES

LINDLEY	OLIFANTSHOEK	REITZ	SWARTRUGGENS	VREDEFORT
LOERIESFONTEIN	ORANJEVILLE	REIVILO	THEUNISSEN	VRYBURG
LOXTON	ORKNEY	RICHMOND (CAPE)	TOSCA	WARDEN
LUCKHOFF	OTTOSDAL	ROSENDAL	TROMPSBURG	WARRENTON
MAGOGONG	PARYS	ROUXVILLE	TWEEDEMYN	WELKOM
MAKWASSIE	PAUL ROUX	SANNIESHOF	TWEELING	WEPENER
MARCHAND	PETRUS STEYN	SANTOY	TWEESPRUIT	WESSELSBRON
MAREETSANE	PETRUSBURG	SASOLBURG	UPINGTON	WILLISTON
MARQUARD	PETRUSVILLE	SCHWEIER-RENEKE	VAN STADENSRUS	WILLOWS
MARSEILLES	PHILIPPOLIS	SENEKAL	VAN ZYLRSUS	WINBURG
MARYDALE	PHILIPSTOWN	SKUINSDRIF	VANDERKLOOFDAM	WOMARANSSTAD
MEMEL	PIET PLESSIS	SLURRY	VANWYKSVLEI	ZASTRON
MIDDELPOS	POFADDER	SMITHFIELD	VENTERSBURG	ZEERUST
MIER	POMFRET	SPRINGBOK	VENTERSDORP	
MIGDOL	PORTH NOLLOTH	SPRINGFONTEIN	VERKEERDEVLEI	
NIETEVERDIEND	POSTMASBURG	STELLA	VICTORIA WEST	
NIEUWPIDTVILLE	POTCHEFSTROOM	STEYNSRUS	VILJOENSKROON	
NOORDBRUG	PRIESKA	STILFONTEIN	VILLIERS	
NOUPOORT	PROMOSA	STRYDENBURG	VIRGINIA	
ODENDAALSRSUS	REDDERSBURG	SUTHERLAND	VREDE	

POSTPOINTS (23)

ARBORETUM	BLOEMFONTEIN 3	FREEMANVILLE	LANGENHOVENPARK	UPINGTON
BEACONSFIELD	DANHOF	HADISONPARK	MORESKOF	VAALPARK
BETHLEHEM 1	EERSTEMYN	KIMBERLEY ¹	PANSIG	VRYBURG
BLOEMFONTEIN 1	EXTONWEG	KOCKSPARK	RIEBEECKSTAD	
BLOEMFONTEIN 2	FAUNASIG	KROONHEUWEL	UNIVERSITAS	
POSTAL AGENCIES (67)				
AGGENEYS	DANIELSRUS	KLOOFEIND	MOLOPORIVIER	SES BRUGGE
BELMONT	DE BRUG	KONINGNAAS	NEW MACHAVIE	SHERIDAN
BETHLEHEM	DYSONSKLIP	KOOPMANSFONTEIN	NOENIEPUT	SKOONSPRUIT
BIESIESVLEI	FRYLINCKSPAN	KOTZESHOOP	ORANIA	SLABBERTS
BLIKFONTEIN	GARIEPDAM	KRAANKUIL	ORANJIERIVIER	SOUTPAN
BLOEMFONTEIN 7	GARIES	KRANSFONTEIN	OTTOSHOOP	ULCO
BLOEMFONTEIN 8	GEYSDORP	LAMBRECHTSDRIF	PERDEBERG	VERGELEE
BOEGOEBERG	GLEN	LEERKRANS	PLOOYSBURG	VERKYKERSKOP
BOESMANSKOP	HEUNINGSPRUIT	LOUWNA	POTCHEFSTROOM	VERMAAS
BOSPOORT	HOLPAN	MANCORP MINE	RENOSTERSPRUIT	VIERFONTEIN
BROEDERSPUT	KAMEEL	MELTONWOLD	RITCHIE	VOLLGRAAFFSIG
BULL HILL	KAMIESKROON	MODDERPOORT	ROOIPANVILLE	VORSTERSHOOP
CORNELIA	KIMBERLEY 2	MODDERRIVIER	SALT LAKE	VOSBURG
WELKOM 1	WINDSORTON			

EASTERN CAPE

CONVENTIONAL TYPE POST OFFICES (88)

