



# FACTOR COSTS IN **TUNISIA...**

June 2016

## EMPLOYMENT

### 1. Minimum wages

The Guaranteed Inter-Professionnal Minimum Wage (**SMIG**) and the Guaranteed Agricultural Minimum Wage (**SMAG**) are established by Decree No73-247 of May 26<sup>th</sup>, 1973.

The salary regards workers of both sexes aged 18 years at least.

The transportation allowance for employees paid the guaranteed minimum wage (SMIG) in non-agricultural sectors governed by the Labour Code is set at 26.112 TND per month as established by Decree No. 82-503 of 16 March 1982 and supplemented by Decree n ° 2015-1764 published in JORT No. 91 of November 13, 2015.

#### SMIG

SCHEME	MONTHLY WAGE	HOURLY WAGE
40HOURS	289.639 TND	1 671 millimes
48HOURS	338 TND	1 625 millimes

Source: Decree n°91 - 2015-1762 of November 13<sup>th</sup>, 2015

#### SMAG

SCHEME	DAILY WAGE
Rate (common)	13 TND
Specialized Workers	13.693 TND A technicality premium of 693 Millimes is included
Skilled Workers	14.303 TND A technicality premium of 1 303 Millimes is included

Source: Decree n°91 - 2015-1763 of November 13<sup>th</sup>, 2015

#### WAGE INCREASE

In non-agricultural activities subject to the Labor Code and not governed by sectoral collective agreements or special statutes of public enterprises, the basic salaries of workers are increased as follows:

CATEGORIES OF AGENTS	48 HOUR WORK SYSTEM / WEEK		40 HOUR WORK SYSTEM / WEEK	
	Hourly Increase	Monthly Increase	Hourly Increase	Monthly Increase
Executing agents, excluding employees earning the guaranteed minimum inter-	from 134 millimes to 171 millimes	from 27.872 dinars to 35.568 dinars	from 134 millimes to 171 millimes	from 23.226 dinars to 29.639 dinars
Supervising agents	196 millimes	40.768 dinars	196 millimes	33.973 dinars
Managers	256 millimes	53.248 dinars	256 millimes	44.372 dinars

Source: Decree N°2013-2889 dated July 10<sup>th</sup>, 2013

## 2. Overtime Compensation

The hours worked beyond the normal weekly hours are considered as overtime. These overtime hours are paid by reference to the basic hourly wage increased according to the sector of activity by the following rates:

### ■ Agricultural Sector

The hours worked beyond the daily limit: 25%

### ■ Non-agricultural sector

Part time work scheme: 50%

Full time work scheme of 48 hours per week: 75%

Full time work scheme below 48 hours per week: ≤ 48 hours per week: 25%

Full time work scheme below 48 hours per week: beyond 48 hours per week: 50%

Source: Art. 90-94 of the Labor Code amended by Act No. 96-62 of 15 July 1996.

# ELECTRICITY

## 1. Characteristics

Frequency of the alternating current.	50 Hz
Low voltage	220 / 380 V ( $\pm 10\%$ )
Medium voltage (2nd category)	30 kV ( $\pm 7\%$ ) in general (10 kV and 17 kV in some regions)

Source:STEGas of May 1<sup>st</sup>, 2014

## 2. Electricity rates (excluding taxes)

VOLTAGE LEVEL HIGH VOLTAGE					
<i>Rates</i>	Fee <sup>(1)</sup>	Energy prices <sup>(1)(2)</sup> (millimes/kWh)			
	Voltage Mill/kW-month	Day	Morning Peak Summer	Evening Peak	Night
Four hourly sections	7 500	148	233	212	111
Cement manufacturing (gray cement)	6 000	170	300	261	123
Emergency	3 000	168	290	255	120

Source:STEG as of May 1st, 2014

## ABREVIATIONS

**Mill:** Tunisian millimes

**VAT:** value added tax

**NA:** Not Applicable

**Sb:** Subscription

(1) Value Added Tax (VAT) is to be applied at the rates of:

- 18% of all fees and on energy price (excluding taxes) for uses other than residential and irrigation;
- 12% on energy price (excluding taxes) of residential and irrigation uses.

