

Annexure “A”

1. *Process to review the Master Service Agreement concluded between SASSA and the South African Post Office SOC Limited (signed by the parties on 28 September 2018) (“**the MSA review process**”).*

We hereby request:

- 1.1 **If the MSA review process is ongoing:** A detailed timeline for the finalization of the MSA review process; or
 - 1.2 **If the MSA review process is finalized:** The review report concluded pursuant to the MSA review process and all relevant documents, which documents will govern the relationship between SASSA and SAPO going forward. These include but are not limited to: any revised MSA document; any revised SLA document; the revised service fee pricing structure; the Reporting Framework with guidelines regarding types of reports and templates between SASSA and SAPO; and any Infrastructure Plan developed.
 - 1.3 **If the MSA review process is finalized:** Any review and amendment of the Service Fee from 01 April 2022.
2. *The National Steering Committee established pursuant to the Service Level Agreement between SASSA and the South African Post Office SOC Limited (effective as at 1 October 2018) was suspended in November 2019 and effectively replaced with **a high level strategic structure** (led by the Ministers of Social Development and Communications and Digital Technologies), and **a high level technical committee** (led by the Directors General of Social Development and Posts and Telecommunications), per an internal SASSA Memorandum dated 25 November 2019.*

We hereby request:

2.1 A detailed timeline of all of the meetings of both the high level strategic structure and the high level technical committee between the years of 2019 and 2022; and

2.2 The minutes of all the meetings detailed in response to 2.1 above.

3. We hereby request: The documents recording the process and outcomes of the review of the Service Level Agreement between SASSA and the South African Post Office SOC Limited (effective as at 1 October 2018) which was undertaken in 2020.

ENDS.