ABERDEEN	DESPATCH	JANSENVILLE	MOLTENO	STYENSBURG
ADELAIDE	DORDRECHT	JEFFREY'S BAY	NAHOON	STEYTLERVILLE
ALEXANDRIA	EAST LONDON	JOUBERTINA	NEWTON PARK	STORMSRIVIER
ALGOAPARK	ELLIOT	KAREEDOUW	NORTH END	STUTTERHEIM
ALICEDALE	EMERALD HILL	KEI ROAD	PATENSIE	SUNRIDGE PARK
ALI WAL NORTH	FORT BEAUFORT	KENTON ON SEA	PATERSON	SWARTKOPS
AMALINDA	GONUBIE	KIDDS BEACH	PEARSTON	TARKASTAD
BARKLEY EAST	GRAAFF-REINET	KING WILLIAM'S TOWN	PORT ALFRED	TECOMA
BEACON BAY	GRAHAMSTOWN	KIRKWOOD	PORT ELIZABETH	UGIE
BEDFORD	GREENACRES	KOMANI	QUEENSTOWN	UITENHAGE
BOESMANSRIVIERMOND	GREENFIELDS	KOMGA	QUIGNEY	VENTERSTAD
BOLO RESERVE	HANKEY	KORSTEN	RHODES	VINCENT
BURGERSDORP	HOFMEYR	LADY GREY	RIEBECKHOOGTE	WALMER
CAMBRIDGE	HOGSBACK	LINTON GRANGE	SIDWELL	WEST BANK
CATHCART	HUMANSDORP	MACLEAR	SOMERSET EAST	WILLOWMORE
CENTRAHIL	HUMEWOOD	MARKET SQUARE	SOUTHERNWOOD	WITELSBOS
COOKHOUSE	INDWE	MIDDELBURG (CAPE)	ST FRANCIS BAY	
CRADOCK	JAMESTOWN	MOFFAT PLACB	STERKSTROOM	

POSTPOINTS (10)

ADDO	EAST LONDON 3	MOSELVILLE	PORT ELIZABETH 2	SUMMERSTRAND
EAST LONDON 2	MISGUND	NOORSEKLOOF	PORT ELIZABETH 3	

HUNTER'S RETREAT

POSTAL AGENCIES (62)

ADENDORP	ENON	KLEINPOORT	MOOPLAAS	THORNHAM
ASTON BAY	FITCHES CORNER	KLIPPLAAT	MORGANS BAY (OL)	THORNHILL
BARODA	FULLARTCN	KOMMADAGGA	MORTIMER	VISRIVIER
BATHURST	GAMTOOS	KRAKEELRVIER	NIEU-BETHESDA	WITMOS
BLUEWATER BAY	GLENCONNER	LOERIE	OUBOSRAND	WOLWEFONTEIN
BOKNESSTRAND	GOLDEN VALLEY	LOUTERWATER	RIEBEECK EAST	ZUNEY
CANNON ROCKS	GRAHAMSTOWN NORTH	LULET	RIETBRON	
CINTSA EAST	GREENBUSHES	MACLEANTOWN	SALEM	
COEGA	HAGA-HAGA	MANLEY FLATS	SIDBURY	
COLCHESTER	HILDASIA	MARTINDALE	SOUTHSEAS	
COLDSTREAM	HOMELEIGH	MELON	ST ALBANS	
COLESKEPLAAS	KEI MOUTH	MGWALI	STUDTIS	
COLLEEN GLEN	KINKELBOS	MIDDLETON	SUMMERVILLE	
DE MIST	KLEINBOS	MISTKRAAL	SUNLAND	

KWAZULU-NATAL

CONVENTIONAL TYPE POST OFFICES (75)

AMANZIMTOTI	DURBAN NORTH	JACOBS	NEW GERMANY	SCOTTSVILLE
ASHWOOD	EAST END	KLOOF	NEWCASTLE	SHALLCROSS
AUSTERVILLE	EMPANGENI	KOKSTAD	NTOKOZWENI	STANGER
BELLAIR	EMPANGENI STATION	KWADABEKA	OVERPORT	TONGAAT
BISHOPSGATE	ESHOWE	KWAMASHU	PHOENIX	UMHLANGA ROCKS
BLUFF	ESTCOURT	LADYSMITH	PIETERMARITZBURG	UMLAZI
CASCADES	GILLITTS	LAMONTVILLE	PINETOWN	UVONGO
CHATSWORTH	GLENASHLEY	LUXMI	PORT EDWARD	VERULAM
CLERNAVILLE	GREYTOWN	MARGATE	PORT SHEPSTONE	VRVHEID
CUMBERWOOD	GREYVILLE	MARINE PARADE	QUALBERT	WESTVILLE
DALBRIDGE	HAMMARSDALE	MAYOR'S WALK	RED HILL	YELLOWWOOD PARK
DORMERTON	HILLCREST	MAYVILLE	RESERVOIR HILLS	
DORSPRUIT	HOWICK	MEER EN SEE	RICHARDS BAY	
DUNDEE	INANDA	MOBENI	RICHMOND	
DURBAN	ISIPINGO	MOUNT EDGECOMBE	ROCHDALE PARK	
DURBAN INTERNATIONAL AIRPORT	ISIPINGO BEACH	MUSGRAVE ROAD	SCOTTSBURGH	

