**PARLIAMENT OF THE REPUBLIC OF SOUTH AFRICA**

**NATIONAL ASSEMBLY**

**WRITTEN REPLY**

**QUESTION NO: 2514**

**DATE OF PUBLICATION: 31 August 2018**

**QUESTION PAPER NO: 29**

**DATE OF REPLY:**

**Mrs M R Shinn (DA) to ask the Minister of Telecommunication and Postal Services:**

Whether the 35277 track and trace number of the SA Post Office is still operational; if not, what is the position in this regard, if so, what are the details of the (a) number of track and trace requests received in each month since 1 March 2018 and (b)(i) performance standards required and (ii) actual performance achieved in terms of the time taken to (aa) process a query, (bb) respond to a query and (cc) resolve a query?   NW2801E

**REPLY**

**I have been informed by SAPO as follows:**

1. Yes, with the exception of Vodacom numbers that have not been working since June 2018. Vodacom service was suspended due to non- payment.

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| --- |
| (a) **CFG Track and Trace- 35277** |
| **Period** | **Number of Requests** |
| Mar-18 | *11962* |
| Apr-18 | 10735 |
| May-18 | 5962 |
| Jun-18 | 3760 |
| Jul-18 | 4232 |
| Aug-18 | 5413 |

(b)(i) A Customer sends an SMS with the parcel” tracking number” to the **35277**

 **track and trace** number the short code. A response displaying where the parcel is situated is sent back to the customer’s cell phone in less than a minute.

 (ii)(aa)(bb)(cc) are of no relevance since the customer receives feedback from the

 35277 number in less than a minute.

**Approved/ not approved**

**Dr Siyabonga Cwele, MP**

**Minister of Telecommunications and Postal Services**

**Date:**