BOARD NOTICE

BOARD NOTICE 72 OF 2015

SOUTH AFRICAN COUNCIL FOR THE ARCHITECTURAL PROFESSION

Framework for the Professional Fees Guideline in respect of services provided by person(s) registered in terms of the Architectural Profession Act, 2000 (Act No. 44 of 2000).

This framework provides the context for the application of the Professional Fees Guideline which is published annually by the South African Council for the Architectural Profession in terms of section 34 of the above-mentioned Act.

This Board Notice replaces the Framework for the Professional Fees Guideline published in Board Notice 195 of 2011 and supersedes Board Notice 161 of 2001 and Board Notice 173 of 2010 and is applicable from 01 April 2015

1.0 Introduction

PROFESSIONAL FEES GUIDELINE

In terms of section 34 (2) of the Architectural Profession Act, 2000 (Act No. 44 of 2000), hereinafter referred to as the **Act**, the South African Council for the Architectural Profession, hereinafter referred to as **SACAP**, must annually determine guideline professional fees and publish these in the Government Gazette.

This Framework for the Professional Fees Guideline describes the professional services and the context within which the services are performed.

THE ARCHTECTURAL PROFESSIONAL'S SERVICE

Context

A client appoints an architectural professional to provide a service for a project as contemplated by the Architectural Profession Act, 2000 (No 44 of 2000), the National Building Regulations and Building Standards Act, 1977 (No 103 of 1977) as amended and the National Building Regulations published in terms of this Act. The architectural professional accepts the appointment to exercise reasonable professional skill, care and diligence in the performance of obligations, for a fee as defined in a written agreement.

The **architectural professional** is authorised to act for the **client** when providing an architectural service. For the construction stage of a **project**, current standard **contracts** used in the building industry, such as the **JBCC** suite of contract documents are used. For this stage the relationship between the **client**, **contractor** and **architectural professional** as agent, or **principal agent** is defined in the **building contract**. The **architectural professional** enters into a contract of agency in a formal **agreement**. Typical **agreements** provide for a standard service in terms of 1.1 below and for partial services provided herein in terms of 1.2 below.

A standard service comprises appointment as **architectural professional**, **principal consultant** and **principal agent**. The parties to the **agreement** select the **architectural professional**'s service applicable to the **project**. Services additional to the standard service may be selected. These additional services are selected as the parties may deem appropriate, and are provided for herein under 1.2.1 below.

The Professional Fees Guideline as published annually in a **board notice** by **SACAP** in the Government Gazette is deemed to provide a fair and reasonable remuneration to the **architectural professional** in order to provide an appropriate quality of service.

Fees description

The calculation of fees based on a percentage of **project** cost is the normal basis for determining professional fees and represents the accepted basis by the Built Environment Professions for remuneration of professional services. Such fees are referred to as **project** cost-based fees.

An alternative to a project cost-based fee is a time-based fee.

Project cost-based fee

A **project** cost-based fee is appropriate when there is a well-defined scope of service for the **architectural professional**. This is based on a **budget** for the **works** for fee calculation purposes, and shall be adjusted on the final cost of the works.

The **project** cost-based fee results in a sliding scale which arises from the series of percentages related to the value of the **works**. The primary fee is stated as an appropriate value to smooth the sliding scale.

The adjustment provided for in the professional fee guideline is based on the reduced aggregate of the value of the **works** and/or **project** from which the **budget** for the **works** for fee purposes is derived. This arises from the provision that fees for architectural services are calculated on the total value of the **works** and represent an average over all elements of the **works** and/or **project**.

Where a fee is calculated as a project cost-based fee, the fee consists of a primary fee (Column C) plus a secondary fee. The secondary fee is calculated as a percentage (Column D) of the value of the works on the balance over per cost bracket indicated in Column E. See example below and refer to Board Notice 1 of 2015, Table 1

Formula:

Professional fee = primary fee (C) for applicable cost bracket of value of works + secondary fee for applicable cost bracket of value of works calculated as (applicable value of works minus Column E) x % in terms of Column D.