POSTPOINTS (30)

BALLITO	GATEWAY	LA LUCIA	MKONDENI	UMBILO
BARRY HERTZOG PARK	GLENHILLS	LOTUS PARK	NAGEL WOOD	UMBOGINTWINI
BEREA ROAD	HILTON	MALVERN	POINT WATERFRONT	UMDLOTI BEACH
BISLEY	HUTTEN HEIGHTS	MANABA BEACH	QUEENSBURGH	WANDSBECK
BOTHA'S HILL	HYPHER BY THE SEA	MARBLE RAY	SHELLY BEACH	WIGGINGS
CAVERSHAM GLEN	ILLING ROAD	MERRIVALE	STANFIELD	WINKELSPRUIT
POSTAL AGENCIES (50)				
AIKEN STREET	DOONSIDE	MARBURG	PENNINGTON	UMGENI PARK
ARBOR PARK	DURNACOL	MARINA BEACH	PINECRAFT	UMHLATUZANA
ASHBURTON	HILLARY	MAYDON WHARF	RAMSGATE	UMTENTWENI
AVONDALE ROAD	ILLOVO BEACH	MOORE ROAD	SLAT ROCK	UMZUMBE
BAYVIEW	ISIPINGO HILLS	MOORTON	SARNIA	WARNER BEACH
CAMPUS	KELSO	MUNSTER	SEA PARK	WARWICK TRIANGLE
CLAREWOOD	KENVILLE	NEW HANOVER	SONDELA	WESTCLIFF
COUNTRY CLUB	LAURIEN CREST	NORTHdene	SOUTHBROOM	WHESTONE
CROSSWAYS	LORNEGREY	ORIBI	ST LUCIA ESTUARY	WOODVIEW
DOLPHIN COAST	MAIDSTONE	PARADISE VALLEY	STAMFORDHILL	WYEBANK

NORTHERN REGION

CONVENTIONAL TYPE POST OFFICES (136)

ALLDAYS	BURGERSFORT	GEZINA	KRIEL	NABOOMSPRUIT
AMERSFOORT	CAROLINA	GRASKOP	KROONDAL	NELSPRUIT
AMSTERDAM	CENTURION	GREYLINGSTAD	LADANNA	NORTHAM
ARCADIA	CHROMITE	GROBLERSDAL	LEERAATSFONTEIN	NUCAM
BADPLAAS	CLEWER	GROOTVLEI	LESLIE	NYLSTROOM
BALFOUR	CULLINAN	HARTBEESPOORT	LEVUBU	ONDERSTEPOORT
BANDELIERKOP	DANVILLE	HATFIELD	LOUIS TRICHARDT	ONVERWACHT
BARBERTON	DE WILDT	HAZYVIEW	LYDENBURG	PERDEKOP
BELFAST	DELMAS	HENDRINA	LYNN EAST	PHALABORWA
BELLE OMBRE	DERBY	HERCULES	LYNNWOOD RIDGE	PIENAARSRIVIER
BETHAL	DIE TREMLOODS	HOEDSPRUIT	LYTTTELTON	PIERRE VAN RYNEVELD
BLACKHILL	DOORNPOORT	IFAFI	MACHADODORP	PIET RETIEF
BLINKPAN	DUIWELSKLOOF	IRENE	MALELANE	PIETERSBURG
BOSHOK	ELARDUSPARK	ISWEPE	MARBLE HALL	PIETERSBURG NORTH
BREYTEN	ELLISRAS	KARENPAK	MENLO PARK	POTGIETERSRUS
BRITS	ENKELBULT	KINROSS	MESSINA	PRETORIA
BROEDERSTROOM	ERMELO	KOEDOESKOP	MIDDELBURG	PRETORIA NORTH
BRONKHORSTPRUIT	EVANDER	KOMATIPOORT	MOOINOOI	PROTEAPARK
BROOKLYN	GARSFONTEIN	KOSTER	MORGENZON	PULLEN'S HOPE

