

**Minnie Maharaj**  
**Wholesale and Community Services**



## Community Services

- Origin: licence obligation
- Vodacom 22 000 CSTs
- Affordable rates and freely accessible to the public
- Required GSM technology
- Under-serviced areas
- Concept of phone shops to franchised operators
- Container concept – Vodacom owns container (R35-R40k)
- Estimate job creation of 30 000





## Community Services

- Telkom definition of an under-served area reads “any rural, suburban and urban areas which typically are inhabited by communities historically discriminated against on the basis of race.”
- Retail tariff regulated, but agreed by all operators
- Interconnection tariff lower
- Competition increased causing lower ARPUs for operators
- Value added services:
  - ▶ Extension of value – resale of prepaid products
  - ▶ Communication / Mobile centres : fax, access to internet, printing facilities  
(5 users/3 users) (Retail tariffs guided by competition)
  - ▶ USO and RICA



## **Community Services**

### **CHALLENGES**

- Moving of phones creates challenges for Regulatory compliance
- Radius clause for Vodacom operators – not adhered to by other operators
- Fixed retail tariff leaves little room for adjustment

## **Community Services**

### **DEVELOPMENT OF OPERATORS**

- Voluntary but recommended basic business skills
- Regional shows / teams to support local base
- ICT learnership / Train the trainer programme : SETA affiliated

## Community Services