Example:

For Value of Works of		R 3 000 000
Primary Fee	is	R 268 750
Secondary Fee	is	(R 3 000 000 – R 2 000 001) x 10.50% R 999 999 x 10.50% R 104 999.90
Professional Fee	=	Primary Fee + Secondary Fee R 268 750 + R 104 999.90
		R 373 749.90

Time-based fee

Where the scope of service is not clearly defined, or the service relates to small scale **projects**, or the service is of an unusual or specialised nature, a time-based fee is used as the basis of remuneration. Where fees for **architectural professional** services are time based, such fees are based on an hourly rate. Refer to Board Notice 1 of 2015, Table 2.

1.1 Standard service

An architectural professional registered with SACAP is registered in a specific category of registration.

Where architectural professionals, with registration with SACAP as architect, are employed in a standard service the architect is appointed to fulfil the obligations provided for as architectural professional, principal consultant and principal agent, also described as a 'full service'. Partial and/or additional services may be agreed on (see 1.2 below).

Where **architectural professionals**, with registration with **SACAP** as other than **architect**, are employed the service to be provided and functions to be fulfilled are informed by the Identification of Work for Architectural Professionals, as separately determined by **SACAP**. Such an appointment may be for a standard service. Partial and/or additional services may be agreed on (see 1.2 below).

The essential functions of each work stage relevant to the service are identified herein as follows:

Stage 1: Inception

- Receive, appraise and report on the client's requirements with regard to
 - o the client's brief;
 - the site and rights and constraints;
 - budgetary constraints;
 - the need for consultants;
 - o project programme; and
 - o methods of contracting.

Stage 2: Concept and viability (concept design)

- Prepare an initial design and advise on
 - o the intended space provisions and planning relationships;
 - o proposed materials and intended building services; and
 - o the technical and functional characteristics of the design.
 - Check for conformity of the concept with the rights to the use of the land.
- Review the anticipated costs of the project.

Review the project programme.

Stage 3: Design development

- Confirm the scope and complexity.
- · Review the design, and consult with local and statutory authorities.
- Develop the design, construction system, materials and components.
- Incorporate and co-ordinate all services and the work of consultants.
- Review the design, costing and programme with the consultants.

Stage 4: Documentation and procurement

- 4.1 Prepare documentation required for local authority submission:
 - Co-ordinate technical documentation with the consultants and complete primary co-ordination.
 - Prepare specifications for the works.
 - Review the costing and programme with the consultants.
 - Obtain the client's authority, and submit documents for approval.

4.2 Complete **construction documentation** and proceed to call for tenders:

- Obtain the client's authority to prepare documents for to procuring offers for the execution of the works.
- Obtain offers for the execution of the works.
- Evaluate offers, and recommend on awarding the building contract.
- Prepare the contract documentation, and arrange the signing of the building contract.

Stage 5: Construction

- Administer the building contract.
- Give possession of the site to the contractor.
- Issue construction documentation.
- Initiate and/or check sub-contract design and documentation that are appropriate.
- Inspect the works for conformity to the contract documentation and acceptable quality in terms
 of industry standards.
- Administer and perform the duties and obligations assigned to the principal agent in the JBCC building contract, or fulfil the obligations provided for in other forms of the contract.
- Issue the certificate of practical completion.
- Assist the client in obtaining the occupation certificate.

Stage 6: Close-out

- Facilitate the **project** close-out including the preparation of the necessary documentation to effect completion, handover and operation of the **project**.
- When the **contractor's** obligations with respect to the **building contract have been** fulfilled, the **architectural professional** shall issue the certificates related to **contract** completion.
- Provide the **client** with as-built drawings and relevant technical and contractual undertakings by the **contractor** and sub-contractors.

1.2 Partial services and additional services

The Architectural Profession Act provides for the appointment of various architectural professionals for fulfilling each or any stage of a standard service or parts thereof.

Partial and additional services may be agreed on, and the options most regularly utilised are the following:

- a) Appointment as architectural professional and principal consultant (not as principal agent)
- b) Appointment as design architectural professional (design only)
- c) Appointment as architectural professional of record (design by others, can be principal agent)
- d) Appointment as principal agent only
- e) Appointment to perform additional services

1.2.1 ADDITIONAL SERVICES

The following services are additional to the standard service and qualify for additional fees. These services may be added individually or in varying combinations, and shall be provided by prior agreement between the **client** and the **architectural professional:**

1.2.1.1 Special design services

The preparation of special designs within, or in relation to, the facilities which are contemplated in a standard service, which may include:

a) Rational design by other consultants - participation in the preparation of rational designs