PYRAMID	SABIE	SUNNYSIDE	TZANEEN	WIERDAPARK
QUEENSWOOD	SECUNDA	SWARTKLIP	TZANENG MALL	WITBANK
RADIUM	SILVERTON	THABAZIMBI	UNISARAND	WITRIVIER
RIETKUIL	SINOVILLE	TINMYNE	VAALWATER	WONDERBOOM POORT
RIETSPRUIT	SKUKUZA	TOLWE	VLAKDRIF	ZINNIIVILLE
ROEDTAN	SOEKMEKAAR	TOM BURKE	VOLKSRUST	
ROOSSENEKAL	STANDERTON	TOTIUSDAL	WAKKERSTROOM	
ROSSLYN	STEELEPOORT	TRICHARDT	WARMBAD	
RUSTENBURG	STOFFBERG	TRICHARDTSDAL	WATERVAL-BOVEN	
POSTPOINTS (36)				
BEREA CITY	GROBLERSDAL	MORELETA PLAZA	RAYTON	VALHALLA
CENTURION	HEREFORD	MORELETAPARK	RIDDER PARK	WATERFALL
DASPOORT	KANONKOP	MOUNTAINVIEW	STEILTES	WEST ACRES
DENDRON	KIEPERSOL	NGODWANA	SUNDRA	WIERDAPARK SOUTH
DIE WILGERS	MARIKANA	OGIES	TASBET PARK	
EKANDUSTRIA	MENLYN	PRETORIA EAST	THABA TSWANE	
FAUNAPARK	MONTANAPARK	PRETORIA EAST EXT	THE REEDS	
GARSFONTEIN OOS	MONUMENTPARK	QUAGGA	THE VILLAGE	

POSTAL AGENCIES (108)

ABBOTSPOORT	COMMONDALÉ	KENDAL	MEERLUS	SENTRUM
AFGUNS	CRECY	KIESEL	MELKRIVIER	SETTLERS
ALMA	DWAALBOOM	KOELEMANSRUS	MOEDWIL	SHEEPMOOR
ARNOT	DAVEL	KOKANJE	MOOLMAN	SKEERPOORT
BALMORAL	DE KROON	LIMPOPO	MOROLONG	SONOP
BALTIMORE	DE WAGENSDRIFT	LOTHAIR	MUNNIK	STRYDMAG
BAPSFONTEIN	DEVON	LOW'S CREEK	NOORDKAAP	SWARTWATER
BARVALE	DRAAIKRAAL	LYTTELTON SOUTH	NUWE-SMITSDORP	TARNETAALRAND
BEESTEKRAAL	DULLSTROOM	MAANHAARRAND	OFCOLACO	TIEGERPOORT
BERGNEK	ELANDSHOEK	MAASSTROOM	OHRIGSTAD	TOEITTI
BINGLEY	ELMESTON	MAGOEBAKLOOF	OVERJESSEL	TONTELDOOS
BOEKENHOUT	ELOFF	MAKOPPA	PENGE	TREVES
BOONS	GRAVELOTTE	MALAMALA	PILGRIMS REST	TSHIPISE
BRAAMBOS	HAENERTSBURG	MANDOR	PLATRAND	TUINPLAAS
BULGERIVIER	HECTORSPRUIT	MANYELETI	PYRAMID I	USUTU
CENTURION EAST	HOLMDENE	MARKEN	RANKIN'S PASS	VAL
CHARL CILLIERS	KAAPMUIDEN	MARNITZ	RASHOOP	VALTAKI
CHRISSIEMEER	KALKBANK	MAROELA	ROOIBERG	VANDYKSDRIF
CLANOR	KAMPERSRUS	MATAFFIN	ROOIBOKKRAAL	VILLA NORA
COALVILLE	KARINO	MATCO	SCHAGEN	VIVO

VOLTARGO	WARBURTON	WONDERFONTEIN
VOORUITSTREWEND	WATERPOORT	ZWAVELPOORT
VORENTOE	WELBEKEND	†

WESTERN CAPE

CONVENTIONAL TYPE POST OFFICES (116)