(2) To be increased by the municipal surcharge: 5 mill / kWh

VOLTAGE LEVEL MEDIUM VOLTAGE					
Rates	Fee <sup>(1)</sup>	Energy Prices <sup>(1)(2)</sup> (millimes/kWh)			
	Voltage Mill/kW-month	Day	Morning Peak Summer	Evening Peak	Night
Uniform	2 600 <sup>(3)</sup>	167			
Hourly Sections	8 000	152	238	218	115
Cement manufacturing (gray cement)	6 500	177	311	268	129
Pumping for irrigation <sup>(4)</sup>	-	160	NA	Load Curtailment	115
Agricultural irrigation	-	114	Load Curtailment	132 <sup>(5)</sup>	88
Emergency	3 700	170	295	258	123

Source: STEG as of May 1st, 2014

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(2) To be increased by the municipal surcharge: 5 mill / kWh

(3) (Mill/kVA - month)

(4) This rate is no longer granted.

(5) Peak rate for winter evening peaks (September to May). Every kwh consumed during the summer evening peak is charged 132 millimes.

VOLTAGE LEVEL GENERAL LOW VOLTAGE							
Rates	Sector	Power fee(1) (mill/kVA/month)	Energy price for each segment of monthly consumption (mill/kWh) (1) (2)				
			1 - 50	51-100	101-200	201-300	301-500 500 and +
Economic Segment (1 and 2 kVA and C°≤200 kWh/ month)	Residential (3)	500	75				
	Residential and Non Residential (4)		108				
	Residential and Non Residential (5)		140				
Economic Segment (1 et 2 kVA & C°> 200 khw/ month) (3)	Residential	500	151			184	280 350
Normal Segment (> 2 kVA)	Non Residential	500	151			184	250 295

Source:STEG as of May 1st, 2014

VOLTAGE LEVEL SPECIAL LOW VOLTAGE							
Rates		Fee		Energy price <sup>(1)(2)</sup> (mill/kWh)			
		Subscription (mill/Sb/ month)	Voltage (mill/kVA/ month)	Day	Morning Peak Summer	Evening Peak	Night
Public Lighting		-	700	218			
Water heating <sup>(6)</sup>		500	-	280	Load Curtaiment <sup>(7)</sup>	Load Curtaiment <sup>(7)</sup>	280
Heating and air conditioning <sup>(6)</sup>		-	500	330			
Irrigation	Uniform <sup>(6)</sup>	300	500	120			
	Three Hourly Sections	1 000	-	103	NA	295	93

Source:STEG as of May 1st, 2014

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- 12% on energy price (excluding taxes) of residential and irrigation uses.

(2) To be increased by the municipal surcharge: 5 mill / kWh

(3) If consumption does not exceed 50 kWh / month

(4) If consumption is between 51 and 100 kWh / month

(5) If consumption is between 101 and 200 kWh / month

(6) This rate is no longer granted

(7) Load curtailment in "summer morning peak" during the summer months (June to August) and "evening peak" during the winter months (September-May). Any kWh consumed during the period "evening peak" in summer (June-August) is charged 280 millimes.

## NATURAL GAS

- The Level 1 low Pressure rate (BP1) is intended for domestic customers and small commercial and industrial businesses consuming low pressure.
- The Level 2 low Pressure rate (BP2) is intended for large commercial and industrial customers consuming low pressure.
- The "medium pressure" contract is subscribed for a power supply from the medium pressure network, transformed into low pressure by a transformer station owned by the customer. The transformer station, which is the property of the customer. Operation and maintenance of the station is at the expense of the customer.

