



FACTOR COSTS IN **TUNISIA**



March 2014

EMPLOYMENT

1. Minimum wages

The Guaranteed Inter-Professional Minimum Wage (**SMIG**) and the Guaranteed Agricultural Minimum Wage (**SMAG**) are established by Decree No 73-247 of May 26th, 1973.

The salary regards workers of both sexes aged 18 years at least. It includes a transportation allowance of 10 dinars established by Decree No. 82-503 of March 16th, 1982 (Official Journal, [JORT](#) 19 of March 19th, 1982) and supplemented by Decree No. 2012 of the Official Journal.

SMIG

SCHEME	MONTHLY WAGE	HOURLY WAGE
40 HOURS	259.479 TND	1 497 millimes
48 HOURS	301.808 TND	1 451 millimes

Source: Decree n° 2012-1981 of September 20th, 2012

SMAG

SCHEME	DAILY WAGE
Rate (common)	10.608 TND
Specialized Workers	10.199 TND A premium for technical skills of 619 millimes is included
Skilled Workers	11.253 TND A premium for technical skills of 1,163 millimes is included

Source: Decree n° 2012-1982 of September 20th, 2012

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-professional wage	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 10th, 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 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: STEG as of January 1st, 2014

2. Electricity rates (excluding taxes)

VOLTAGE LEVEL HIGH VOLTAGE					
Rates	Fee ⁽¹⁾	Energy prices ⁽¹⁾⁽²⁾ (millimes/kWh)			
	Voltage Mill/kV- month	Day	Morning Peak Summer	Evening Peak	Night
Four hourly sections	6 000	135	214	198	102
Cement manufacturing (gray cement)	6 000	170	300	261	123
Emergency	2 300	151	275	238	108

Source: STEG as of January 1st, 2014

INTERRUPTION RATE ^(*) INTERRUPTION COMPENSATION (valid between 11 a.m. and 3 p.m. between June 1 st and September 30 th)				
Rate level	Rate ^(**)	Contracted Power of Interruption	Variable Compensation (mill/kWh unconsumed)	Fixed Compensation (mill/kW interruptible /month)
High Voltage	Hourly sections	< 3 MW	204	900
		≥ 3 MW	410	

Source: STEG as of January 1st, 2014

(*)Decision of the Minister of Industry, Energy and Mines March 5, 2013

(**) Rate subscribed in the contract for the supply of electric power

VOLTAGE LEVEL MEDIUM VOLTAGE					
Rates	Fee ⁽¹⁾	Energy Prices ⁽¹⁾⁽²⁾ (millimes/kWh)			
	Voltage Mill/kW-month	Day	Morning Peak Summer	Evening Peak	Night
Uniform	1 900⁽³⁾	153			
Hourly Sections	6 500	139	220	201	106
Cement manufacturing (gray cement)	6 500	177	311	268	129
Pumping for irrigation ⁽⁴⁾	-	141	NA	Load Curtailment	106
Agricultural irrigation	-	104	Load Curtailment	120⁽⁵⁾	80
Emergency	3 100	153	278	239	111

Source: STEG as of January 1st, 2014

INTERRUPTION RATE ^(*)				
(valid between 11 a.m. and 3 p.m. between June 1st and September 30th)				
Rate level	Rate ^(**)	Contracted Power of Interruption	Variable Compensation (mill/kWh unconsumed)	Fixed Compensation (mill/kW interruptible per month)
Medium Voltage	Hourly Sections	< 400 kW	212	1 050
		≥ 400 kW	416	
	Uniform	< 400 kW	212	500^(***)
		≥ 400 kW		

Source: STEG as of January 1st, 2014

Decision of the Minister of Industry, Energy and Mines March 5, 2013

(**) Rate subscribed in the contract for the supply of electric power

(***) mill/kVA interruptible/month

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
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⁾		123				
Economic Segment (1 et 2 kVA & C° > 200 kWh/ month) ⁽³⁾	Residential	500	136		157	240	330
Normal Segment (> 2 kVA)	Non Residential	500	136		157	210	270

