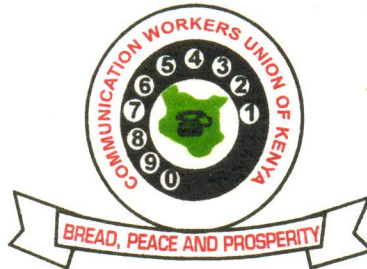


COMMUNICATION WORKERS UNION OF KENYA
AFFILIATED TO : CENTRAL ORGANISATION OF TRADE UNIONS (KENYA)
UNION NETWORK INTERNATIONAL GENEVA

All correspondence should be addressed to the General Secretary

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National Chairman: Emmanuel K. Kanda
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Our Ref: **COWU-TKL-037-2012**

Date: **24TH October 2012**

Union Members (COWU)
Customer Care
Telkom (K) Ltd.

Dear Brothers/ Sisters,

RE: WORKING HOURS SCHEDULE – CUSTOMER CARE STAFF.

Refer to your complaint letter to us and our letter to Telkom (K) Ltd dated 18th October 2012 regarding working hours.

The Management of Telkom (K) Limited has responded to our letter (copy attached) and has clarified that due to shift schedule, each employee works for 37.5 hours per week i.e. 7.5 hours per day. Any other extra hours worked beyond this should be treated as over time.

We thank you for raising the matter and urge you to raise it again if this arrangement is not adhered to.

Meanwhile we thank you for your continued support.

Yours Faithfully,


BENSON O. OKWARO
GENERAL SECRETARY.

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