- b) Town-planning and/or urban design including participation in the application for the establishment and/or amendment of regional and local town-planning and urban design schemes and the amendment of title conditions, negotiations with interest groups and authorities
- Master planning defining and planning the layout of future development of buildings and/or services on the same site
- d) Landscape design participation in landscape planning and construction
- e) Interior design the design of interiors and the selection of furnishings, fixtures and special finishes
- f) Liaison with special designers and specialist consultants
- g) Purpose-made items the design and documentation of purpose-made items
- h) Promotional material and art work participation in the preparation of promotional material
- i) Plant operation and production layouts participation in the definition of plant operation layouts

1.2.1.2 Special management services

- a) Elaboration of architectural professionals' services including inter alia: the preparation of broad project parameters, project scope statements, project milestones, budget and cash-flow forecasts, tender enquiry documentation, contractor and supplier selection, adjudication and tender awards, progress status monitoring, variations management, quality management over and above the industry norm, communication management, payment processing and final account close-outs
- b) Cost and valuation services participation in the administration of costs and payments where a quantity surveyor has not been appointed
- c) Special inspections more intensive inspections and assessment of the **works** than the norm for assessing compliance with specifications

1.2.1.3 Special studies

- a) Preparation of the **client's** brief assist the **client** in the preparation of his requirements with regard to the purpose, scope, use and operation of the **project**
- b) Site selection research the suitability and location of a site for a proposed project
- c) Feasibility studies participation in technical and/or economic feasibility studies
- d) Environmental studies participation in environmental studies
- e) Energy analysis, studies and planning
- f) Energy studies participation in energy studies
- g) Market surveys participation in market surveys
- h) Traffic studies participation in traffic-flow studies

1.2.1.4 Work on existing premises

- a) Surveys and inspections inspect, survey, measure and prepare documentation of existing premises, with other consultants as needed
- b) Restorations and renovations services in connection with work on existing buildings
- c) Heritage buildings services in connection with work on heritage buildings
- d) Services in connection with demolition permits of existing buildings

1.2.1.5 Other services

- a) Participation in litigation and dispute resolution (where a concurrent service is provided)
- b) Additional services mutually agreed on

1.3 Guideline fees for professional services

1.3.1 Basis of fees agreement

The client agrees to pay the architectural professional the fees for the services as recorded in the formal agreement entered into by the parties.

Where a project cost-based fee is applied, the final fee is calculated on the final cost of the works.

This is based on a **budget** for the **works** for fee calculation purposes, and shall be adjusted on the final cost of the work.

1.3.2 Project cost-based fees for standard and partial services

The fees consist of a Primary fee (Column C) plus a Secondary fee. The Secondary fee is calculated as a percentage (Column D) of the value of the works on the balance over per cost bracket indicated in Column E. See example on page 2 and refer to Board Notice 1 of 2015, Table 1

These derive from bracketed **project** values, and are determined annually by **SACAP** and published as a **board notice**.

Whenever the project cost-based fee structures are revised and published as a board notice, the new rates shall apply to work performed after the effective date of such a revision or in terms of the written agreement between the architectural professional and the client.

For a partial service, assuming the fee is a **project** cost-based fee, the percentage of the fee for each work stage to be performed is agreed between the **client** and **architectural professional**. See 1.3.4 below.

The **budget** for fee purposes excludes VAT, contingencies and provision for escalation.

1.3.3 Project cost-based fees for a reduced service

Where the architectural professional is not the principal agent, a reduction of the fee for the work not exceeding 10% of the fee for stages 5 and 6 can be considered.

1.3.4 Apportionment of fees between work stages:

The fee applicable to each work stage is apportioned according to the table below, and may be adjusted by agreement.

Work stages 1 to 6	Proportion of fee	Cumulative total
1	5%	5%
2	15%	20%
3	20%	40%
4.1	20%	60%
4.2	10%	70%
5	27%	97%
6	3%	100%

1.3.5 Guideline fees for additional services:

Unless otherwise agreed, the fee for additional services is time based, and is based on hourly rates as in the current **board notice**.

1.3.6 Time-based fees

Where fees for the **architectural professional's** services are time-based fees, the hourly rates as in the current **board notice** apply. Whenever these rates are revised the new rates shall apply to work performed after the effective date of such revision.