ALBERTINA	DE DOORNS	HUGUENOT	MOSSELBAAI	RHODES GIFT
ASHTON	DURBANVILLE	KENILWORTH	MOWBRAY	RIVERSDALE
BEAUFORT WEST	EDGEMEAD	KLAWER	MUIZENBERG	ROBERTSON
BELLVILLE	EPPINDUST	KELINMOND	MURRAYSBURG	ROGGEBAAI
BERGVLJET	FRANSCHHOEK	KLOOFSTRAAT	NI-CITY	RONDEBOSCH
BLOUBERGRANT	GEORGE	KNYSNA	NAPIER	SALDANHA
BOTHASIG	GEORGE - EAST	KRAAIFONTEIN	NOORDER PAARL	SANLAMHOF
BRACKENFELL	GEORGE - INDUSTRIA	KUILSRIVIER	OTTERY	SEA POINT
BREDASDORP	GLOSDERRY	LADISMITH	OUDTSHOORN	SEDFIELD
CALEDON	GOODWOOD	LAINGSBURG	PAARDENEILAND	SIMONSTAD
CALITZDORP	GORDON'S BAY	LAMBERTSBAAI	PAARL	SOMERSET WEST
CAMPS BAY	GRABOUW	LANGEBAAN	PANORAMA	STALPLEIN
CAPE TOWN	GREEN POINT	MAITLAND	PAROW	STEENBERG
CERES	GROOT- BRAKRIVIER	MALMESBURY	PAROW EAST	STELLENBOSCH
CHEMPET	HARTENBOS	MATIELAND	PIKETBERG	STILBAAI
CLAREINCH	HERMANUS	MILL STREET	PLETTENBERGBAAI	STRAND
CLAREMONT	HOOFSTRAAT PAARL	MILNERTON	PLUMSTEAD	STRUISBAAI
CONSTANTIA	HOUTBAAI	MONTAGU †	PRINCE ALBERT	SUN VALLEY
DARLING	HOWARD PLACE	MOORREESBURG	RAWSONVILLE	SWELLENDAM

TABLE VIEW	UNIONDALE	VISHOEK	WELGEMOED	WYNBERG
TOKAI	VALYLAND	VLAEBERG	WELLINGTON	
TULBAGH	VANRYHNSDORP	VREDEDNBURG	WILDERNESS	
TYGERBERG	VELDDRIF	VREDENDAL	WOODSTOCK	
TYGERVALLEI	VILLIERSDORP	WATERFRONT	WORCESTER	

POSTPOINTS (13)

BARRYDALE	CLANWILLIAM	LUTZVILLE	RHINE ROAD	WOLSELEY
BONNIEVALE	GANSBAAI	ONRUSRIVIER	RIVIERSONDEREND	
CITRUSDAL	HEIDELBERG (CAPE)	PORTERVILLE	TOUWSRIVIER	

POSTAL AGENCIES (121)

AURORA	BREERIVIER	DORINGBAAI	GOURITSMOND	HELDERBERG
AVONTUUR	BUFFELJAGSRIVIER	DREW	GRAAFWATER	HERBERTSDALE
BARANDAS	CENTRURY CITY	DURBANVILLE/ AURORA	GREYTON	HERMON
BETTY'S BAY	CLOETESVILLE	EENDEKUIL	GROOT DRAKENSTEIN	HEROLD
BITTERFONTEIN	DANABAAI	ELANDSBAAI	GROOT-JONGENSFONTEIN	HET KRUIS
BLANCO	DE HOEK	ELGIN	HALFMANSHOF	HEXRIVIER
BOTHA	DE RUST	ELSENBURG	HAMMANSHOF	HOEKWIL
BOTRIVIER	DE WET	GOUDA	HARKERVILLE (PTB)	HOPEFIELD
BRANDWAG	DIE BOORD	GOUDINIWEG	HEIDERAND	JOHNSON'S POST