Pressure Level		Class of subscribed flow rate (in Therm/hour)		Flow Fee excluding VAT <sup>(1)</sup> (mill/th-h-month)	Energy Price <sup>(1)</sup>	
					mill/th excluding VAT	mill/m <sup>3</sup> excluding VAT
Low Pressure	LP1	50 and 100 th/h	C≤ 300 th/month	10	23.50	223
			300<C≤600 th/month		29.50	280
			300<C≤1 500 th/month		36	342
			C>1 501 th/month		42.20	401
	LP2	160 to 8 000 th/h		40	38.30	364
MediumPressure <sup>(2)</sup>	MP1	1 000 to 4 000 th/h		200	37.60	-
	MP2	6 000 to 30 000 th/h		325	37.10	-
	Cement manufacturing (gray cement)	1 000 to 30 000 th/h		325	58	
HighPressure <sup>(3)</sup>	HP1	10 000 to 30 000 th/h		500	32	-
	HP2	≤2 000 TOE/ month	>30 000 th/h	500	35	-
		>2 000 TOE / month			47.5	
		Cement manufacturing (gray cement)	≥ 10 000 th/h		500	54.2

Source: STEG as of May 1st, 2014

### ABBREVIATIONS

**C:** Consumption, **Sb:** Subscription

**TOE:** Tonne of Oil Equivalent = 10 000 tonnes

**Th:** therm

**Mill:** Tunisian millimes

**VAT:** value added tax

(1) The VAT is to be applied at the rate of 18% on energy fees and prices excluding taxes

(2) A monthly subscription fee is applicable: 20 TND / month

(3) A monthly subscription fee is applicable: 300 TND / month

Increase of Subscribed flow: in case of increase in the subscribed flow (with or without rate change), the reinforcement cost is calculated on the additional flow.



## OIL DERIVATIVES

Applicable rates from January 2016.

PRODUCT	RETAIL PRICE
Premium unleaded gasoline	1.650 dinars / liter
Premium gasoline	1.650 dinars / liter
Kerosene	0.810 dinars / liter
Diesel	1.200 dinars / liter
Diesel 50 PPM	1.450 dinars / liter
Heavy Fuel-oil n° 2	510 dinars / tonne
LPG for Vehicles	0.698 dinars /Kg
<b>Liquefied petroleum gas (LPG) for domestic use</b>	
Load of 3 kg	1.860 dinars
Load of 5 kg	3.015 dinars
Load of 6 kg	3.590 dinars
Load of 13 kg	7.700 dinars
<b>Liquefied petroleum gas (LPG) for industrial use</b>	
Load of 25 kg	32.925 dinars
Load of 35 kg	46.095 dinars
Bulk LPG for non-domestic use	1 106.750 dinars/tonne
Bulk liquid propane	1 138.416 dinars/tonne

Source: Ministry of Industry and Technology July 2, 2014

- The rate for Value Added Tax is reduced to 12% for the following products:
  - paraffin oil
  - Gas oil
  - Petrol, propane and butane gas processed in bottles weighing no more than 13 kilograms
  - Petrol, propane and butane gas in bulk or processed in bottles with a net weight exceeding 13 kilograms

## TELECOMMUNICATIONS

### 1. Telephone

The public service provider is the Office National des Telecommunications (ONT) whose trade name is Tunisie Telecom.

The applications for subscription are made with the sales offices of Tunisie Telecom for fixed and mobile lines.

In Tunisia, the national telecommunications market has three operators: Tunisie Telecom, Ooredoo or Orange Tunisie as well as a virtual mobile operator: Lycamobile.

The minimum rates of mobile telephony in Tunisia vary between 0.035 dinar and 0.090 dinar depending on the operator and its offer.

For more information, please refer to the complete price guides available on the web sites of:

- **Tunisie Télécom:** [www.tunisietelecom.tn](http://www.tunisietelecom.tn)
- **Ooredoo:** [www.ooredoo.tn](http://www.ooredoo.tn)
- **Orange Tunisie:** [www.orange.tn](http://www.orange.tn)
- **Lycamobile Tunisie :** [www.lycamobile.tn](http://www.lycamobile.tn)

### Useful Addresses

#### Ministry of communication technology and Digital Economy

3 bis, rue d'Angleterre - 1030 Tunis

Téléphone : (+216) 71 359 000

Fax : (+216) 71 352 353

Web : [www.mincom.tn](http://www.mincom.tn)