The categories to which the rates are applicable are the following:

Principal	Specialist	The published time charge rate per hour applies	
Principal	>10 years' experience	The published time charge rate per hour applies	
Principal	<10 years' experience	The published time charge rate per hour applies	
Salaried Staff	Associates and managers	The published time charge rate per hour applies	
Salaried Staff	Registered architectural professionals performing work of an architectural nature and carrying direct responsibility for activities related to a project	The published time charge rate per hour applies	
Salaried Staff	Registered architectural professionals performing work of an architectural nature under direction and control	The published time charge rate per hour applies	
Salaried Staff	Staff performing work of an architectural nature and/or to support architectural work outputs under direction and control	The published time charge rate per hour applies	

In the above, "principal" means the proprietor, partner, director or member who bears the risks of practice and takes full responsibility for the potential liabilities of practice.

The hourly rates referred to above shall be deemed to include establishment charges and charges for time expended by clerical staff.

Staff who perform work of an architectural nature and who carry direct responsibility for one or more specific

activities related to a project shall have time-based, rate per hour charges agreed on before the work is executed.

Staff who perform work of an architectural nature and who work under direction and control shall have time-based, rate per hour charges agreed on before the work is executed.

Certain staff performing work of an architectural nature and/or to support architectural work outputs under direction and control shall have time-based, rate per hour charges agreed on before the work is executed.

1.3.7 Guideline fees for additions and/or alterations

The fee for work that includes alterations is based on the total **project** cost and increased for that portion of the work comprising or affected by alterations by 30% (130% of the fee).

1.3.8 Guideline fees for services provided with respect to the restoration of buildings subject to heritage legislation

The fee for work that includes restoration to buildings subject to heritage legislation is based on the total **project** cost and increased for that portion of the work comprising or affected by heritage considerations by 40% (140% of the fee).

1.3.9 Guideline fees for a project that includes repeated buildings

For a **project** consisting of a number of repeated buildings erected under a single **building contract** for a single **client**, the fee may be reduced by agreement, subject to the **architectural professional** being retained for a full service and the repeated buildings being —

- · built on one site or a series of adjoining or closely related sites;
- either entirely apart from each other or linked with screen walls, common walls or other similar means; and
- repetitions of one or more prototype designs for units, blocks or elements and built from the repeated use of one or more sets of drawings and related documents with nominal or no modification for each re-use.

The guideline fee for repeated buildings provides for a full fee for the origination of the first buildings, prior to the repeated buildings, known as prototypes. Thereafter the fee adjustment is applied to the repeated buildings.

The reduced fee applies to work stages 1 to 4 inclusive. The reduced guideline apportionment is 35% of the guideline for stages 1 to 4 inclusive.

The reduced fee does not apply to work stages 5 and 6. The full guideline fee for these stages shall apply.

1.3.10 Guideline fees for buildings repeated under separate building contracts

The architectural professional is entitled to be paid full fees on the originating building designs. Unless otherwise agreed, where repeated buildings are erected under separate **building contracts** and the drawings and related documents for a **project** are re-used for subsequent **projects** with nominal or no modification, the fee may be adjusted.

1.3.11 Guideline fees for an appointment where the architectural professional takes over incomplete work of another practitioner

The stage of completion shall be agreed on, and an appropriate **budget** for the **works** agreed on, and the fee for the incomplete work stage or the stage in which the service is commenced is subject to an increase of 25%.

1.3.12 Guideline fees for deployment of employees

Where an employee of the **architectural professional** is deployed on site for extended inspection or other agreed purposes, the amount of the reimbursement shall be the total cost of employment plus 30%.

1.3.13 Extended initial contractual contract period

In the event that the initial **contract** period is exceeded by more than 10%, through no fault of the **architectural professional**, the **architectural professional** is to be remunerated for all additional work resulting from the extension of time at the hourly rates according to the current **board notice** together with

related reimbursable expenses. The architectural professional must inform the client in writing that the allocated period for providing professional services has been exceeded with 10% and therefore the services will be charged at the hourly rates according to the current board notice together with related reimbursable expenses.

1.3.14 Adjustment of guideline fees and disbursements

The guideline fees and disbursements are based on the following parameters:

Scope of services Scope of the project/works Project programme Cost of the works Cost of the project Appointment of other consultants Appointment of contractor

Should any material variation to the parameters as stated occur, the guideline fees and disbursements are to be adjusted.