KALBASKRAAL	LA MOTTE	OVERHEX	ST HELENBAAI	WITTEDRIJF
KALK BAY	LANGEBAANWEG	PALEISHEUWEL	STANFORD	WORCESTER WEST
KARATARA	LANGVERWAG (OUD)	PATERNOSTER	STOMNEUSBAAI	WYDGELEE
KERNKRAG	LEEU-GAMKA	PHILADELPHIA	STORMSVLEI	YZERFONTEIN
KLAARSTROOM	LEIPOLDTVILLE	PRINCE ALFRED HAMLET	SUIDER-PAARL	
KLAAS VOOGDSRIVIER	LIESBEEK	PRINGLEBAAI	THE CRAGGS	
KLAPMUTS	LYNEDOCH	PROTEM	TRAWAL	
KLEIN-BRAKRIVIER	MATJESFONTEIN	REDELINGHUIJS	UNIEDAL	
KLIPDALE	MATJESRIVIER (OUD)	RHEENENDAL	VAN RIEBEECKSHOF	
KLIPHEUWEL	MCGREGOR	RIEBEECK-KASTEEL	VAN WYKSDORP	
KLIPRAND	MELKBOSSTRAND	REIBEEK-WES	VERMAAKLIKHEID	
KOEKENAAP	MERWEVILLE	ROBBENEILAND	VLAKTEPLAAS	
KOELENHOF	MOLEN DRIFT	RONDEVLEI (GW)	VLOTTENBURG	
KOMMETJIE	MUTUALPARK	SANDBERG	VOLMOED	
KORINGBERG	NOLL (UNL)	SANDHILLS	VYEBOOM	
KRAAIFONTEIN NOORD	NOORDER PAARL	SIMONDIUM	WEST BEACH	
KRUISRIVIER (OUD)	NUWERUS	SINKSBRUG	WINDMEUL	
L'AGULHAS	ORCHARD	SOMERSET MALL	WITSTAND	

WITWATERSRAND REGION

CONVENTIONAL TYPE POST OFFICES (118)

ALBERTON	CHRISSEIFONTEIN	FLORIDA HILLS	JOHANNESBURG INTERNATIONAL AIRPORT	NORTH RIDING
ALRODE	CINDA PARK	FORDSBURG	JOUBERTPARK	NORTHLANDS
ANSFRERE	CITY DEEP	GALLO MANOR	KELVIN	NORWOOD
ASTON MANOR	CLEVELAND	GARDEN VIEW	KEMPTON PARK	OLIFANTSFONTEIN
AUCKLAND PARK	CRAIGHALL	GERMISTON	KENSINGTON	PAARDEKRAAL
BEDFORDVIEW	CRESTA	GLENVISTA	KIBLER PARK	PARKLANDS
BENMORE	CROWN MINES	GREENSIDE	KLIPRIVIER	PARKVIEW
BENONI	DALPARK	HLAFWAY HOUSE	KRUGERSDORP	PINEGOWRIE
BENROSE	DE DEUR	HEIDELBERG	LANGLAAGTE	PRIMROSE
BERGVLEI	DOORNFONTEIN	HEKPOORT	LIBANON	RANDBURG
BOKSBURG	DUNSWART	HENLEY ON KLIP	LINMEYER	RANDFONTEIN
BOOYSENS	EAST RAND	HIGHLANDS NORTH	MARAISBURG	RANDVAAL
BRAAMFONTEIN	EDENGLEN	HILLBROW	MARSHALLTOWN	RIVERFIELD
BRAKPAN	EDEVVALE	HONEYDEW	MELVILLE	RIVONIA
BRAMLEY	ESLPARK	HOUGHTON	MEYERTON	ROODEPOORT
BREDELL	EMMARENTIA	INDUSTRIA	NEWCLARE	ROOSEVELT PARK
BRIXTON	EXCOM	ISANDO	NEWTOWN	ROSETTENVILLE
BRYANSTON	FERNDALE	JEPPESTOWN	NEWVILLE	SANDTON

