

SERVICE SPECIFIC TERMS / VOICE

Clarity Call Analytics

Powered by Apex BI

VERSION
v2026.10cEFFECTIVE
1 November 2026

These Service Specific Terms form part of your agreement with FirstNet Technology Services (Pty) Ltd. Read them with the FirstNet Standard Terms and Conditions (or your signed Master Services Agreement), your Service Schedule and the Data Processing Annexure, all available at www.firstnet.co.za/legal-notices/.

These Service Specific Terms apply to FirstNet Clarity Call Analytics (the Clarity telecom management system, powered by Apex BI) supplied by FirstNet Technology Services (Pty) Ltd (registration number 2006/031608/07, 26 Augrabies Road, Waterfall Office Park, Midrand, 1686) ("FirstNet") to the Customer named in a Service Schedule.

1. Status and precedence

- 1.1 These Service Specific Terms ("SST") form part of the agreement between FirstNet and the Customer for the Service. They are incorporated by reference into every Service Schedule, Scope of Work or quote that orders the Service, and are published at www.firstnet.co.za/legal-notices/.
- 1.2 The master agreement is the FirstNet Standard Terms and Conditions published at www.firstnet.co.za/legal-notices/, or the Master Services Agreement the Customer has signed with FirstNet (the "Agreement"). The Service Schedule records what is ordered, the MRC, the NRC and the Initial Period.
- 1.3 If documents conflict, this order applies: (a) the Service Schedule, but only for commercial items it expressly overrides; (b) these SST; (c) the Agreement (including the Data Processing Annexure and the Acceptable Use Policy); (d) the Apex BI Terms in clause 4. Where the Apex BI Terms impose a mandatory restriction on the use of Clarity, the Customer must comply with it.
- 1.4 Words defined in the Agreement have the same meaning here.

2. Definitions

- 2.1 **"Apex BI"** means the Apex BI entity that is party to the Apex BI Terms, and its affiliates, the developer and operator of Clarity.
- 2.2 **"Call Data"** means call detail records (CDR), station message detail records (SMDR), Microsoft Teams call records obtained through the Microsoft Graph API, extension and user names, cost-centre mappings and related metadata processed by the Service. Call Data does not include call audio.
- 2.3 **"Clarity"** means Apex BI's Clarity telecom management system.
- 2.4 **"Service"** means the Clarity modules, wallboard viewers and services stated in the Service Schedule, which may include Clarity for PBX, Clarity for Microsoft Teams and live wallboards.

3. Service description

- 3.1 What the Service does. The Service collects Call Data from the Customer's phone systems and turns it into cost allocation by department, cost centre, project, site or extension, call analytics (for example volumes, duration, abandonment and queue statistics), threshold alerts, scheduled and historical reports, and live wallboards.
- 3.2 Clarity for PBX uses the CDR or SMDR feed from the PBX. It is native on FirstNet Managed Cloud PBX. Other PBXs are supported where a CDR or SMDR feed is available and Voice Solutions Engineering confirms the integration.
- 3.3 Clarity for Microsoft Teams reads Teams calling data through the Microsoft Graph API and works with Operator Connect, Direct Routing or Microsoft Calling Plans.

- 3.4 What FirstNet provides. FirstNet sells the Service under the Clarity name, powered by Apex BI, scopes it, arranges tenant creation and data connections, builds dashboards and chargeback rules with the Customer during a pilot, trains supervisors and finance users, and provides support with escalation to Apex BI.
- 3.5 What Apex BI provides. Apex BI hosts and operates Clarity and its cloud tenant, and develops the software.
- 3.6 What is not included. Unless the Service Schedule says otherwise: (a) Clarity for Mobile and Clarity for IoT (sold separately); (b) custom reports beyond the agreed dashboards; (c) wallboard screens; (d) integration adapters for legacy PBXs; and (e) call recording.
- 3.7 Results. Customers often find recoverable telecom spend, but FirstNet does not guarantee any savings.

4. Apex BI Terms

- 4.1 Clarity is provided under Apex BI's end-user terms and data processing terms, as provided or linked by FirstNet with the Service Schedule (the "Apex BI Terms").
- 4.2 The Customer accepts the Apex BI Terms when it orders or first uses the Service.
- 4.3 Apex BI may change Clarity's features. FirstNet is not liable for those changes, but will tell the Customer about changes that materially affect the Service, and clause 7.3 of the Agreement applies.
- 4.4 FirstNet passes through the warranties and service levels Apex BI gives FirstNet and does not add its own warranties for Clarity.
- 4.5 Clarity for Microsoft Teams depends on the Microsoft Graph API. Microsoft may change the API or its terms, which may affect the Service.

5. Customer responsibilities

- 5.1 The Customer must agree its cost-centre model, chargeback rules and wallboard viewer count with FirstNet before build.
- 5.2 For a non-FirstNet PBX, the Customer must give access to the CDR or SMDR feed in the format FirstNet specifies.
- 5.3 For Microsoft Teams, a Microsoft 365 Global Administrator must grant the Graph API permissions FirstNet specifies. The Customer may withdraw them at any time, but the Teams reporting will stop.
- 5.4 The Customer must keep its list of users with access to Clarity current, remove leavers, and limit access to Call Data to people who need it.
- 5.5 Wallboards are licensed per concurrent viewer. The Customer must not exceed the licensed number.

