

**Ministry**

**Employment & Labour**

**Republic of South Africa**

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**NATIONAL ASSEMBLY**

**WRITTEN REPLY**

**QUESTION NUMBER: 768 [NW892E]**

**768. Mrs H Denner (FF Plus) to ask the Minister of Employment and Labour:**

(1) What was the reason for the technical problems experienced by the call centre of the Unemployment Insurance Fund as announced on Tuesday, 2 March 2021;

(2) whether the specified technical problems were resolved; if not, (a) what is the reason for the delay and (b) by what date will the call centre be operational again; if so, (i) how long did it take to resolve and (ii) from what date was the call centre fully operational again? NW892E

**REPLY:**

1. Telkom terminated the service of the 0800 call centre number as a result of the non-extension of the telephone line contract.
2. This was resolved on the 4th March 2021 and the call centre was fully operational from the afternoon of 4 March 2021.