#### Tunisie-Télécom

Rue Asdrubal

1002 Tunis-Belvédère

Tel.: (216) 71 801 717

Fax: (216) 71 800 777

e-mail: [actel.virtuelle@ttnet.tn](mailto:actel.virtuelle@ttnet.tn)

Web: [www.tunisietelecom.tn](http://www.tunisietelecom.tn)

#### Ooredoo

Les Jardins du Lac - 1053

Les Berges du Lac

BP n° 641, 1080 Tunis Cedex

Tel.: (216) 22 12 00 00

Fax: (216) 22 12 10 09

Web: [www.ooredoo.tn](http://www.ooredoo.tn)

#### Orange Tunisie

Immeuble Orange, Centre Urbain Nord, 1003 Tunis

Tel: (216) 71 167 900

Fax: (216) 71 961 808

Web: [www.orange.tn](http://www.orange.tn)

#### Lycamobile Tunisie

Compose le 1232 depuis un Lycamobile,

Composer le 43 00 12 32 depuis un autre téléphone.

Web : [www.lycamobile.tn](http://www.lycamobile.tn)

## 2. Internet Service Providers

The public organization managing the Internet at the national level is the Tunisian Internet Agency ([ATI](#)). It also manages the national domain ".tn", according to the regulations in force.

Subscriptions to Internet access are made with the commercial agencies of Internet Service providers (ISP) or with their dealers.

In Tunisia, there are several public and private ISP.

The minimum rates of the Internet vary from one ISP to another depending on the required speed and the proposed offer.

### Useful Addresses

#### **ATI, Agence Tunisienne d'Internet**

13, rue Jughurta, Mutuelleville, 1002 Tunis-Belvédère

Tel.: (216) 71 846 100

Fax: (216) 71 846 600

e-mail: [com@ati.tn](mailto:com@ati.tn)

Web: [www.ati.tn](http://www.ati.tn)

#### **CNI, Centre National de l'Informatique**

17, Rue Belhassen Ben Chaabane, 1 005, El-Omrane

Tél. : (+216) 71 78 30 55

Fax : (+216) 71 781862

e-mail : [webcni@cni.tn](mailto:webcni@cni.tn)

Web : [www.cni.tn](http://www.cni.tn)

#### **Orange Tunisie Internet**

Immeuble Orange, Centre Urbain Nord, 1003 Tunis

Tel: (216) 71 167 900

Fax: (216) 71 961 808

Web: [www.orange.tn](http://www.orange.tn)

#### **3S Globalnet**

53, Rue des Minéraux - La Charguia I, 2035 Tunis

Tél.: (216) 70 132 146

Fax: (216) 70 014 040

e-mail: [sales.3s.@gnet.tn](mailto:sales.3s.@gnet.tn)

Web: [www.gnet.tn](http://www.gnet.tn)

#### **Hexabyte**

Av. Kheireddine Pacha, Pacha centre, 1<sup>er</sup> étage, Bloc B, 1073 Tunis

Tél.: (216) 71 188 400

Fax: (216) 71 751 300

e-mail: [info@hexabyte.tn](mailto:info@hexabyte.tn)

Web: [www.hexabyte.tn](http://www.hexabyte.tn)

#### **Topnet**

Immeuble Topnet, Centre Urbain Nord, Bloc B, Mezzanine 1 082

Tél.: (216) 71 770 770

Fax: (216) 71 951 031

e-mail: [commercial@topnet.tn](mailto:commercial@topnet.tn)

Web: [www.topnet.tn](http://www.topnet.tn)

#### **Tunet**

16, Rue de Syrie Bloc C, 1 001 Tunis

Tél.: (216) 71 835 235

Fax: (216) 71 831 643

Web: [www.tunet.tn](http://www.tunet.tn)

## DRINKING WATER

### 1. Applicable consumption rates (Excluding taxes)

The organization of water supply is the National Water Exploitation and Distribution Company (SONEDE).

Submission of applications is made at the SONEDÉ office in the district where the project is located.