CARLETONVILLE	FLORIDA	JOHANNESBURG	NIGEL	SAXONWOLD
SELDCOURT	STAAL	VANDEBBIJLPARK	WESTGATE	WITSPOS
SOUTH HILLS	STRUBENVALE	VEREENIGING	WESTONARIA	YEOVILLE
SOUTHDALE	THREE RIVERS	WADEVILLE	WIBSEY	ZUURFONTEIN
SPRINGFIELD	TOEKOMSRUS	WELTEVREDENPARK	WITBEECK	
SPRINGS	TURFFONTEIN	WENDYWOOD	WITS	
POSTPOINTS (64)				
ALBEMARLE	BRACKENDOWNS	GLENHARVIE	MEYERSDAL	STRUBENSVALLEI
ALBERTON NORTH	BROMHOF	GREENHILLS	MONDEOR	SUNWARD PARK
ARCON PARK	BRUMA	HELDERKRUIJN	MULDERSDRIFT	SYM RIDGE
ATLASVILLE	CRYSTAL PARK	HENBYL	NORKEM PARK	TARLTON
BEDWORTH PARK	DALVIEW	JUKSKEIPARK	NORTHMEAD	TROYEVILLE
BENONI WEST	DELSLEY	KOCKSVLEI	OBERSHOLZER	VERWOERDPARK
BERGBRON	DUNNOTTAR	KYALAMI	ORANGE GROVE	VORNA VALLEY
BERTSHAM	EDELWEISS	LAMBTON	PARK SOUTH	WALKERVILLE
BIRCHLEIGH	EDLEEN	LANSERIA	RANDHART	WELOBIE
BOKSBURG EAST	ELSBURG	LEONDALE	RANT-EN-DAL	WEST KRUGERSDORP
BOKSBURG-NOORD	FAIRLAND	LINDEN	RYNFIELD	WILROPARK
BONAEROPARK	FARRARMERE	LYNDHURST (RPO)	SANDRINGHAM	WITFIELD
BRACKEN GARDENS	FONTAINEBLEAU	MARLBORO	SONLANDPARK	

POSTAL AGENCIES (26)

BIRNAM PARK	ENDICOTT	KYA SAND	ROTHDENE	WELVERDIEND
BLYVOORUITSIG	FOURWAYS EAST	LUMIER	SENDERWOOD	WESTHOVEN
BRENTHURST	GELUKSDAL	MAGALIESBURG	SUNNINGHILL WEST	
BRENTWOODPARK	GOUDVELD	MINNEBRON	SUURBEKOM	
DOUGLASDALE	JATNIEL	MODDERFONTEIN	VAN RIEBEECK PARK	
ELANDSFONTEIN	KRUGERSDORP NORTH	RANDGATE	VENTERSPOS	

FRANCHISES (1)

SOUTHGATE

SCHEDULE 4 - RETAIL OUTLET ROLL-OUT FOR THE PERIOD FROM THE COMMENCEMENT DATE TO 30 SEPTEMBER 2000

<u>OUTLET TYPE</u>	<u>CENTRAL PROVINCE REGION</u>	<u>EASTERN CAPE REGION</u>	<u>KWA-ZULU NATAL REGION</u>	<u>NORTHERN REGION</u>	<u>WESTERN CAPE REGION</u>	<u>WITWATERSRAND REGION</u>	<u>NATIONAL</u>
Conventional post offices	183	88	75	136	116	118	716
Postpoints	23	10	30	36	13	64	176
Postal agencies	67	62	50	108	121	26	434
Franchise outlets	-	-	-	-	-	1	1
Total	273	160	155	280	250	209	1327

UNDERSERVED AREAS

<u>OUTLET TYPE</u>	<u>CENTRAL PROVINCE REGION</u>	<u>EASTERN CAPE REGION</u>	<u>KWA-ZULU NATAL REGION</u>	<u>NORTHERN REGION</u>	<u>WESTERN CAPE REGION</u>	<u>WITWATERSRAND REGION</u>	<u>NATIONAL</u>
Conventional post offices	72	102	59	142	43	40	458
Postpoints	4	2	25	17	1	8	57
Postal agencies	141	131	190	258	55	19	794
Franchise outlets	-	-	-	-	-	-	-
Total	217	235	274	417	99	67	1309

RETAIL OUTLET ROLL-OUT FOR THE PERIOD FROM 1 OCTOBER 2000 TO 30 SEPTEMBER 2001
SERVICED AREAS

<u>OUTLET TYPE</u>	<u>CENTRAL PROVINCE REGION</u>	<u>EASTERN CAPE REGION</u>	<u>KWA-ZULU NATAL REGION</u>	<u>NORTHERN REGION</u>	<u>WESTERN CAPE REGION</u>	<u>WITWATERSRAN D REGION</u>	<u>NATIONAL</u>
Conventional post offices	143	63	59	96	97	80	538
Postpoints	44	22	36	55	19	82	258
Postal agencies	86	75	58	126	129	44	518
Franchise outlets	-	-	2	3	3	3	11
Total	273	160	155	280	248	209	1 325

UNDERSERVED AREAS

<u>OUTLET TYPE</u>	<u>CENTRAL PROVINCE REGION</u>	<u>EASTERN CAPE REGION</u>	<u>KWA-ZULU NATAL REGION</u>	<u>NORTHERN REGION</u>	<u>WESTERN CAPE REGION</u>	<u>WITWATERSRAN D REGION</u>	<u>NATIONAL</u>
Conventional post offices	63	94	58	137	41	39	432
Postpoints	9	4	30	26	3	11	83
Postal agencies	212	180	235	354	74	28	1 083
Franchise outlets	-	-	1	1	1	2	5
Total	284	278	324	518	119	80	1 603