Adjustments to the project programme, commonly known as 'fast tracking', that requires the application of additional resources by the architectural professional, may attract an additional fee. The architectural professional shall motivate to the client the additional resource needed to complete the project within the allocated time and shall be at the total cost of employment plus 30%

1.3.15 Travelling time

Where the fee is a project cost-based fee, time charges shall apply at 100% of hourly rate for travel greater than 1 hour and 50 km per trip (being 2 hours and 100 km per return trip) or as negotiated between the client and the architectural professional.

Where the fee is on a time basis, time charges shall apply to the full round trip regardless of distance.

1.3.16 Guideline fees on termination by the client

Where the agreement between the client and the architectural professional is terminated, the client shall pay for that portion of the service that has been executed.

Termination of the project will attract an additional fee equal to 10% of the full fee in the stage in which termination occurs.

1.3.17 Guideline fees for dispute resolution services

For acting as expert witness, adjudicator, mediator or arbitrator, the fee shall be the time charge fee for specialists at the hourly rates published in the board notice.

Where projects are referred to dispute resolution, architectural professionals retained on that project are to be reimbursed for the additional service required of the architectural professional in relation to the dispute resolution process according to the hourly rates published in the board notice as necessary.

1.3.18 Payment of professional accounts

The architectural professional's accounts are due and payable on presentation.

The architectural professional shall be entitled to render interim accounts. Fee and reimbursement invoices may be invoiced separately.

1.3.19 Re-imbursement of expenses

In addition to the fees set out in this schedule, the client shall reimburse the architectural professional for all reasonable disbursements properly incurred.

The expenses contemplated may include the following:

- Specialised professional and other services
 - Payments made on behalf of client for fees and other charges for specialised professional and other services

- Travel
 - Travel time
 - Travel mileage
 - Parking
 - Toll fees
 - Car hire
 - Airfare
 - Train
 - o Bus
 - o Taxi
- Subsistence
 - Accommodation
 - Subsistence allowance
 - Special daily allowance
- Postage
 - Postage
 - Special postage
 - Courier
- Documentation
 - Typing of original/master per A4
 - Duplicating on white paper (A3 & A4 sizes)
 - Duplicating on coloured paper (A3 & A4 sizes)
 - Duplicating in colour (A3 & A4 sizes)
 - Document binding
 - Duplicating of drawings (A3 to A0 sizes)
 - Plotting on 80g plain paper (A3 to A0)
 - Plotting on 80g plain paper in colour (A3 to A0)
 - Plotting on quality paper (A3 to A0)
 - Plotting on quality paper in colour (A3 to A0)
 - Purchase of document required for project
 - CD with project-related information
- Special quotes
 - Maps
 - Models
 - o Presentation materials
 - Photography
 - Artwork
- Other
 - Any other disbursement requested by and/or agreed to by the client

A relevant guideline rate may be applied. Please refer to Board Notice 1 of 2015.

A minimum of 10% of the cost of the disbursement may also be applied for attendance where a project cost-based fee applies and/or where there is no time-based reimbursement for attendance.

1.3.20 Claims to be separate and no set-off

Should the **client** allege a claim against the **architectural professional**, **a contractor** or any other party involved in the **project**, such claim shall be dealt with on its own merits. The **client** is not entitled to withhold payment of fees or disbursements or part thereof due to the **architectural professional**, based on the alleged claim. The **client** shall make payment without any set-off and waives all rights to any such set-off.

Should professional error, omission and/or negligence be implied, compensation by the client is sought by dispute resolution or litigation and claimed from the **architectural professional**.

No penalties are applied to professional service agreement contracts.

1.3.21 Regular invoicing

Regular Invoicing as required by the Value-Added Tax Act, 1991 (Act No. 89 of 1991) is accepted good practice and is deemed to be the basis of the **agreement** between the **client** and **architectural professional.**

1.4 Engagement of architectural professionals

The professional service is deemed to be subject to an appropriate formal written agreement in which the rights and obligations of the parties to one another and the terms and conditions of service are clearly

recorded.

The specific service is agreed on, and the basis for the calculation of professional fees is recorded.

The agreed service to be provided, authority of the **architectural professional**, the **architectural professional**'s ownership of the intellectual property or copyright, limits to responsibility, limit to professional liability to a term of five (5) years, payment of invoices, interest on overdue invoices, disputed invoices, suspension or deferment, termination of engagement, damage to, or destruction of, the **works** and dispute resolution provisions are dealt with in the formal written **agreement**.