Industrial Use		Tourism Use (Hotel industry)
Quarterly consumption	Price in TND / m <sup>3</sup>	Price in TND / m <sup>3</sup>
<b><math>C \leq 20 \text{ m}^3</math></b>	0.200	1.190
<b><math>21 \text{ m}^3 &lt; C \leq 40 \text{ m}^3</math></b>	0.325	
<b><math>41 \text{ m}^3 &lt; C \leq 70 \text{ m}^3</math></b>	0.450	
<b><math>71 \text{ m}^3 &lt; C \leq 100 \text{ m}^3</math></b>	0.770	
<b><math>101 \text{ m}^3 &lt; C \leq 150 \text{ m}^3</math></b>	0.940	
<b><math>151 \text{ m}^3 &lt; C \leq 500 \text{ m}^3</math></b>	1.260	
<b><math>C &gt; 500 \text{ m}^3</math></b>	1.315	

Sources: Official Journal of Tunisia JORT No. 65, May, 31, 2016.

<b>Bornes Fontaines (price in TND/m<sup>3</sup>)</b>	0,200
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Sources: Official Journal of Tunisia JORT No. 65, May, 31, 2016.

<b>Tourism (price in TND / m<sup>3</sup>)</b>	1,315
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Sources: Official Journal of Tunisia JORT No. 65, May, 31, 2016.

**2. Fixed charges for subscriptions to drinking water (Excluding taxes)**

<b>Diameter of water meter</b>	<b>Fixed and charge (TND / quarter)</b>
15mm	5.050
20mm	9.370
30mm	17.310
40mm	31.800
60mm to 80mm	80.800
100mm	130.000
150mm	338.700

Sources: Official Journal of Tunisia JORT No. 65, May, 31, 2016.

## SANITATION

The organization in charge of sanitation is the National Sanitation Authority ([ONAS](#)). Submission of applications is made with ONAS offices in the district where the project is located.

The quarterly sanitation fees are as follows:

Industrial Use		
Rates (VAT exemption for industrial use)		
	Connected to the public sewerage network	Not connected to the public sewerage network
<b>General Rates</b>	8.688 TND + 0.845 TND / m <sup>3</sup>	-
<b>Industries with pretreatment facility or other treatment means</b>	8.688 TND + 0.617 TND / m <sup>3</sup>	-
<b>Industries with highly polluting effluent</b>	8.688 TND + 0.845 TND / m <sup>3</sup> + 0.410 TND per kilogram of pollution exceeding the amount specified in aforementioned discharge standards for each m <sup>3</sup> of water consumed	8.688 TND + 0.617 TND / m <sup>3</sup>
Tourism Use		
<b>General Rates</b>	8.688 TND + 1.080 TND / m <sup>3</sup> of water consumed	

Source: Order of the Minister of Finance and the Minister of Infrastructure and Environment of August 15th, 2013 setting the amounts of sewerage charges. - JORT No. 67 of August 20th, 2013

## Freight transport <sup>(1)</sup>

### 1. Railway Transport

Transport rates of 20-foot containers leaving the Port of Radès to the customer's plant are approximately as follows:

#### Containers loaded in one direction and empty in the other (in TND)

Distance in Km	150	300	450
Container ≤ to 12 T	160	210	260
Container > to 12 T	300	400	500

#### Containers loaded in two directions (in TND)

Distance in Km	150	300	450
Container ≤ 12 T	190	250	310
Container > 12 T	350	470	590

Rates of merchandise transport from station to station are calculated according to the distance:

Distance in Km	Price in TND
Up to 50 km	$3.100 + 0.0295 * D$
From 51 to 110 Km	$2.180 + 0.0282 * D$
From 111 to 200 Km	$2.290 + 0.0272 * D$
More than 200 Km	$2.150 + 0.0309 * D$

\*D = distance in Km

### 2. Road Transport

Land transport being privatized in Tunisia, each company of the sector has its own rates.

The average rate is between 0.070 and 0.080 TND per ton and per kilometer. These rates decrease when the distance increases

### 3. Maritime Transport

Shipping rates (from Bord to Bord) from Tunis to Mediterranean ports are as follows:

Lines	20 feet Container	40 feet Container
France (Marseille)*	620 TND	1 200 TND
Italy (Livorno)*	780 TND	1 550 TND
Spain*	750 TND	1 500 TND
Northern Europe	780 TND	1 550 TND
Morocco	1 850 TND	3 700 TND

\* Shipping rates (from Bord to Bord) from Tunis to Mediterranean ports.