Source: STEG as of January 1st, 2014

VOLTAGE LEVEL SPECIAL LOW VOLTAGE						
Rates	Fee		Energy price ⁽¹⁾⁽²⁾ (mill/kWh)			
	Subscription (mill/Sb/ month)	Voltage (mill/kVA/ month)	Day	Morning Peak Summer	Evening Peak	Night
Public Lighting	-	700	200			
Water heating ⁽⁶⁾	500	-	240	Load Curtailment ⁽⁷⁾	Load Curtailment ⁽⁷⁾	240
Heating and air conditioning ⁽⁶⁾	-	500	330			
Irrigation	Uniform ⁽⁶⁾	300	120			
	Three Hourly Sections	1 000	-	96	NA	270

Source: STEG as of January 1st, 2014

ABBREVIATIONS

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
- (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 240 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 ⁽¹⁾ (mill/th-h- month)	Energy Price ⁽¹⁾		
			mill/th excluding VAT	mill/m ³ excludin g VAT	
Low Pressure	LP1	50 and 100 th/h	C ≤ 300 th/month	22.80	217
			300 < C ≤ 600 th/month	28.50	271
			300 < C ≤ 1 500 th/month	32.80	312
			C > 1 501 th/month	37.40	355
	LP2	160 to 8000 th/h	40	33.80	321
Medium Pressure ⁽²⁾	MP1	1 000 to 4 000 th/h	200	33.10	-
	MP2	6 000 to 30 000 th/h	325	32.60	-
	Cement manufacturing (gray cement)	1 000 to 30 000 th/h	325		
High Pressure ⁽³⁾	HP1	10 000 to 30 000 th/h	500	32	-
	HP2	≤ 2 000 TOE/ month	500	35	-
		> 2 000 TOE / month		47.5	
	Cement manufacturing (gray cement)	≥ 10 000 th/h	500	54.2	-

Source: STEG as of January 1st, 2014

(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.

ABBREVIATIONS

C: Consumption, **Sb:** Subscription

TOE: Tonne of Oil Equivalent = 10 000 tonnes

Th: therm

Mill: Tunisian millimes

VAT: value added tax



OIL DERIVATIVES

Applicable rates from March 5th, 2013.

PRODUCT	RETAIL PRICE
Premium unleaded gasoline	1.570 dinars / liter
Premium gasoline	1.570 dinars / liter
Kerosene	0.810 dinars / liter
Diesel	1.170 dinars / liter
Diesel 50 PPM	1.400 dinars / liter
Heavy Fuel-oil n° 2	480 dinars / tonne
LPG for Vehicles	0.698 dinars /Kg
Liquefied petroleum gas (LPG) for domestic use	
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
Liquefied petroleum gas (LPG) for industrial use	
Load of 25 kg	27.670 dinars
Load of 35 kg	38.735 dinars
Bulk LPG for non-domestic use	1 106.750 dinars/tonne
Bulk liquid propane	1 138.416 dinars/tonne

Source: Ministry of Industry, Energy and Mines March 5, 2013

- 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, Tunisiana or Orange Tunisie.

The minimum rates of mobile telephony in Tunisia vary between 0.098 dinar and 0.100 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.tunisiatelecom.tn
- **Tunisiana:** www.tunisiana.com
- **Orange Tunisie:** www.orange.tn

Useful Addresses

Ministry of higher education, scientific research, information and communication technology

Avenue Ouled Haffouz - 1030 Tunis
Tel.: (216) 71 786 300
Fax: (216) 71 801 701
e-mail: mes@mes.rnu.tn
Web: www.mes.tn

Tunisie-Télécom

Rue Asdrubal
1002 Tunis-Belvédère
Tel.: (216) 71 801 717
Fax: (216) 71 800 777
e-mail: actel.virtuelle@ttnet.tn
Web: www.tunisiatelecom.tn

Tunisiana

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.tunisiana.com

Orange Tunisie

Immeuble Orange, Centre Urbain Nord, 1003 Tunis
Tel: (216) 71 167 900
Fax: (216) 71 961 808
Web: www.orange.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, 1 002 Tunis-Belvédère