RETAIL OUTLET ROLL-OUT FOR THE PERIOD FROM 1 OCTOBER 2001 TO 30 SEPTEMBER 2002
SERVICED AREAS

<u>OUTLET TYPE</u>	<u>CENTRAL PROVINCE REGION</u>	<u>EASTERN CAPE REGION</u>	<u>KWA-ZULU NATAL REGION</u>	<u>NORTHERN REGION</u>	<u>WESTERN CAPE REGION</u>	<u>WITWATERSRAND REGION</u>	<u>NATIONAL</u>
Conventional post offices	140	62	54	92	95	68	511
Postpoints	45	21	34	46	15	80	241
Postal agencies	86	75	58	131	129	44	523
Franchise outlets	3	2	10	18	9	18	60
Total	274	160	156	287	248	210	1 335

UNDERSERVICED AREAS

<u>OUTLET TYPE</u>	<u>CENTRAL PROVINCE REGION</u>	<u>EASTERN CAPE REGION</u>	<u>KWA-ZULU NATAL REGION</u>	<u>NORTHERN REGION</u>	<u>WESTERN CAPE REGION</u>	<u>WITWATERSRAND REGION</u>	<u>NATIONAL</u>
Conventional post offices	55	87	54	137	40	36	409
Postpoints	15	7	37	36	5	16	116
Postal agencies	266	217	282	435	89	37	1 326
Franchise outlets	1	1	3	4	3	8	20
Total	337	312	376	612	137	97	1 871

SCHEDULE 5 - MINIMUM PERCENTAGE**MINIMUM PERCENTAGE TO BE ACHIEVED PER QUARTER IN RESPECT OF SERVICE PERFORMANCE STANDARDS
OVER THE REPUBLIC AS A WHOLE IN RESPECT OF ALL CATEGORIES IN COLUMN 1 OF SCHEDULE 6**

<u>YEAR</u>	<u>FIRST QUARTER</u>	<u>SECOND QUARTER</u>	<u>THIRD QUARTER</u>	<u>FOURTH QUARTER</u>
2000	92% (ninety two per cent)			
2001	95% (ninety five per cent)			
2002	96% (ninety six per cent)			

SCHEDULE 6 - SERVICE PERFORMANCE STANDARDS

SERVICE PERFORMANCE STANDARDS

<u>CATEGORY</u>	<u>01/04/00 - 31/03/01</u>	<u>01/04/01 - 31/03/02</u>	<u>01/04/02 - 31/03/03</u>
Within towns within a region	D ¹ +2 ²	D+1	D+1
Between towns within a region	D+3	D+2	D+2
Between towns between regions	D+4	D+3	D+3

¹ Where "D" is the business day on which basic letters sent by ordinary post, registered mail or for signature on delivery are handed in at a post office or other official posting point or are inserted in a street posting box. Such handover or insertion must be before the advertised latest time of posting for that day.

² The figure is the maximum number of business days elapsing after "D" until the basic letter is delivered to the address for which it is intended. For registered and signature on delivery mail, the "days elapsed" relates to arrival at the delivery post office and does not include the time needed to advise the addressee that basic letter is waiting to be collected.

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SCHEDULE 1 -DELIVERY POINT ROLL-OUT FOR THE PERIOD FROM THE
COMMENCEMENT DATE TO 30 SEPTEMBER 2000

SCHEDULE 2 - UNDERSERVICED AREAS

SCHEDULE 3 - SERVICED AREAS

SCHEDULE 4 - RETAIL OUTLET ROLL-OUT FOR THE PERIOD FROM THE
COMMENCEMENT DATE TO 30 SEPTEMBER 2000
RETAIL OUTLET ROLL-OUT FOR THE PERIOD FROM 1 OCTOBER 2000 TO

30 SEPTEMBER 2001

RETAIL OUTLET ROLL-OUT FOR THE PERIOD FROM 1 OCTOBER 2001 TO
30 SEPTEMBER 2002

SCHEDULE 5 - MINIMUM PERCENTAGE

SCHEDULE 6 - SERVICE PERFORMANCE STANDARDS

SCHEDULE 7 - POSTAL REGIONS