<sup>1</sup> Rates are presented for information purposes only. They are an approximation based on calculations made by the editorial team.

#### 4. Air Freight

More than 100 airports around the world are served from Tunisia.

Lines	Price
Tunis - Paris	0.650 TND/kg
Tunis - Brussels	0.680 TND/kg
Tunis - Rome	0.610 TND/kg
Tunis - Frankfurt	0.690 TND/kg
Tunis - Munich	0.690 TND/kg
Tunis - Milan	0.620 TND/kg
Tunis - Marseille	0.470 TND/kg



## USEFUL ADDRESSES

### Ministry of Industry

Immeuble Beya, 40 Rue Sidi El Hani, Montplaisir – 1 002, Tunis  
Tel.: (216) 71 905 132 / (216) 71 904 216  
Fax: (216) 71 902 742  
Web: [www.industrie.gov.tn](http://www.industrie.gov.tn)

### National Social Security Fund (CNSS)

49, avenue Taïeb M'Hir  
1002 Tunis  
Tel.: (216) 71 796 744 / (216) 71 849 833 / (216) 71 846 583  
Fax: (216) 71 783 223  
Web: [www.cnss.nat.tn](http://www.cnss.nat.tn)

### National Health Insurance Fund (CNAM)

12 Rue Abou Hamed El Ghazeli  
Montplaisir BP 77, 1073 Tunis  
Tel.: (216) 71104200  
Fax: (216) 71104385  
Numéro vert: 80100295  
Web: [www.cnam.nat.tn](http://www.cnam.nat.tn)

### National Company of Electricity and Gas (STEG)

38, rue Kamel Atatürk  
BP 190, Tunis 1080 Cedex  
Tel.: (216) 71 341 311  
Fax: (216) 71 349 981  
Web: [www.steg.com.tn](http://www.steg.com.tn)

### National Company of Oil Distribution (AGIL)

Av. Mohamed Ali Akid  
Cité Olympique - 1003 El Khadra  
BP 762 - Tunis  
Tel.: (216) 71 707 222 / (216) 71703222  
Fax: (216) 71 704 333  
Web: [www.sndp.com.tn](http://www.sndp.com.tn)

### National Water Distribution Company (SONEDE)

Avenue Slimen Ben Slimen,  
El Manar 2, Tunis 2092  
Tel.: (216) 71 887 000  
Fax: (216) 71 871 000  
Web: [www.sonede.com.tn](http://www.sonede.com.tn)

### National Tunisian Railway Company (SNCFT)

67 Avenue Farhat Hachad  
1049 Tunis  
Tel : (216) 71 345 511 / 71 254 440  
Fax : (216) 71 345 378  
Web: [www.sncft.com.tn](http://www.sncft.com.tn)

**Tunisian Navigation Company (CTN)**

5 Avenue Dag Hammarskjöld

1001 Tunis

Tel:(216) 71 341 777

Fax:(216) 71 345 736

Web: [www.ctn.com.tn](http://www.ctn.com.tn)

**TUNISAIR**

Avenue 7 Novembre 1987

2035 Tunis Carthage - Tunisie.

Tel:(216) 71 700 545 / 71700100

Fax:(216) 71700008

Web:[www.tunisair.com.tn](http://www.tunisair.com.tn)

**TUNISAIR- FRET**

2035 Aéroport fret - Tunis

Export : (216) 71 754 000 Ext. 4692 / 4694 / 4695

Import : (216) 71 754 000 Ext. 3105 / 3108 / 3012

**FRET TUNISAIR MONASTIR**

Tel:(216) 73520000 - extension: 77321/77324

**FRET TUNISAIR SFAX**

Tel:(216) 74 278000 - extension: 44442/44443

**FRET TUNISAIR DJERBA**

Tel:(216) 75653 530 - extension: 289