Tel.: (216) 71 846 100

Fax: (216) 71 846 600

e-mail: commercial@ati.tn

Web: www.ati.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

3S Globalnet

53, Rue des Minéraux - La Chargaia I 2035 Tunis

Tél.: (216) 70 132 146

Fax: (216) 70 014 040

e-mail: sales.3s@gnet.tn

Web: www.gnet.tn

Hexabyte

Av. Kheireddine Pacha, Pacha centre, 1^{er} étage, Bloc B, 1073 Tunis

Tél.: (216) 71 188 400

Fax: (216) 71 751 300

e-mail: info@hexabyte.tn

Web: 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

Web: 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

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 SONEDE office in the district where the project is located.

Industrial Use		Tourism Use (Hotel industry)
Quarterly consumption	Price in TND / m ³	Price in TND / m ³
C ≤ 20 m³	0.155	1.190
21 m³ < C ≤ 40 m³	0.270	
41 m³ < C ≤ 70 m³	0.365	
71 m³ < C ≤ 100 m³	0.665	
101 m³ < C ≤ 150 m³	0.815	
151 m³ < C ≤ 500 m³	1.135	
C > 500 m³	1.190	

Sources: Official Journal of Tunisia JORT No. 105, December 31, 2013.

Bornes Fontaines (prix en TND / m³)	0,155
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Sources: Official Journal of Tunisia JORT No. 105, December 31, 2013.

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

Diameter of water meter	Fixed and charge (TND / quarter)
15 mm	4.400
20 mm	8.160
30 mm	15.080
40 mm	27.700
60 mm to 80 mm	70.400
100 mm	113.250
150 mm	295.000

Source: Official Journal of Tunisia JORT No. 105, December 31, 2013.



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
General Rates	8.688 TND + 0.845 TND / m ³	-
Industries with pretreatment facility or other treatment means	8.688 TND + 0.617 TND / m ³	-
Industries with highly polluting effluent	8.688 TND + 0.845 TND / m ³ + 0.410 TND per kilogram of pollution exceeding the amount specified in aforementioned discharge standards for each m ³ of water consumed	8.688 TND + 0.617 TND / m ³
Tourism Use		
General Rates	8.688 TND + 1.080 TND / m ³ 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 ⁽¹⁾

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	1200 TND
Italy (Livorno)*	780 TND	1550 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.

¹ 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, Energy and Mines

40 Rue Sidi El Hani, Montplaisir - 1073, Tunis
Tel.: (216) 71 905 132 / (216) 71 904 216
Fax: (216) 71 902 742
Web: www.industrie.gov.tn

National Social Security Fund (CNSS)

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

National Health Insurance Fund (CNAM)

12 Rue Abou Hamed El Ghazeli
Montplaisir BP 77, 1073 Tunis
Tel.: (216) 71 104 200
Fax: (216) 71 104 385
Numéro vert: 80100295
Web: www.cnam.nat.tn

National Company of Electricity and Gas (STEG)

38, rue Kamel Ataturk
BP 190, Tunis 1080 Cedex
Tel.: (216) 71 341 311
Fax: (216) 71 349 981
Web: 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) 71 703 222
Fax: (216) 71 704 333
Web: 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

National Tunisian Railway Company (SNCFT)

67 Avenue Farhat Hachad
1049 Tunis
Tel: (216) 71 334 444
Fax: (216) 71 344 045
Web: 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

TUNISAIR

Avenue 7 Novembre 1987
2035 Tunis Carthage - Tunisie.
Tel: (216) 71 700 545 / 71 700 100
Fax: (216) 71 700 008
Web: www.tunisair.com.tn

TUNISAIR- FRET

2035 Aérogare fret - Tunis
Export: (216) 71 754 000
Import: (216) 71 754 000

FRET TUNISAIR MONASTIR

Tel: (216) 73 520 000 - extension: 77321 / 77324

FRET TUNISAIR SFAX

Tel: (216) 74 278 000 - extension: 44442 / 44443

FRET TUNISAIR DJERBA

Tel: (216) 75 653 530 - extension: 289