The expectation is that the agreed fees are based on a **budget** for the **works** for fee purposes to ensure that the fee calculated on anticipated final **project** cost, is applied to a realistic value of the work to be done.

1.5 Definitions and interpretations

Where words and phrases are highlighted in the text of this document they shall bear the meaning assigned to them, and where such words and phrases are not highlighted they shall bear the meaning consistent with the context.

Definitions

In this document, unless the context otherwise indicates, an expression or word hereunder shall mean:

act means the Architectural Profession Act, 2000 (Act No. 44 of 2000)

agreement means a written agreement between the client and the consultant

architect means a person registered as a Professional Architect in terms of the act or the Professional Architect's practice constituted as a legal persona appointed to provide the architect's service for the project

architectural professional means a person registered in terms of the act under a specific category of registration, or the architectural professional's practice constituted as a legal persona appointed to provide the architectural service for the project

board notice means the notice containing the professional fees guideline which, in terms of section 34(2) of the **act** is published annually by **SACAP** in the Government Gazette

budget means the anticipated cost of the **project** and/or **works**, provided that estimates on which the **budget** is based, shall be deemed to be valid for a period not exceeding 3 months

building contract means the **JBCC** Principal Building Agreement (PBA) or such other building **contract** entered into between the **client** and the **contractor**

Category of Registration means the category in which a person who is competent to undertake the range of work as specified in respect of each category, who may register in the **architectural profession** in terms of section 18(1) of the **act**; provided that specialized services may only be performed by a registered person meeting the defined requirements.

The categories in which a person may register with SACAP are:

- (a) Professional, which is divided into the following:
 - (i) Professional Architect
 - (ii) Professional Senior Architectural Technologist
 - (iii) Professional Architectural Technologist
 - (iv) Professional Architectural Draughtsperson
- (b) Candidate, which is divided into the following:
 - (i) Candidate Architect
 - (ii) Candidate Senior Architectural Technologist
 - (iii) Candidate Architectural Technologist
 - (iv) Candidate Architectural Draughtsperson
- (c) Specified categories prescribed by SACAP

client means the party appointing the **architectural professional** to perform the services or any part thereof referred to in this document

consultant means professional person/s or entity/entities appointed by the client to provide services with respect to the project

construction documentation means graphic representations, plans, sections, elevations, site plans, specifications, construction details, service co-ordination information, schedules and such other details and descriptions as are within the reasonable competence of an **architectural professional** which are sufficient to indicate the scope of the **works**

contract means an agreement entered into by the **client** with a **contractor** for the execution of the **works** or part thereof; may also be referred to as the **building contract**

contractor means the entity or entities contracting with the client for the execution of the works or part thereof

inspection means such periodic visits to, or in connection with the **works**, by the **architectural professional** as are necessary to establish conformity of the work to the **contract** documentation and quality in terms of the acceptable industry standards, and to provide on-site clarification and further information during the progress of the work; **inspect** shall carry the same meaning

JBCC means the Joint Building Contracts Committee (JBCC) suite of contract documentation

practical completion means the stage of completion where the **works** or a section thereof as certified by the **principal agent**, is substantially complete and can effectively be used for the purpose intended

principal agent means the person appointed to fulfil the obligations of the agreed form of contract

principal consultant means the person authorised by the client to lead the consultants in all matters including technical co-ordination.

project means the development for which the **architectural professional** and **consultants** are appointed and may not be limited to the **works**

SACAP means the South African Council for the Architectural Profession

works means all work executed or intended to be executed according to the building contract

Interpretations

In formal service agreements and contracts, unless inconsistent with the context -

the words "advise", "appoint', "approve", "authorise", "certify", "consent', "decide", "delegate", "designate", "instruct', "issue", "notify", "object, "reply", "request', and "specify" shall indicate an act required to be carried out in writing;

the masculine gender includes the feminine and neuter genders and vice versa, the singular includes the plural and vice versa and persons shall include juristic persons; and

all monetary amounts exclude VAT which shall be added to any amounts which become due and payable.

Notice in terms of service agreements shall be deemed to have been duly received when -

- (i) delivered by hand on the day of delivery;
- (ii) sent by registered post 7 (seven) days after posting;
- (iii) sent by telefax 3 (three) days after transmission; and
- (iv) sent by e-mail 3 (three) days after transmission.