6. Provisioning and lead times

- 6.1 Every order passes a mandatory pre-sales review by FirstNet's Voice Solutions Engineering team covering data sources, Graph API access, legacy PBX integration, cost-centre model and viewer count.
- 6.2 Dashboards and chargeback rules are typically tuned over 2 to 4 weeks after Call Data starts flowing. Lead times are indicative only.
- 6.3 The Service is accepted when the Customer signs off the pilot dashboards. If the Customer raises no defects within the acceptance period stated in the Service Schedule, or, where none is stated, starts using the Service in production, the Service is accepted.

7. Service levels and support

- 7.1 Support is provided under the FirstNet Rapid Response Services Guide (SOP-SVC-RR-001) at www.firstnet.co.za/legal-notices/, through support@firstnet.co.za and 0861 989 896. FirstNet manages escalations with Apex BI. Support hours follow clause 7.1 of the Voice Services SST: faults on FirstNet's voice platform are handled 24 hours a day, seven days a week, and everything else during Business Hours, unless the Customer has signed a specific 24x7 service level in its Service Schedule.

- 7.2 Any service level for the Service is stated in the Service Schedule. Where none is stated, FirstNet uses reasonable endeavours and passes through the service level Apex BI gives for Clarity. FirstNet's own commitments cover the integration points it manages (for example the CDR feed from FirstNet Managed Cloud PBX) and its support response.
- 7.3 Reports depend on the completeness and accuracy of the Call Data. FirstNet is not responsible for gaps caused by the source PBX, Microsoft, or changes the Customer makes to its systems.
- 7.4 Service credits apply only if the Service Schedule states them, and are then the Customer's sole financial remedy for failure to meet a service level, without limiting the Customer's right to terminate for material or repeated breach under the Agreement.

8. Data, privacy and security

- 8.1 Roles. Call Data includes personal information about the Customer's employees (for example names, extensions and call activity) and about the people they call (telephone numbers). The Customer is the responsible party. FirstNet acts as operator under the FirstNet Data Processing Annexure, and Apex BI acts as FirstNet's sub-operator.
- 8.2 Location. Call Data is stored in the Apex BI cloud and processed in the locations Apex BI publishes or confirms for its service. Where this is outside South Africa, FirstNet relies on Apex BI's data processing terms and clause 7 of the Data Processing Annexure as the basis under POPIA section 72.
- 8.3 Access controls. Access to Clarity is by named user accounts with role-based permissions set by the Customer. The Customer should enable multi-factor authentication or single sign-on wherever Clarity offers it.
- 8.4 Audit trail. Clarity keeps a record of call activity that the Customer can use as evidence in audits. Clarity also logs user access to the extent Apex BI provides this.
- 8.5 Retention. Call Data is kept for the retention period stated in the Service Schedule, or the period the Customer sets within the limits Apex BI allows. The Customer must export the reports it needs before the Service ends, or within any further export period stated in the Service Schedule, after which Call Data is deleted under the Apex BI Terms.
- 8.6 Employee monitoring. Call analytics show how individual employees use the phone. The Customer is responsible for telling employees about this (POPIA section 18), for using the information only for the purposes it has told them about, and for not using reports as the sole basis for decisions with legal or similarly significant effects on employees (POPIA section 71).
- 8.7 Security compromises are handled under clause 8 of the Data Processing Annexure.

9. Fees, licences and changes

- 9.1 Charges are per extension (Clarity for PBX), per user (Clarity for Microsoft Teams) and per concurrent wallboard viewer, plus onboarding and integration fees, as stated in the Service Schedule. No prices are stated in these SST.
- 9.2 The Customer must tell FirstNet when extension or user numbers grow. FirstNet may true up licence counts monthly to actual use.
- 9.3 FirstNet may pass on Apex BI price increases under clause 9.5 of the Agreement.

10. Term, cancellation and early termination

- 10.1 The Service runs for the Initial Period in the Service Schedule (normally 12, 24 or 36 months) from the Service Commencement Date, then month to month until either party gives 30 days' written notice, or 90 days' written notice where the Service Schedule states that an upstream provider requires it.
- 10.2 Early termination is dealt with under clause 19 of the Agreement. Where the Customer is a Consumer, only a reasonable cancellation penalty applies (CPA section 14 and regulation 5). FirstNet applies the same reasonable cancellation penalty to a Small Business Customer (clause 19.3 of the Standard Terms and Conditions).

11. Suspension

- 11.1 FirstNet may suspend the Service under the Agreement for non-payment, breach of the Acceptable Use Policy or the Apex BI Terms, a security risk or a legal requirement.

12. Liability specifics

- 12.1 The limits and exclusions of liability in the Agreement apply.
- 12.2 FirstNet is not liable for: (a) decisions the Customer makes based on reports or chargeback figures; (b) inaccuracies caused by incomplete or incorrect Call Data from sources FirstNet does not manage; or (c) any savings not achieved.

13. Product-specific regulatory notes

- 13.1 POPIA: clause 8, including sections 18, 71 and 72.
- 13.2 Call Data is communication-related information. The Customer must not use the Service to obtain the content of communications; Clarity does not process call audio.

14. Changes to these terms

- 14.1 FirstNet may update these SST to reflect changes in law, the Apex BI Terms or FirstNet's service. FirstNet will give at least 30 days' notice of material changes by email and by publishing the updated version at www.firstnet.co.za/legal-notices/. If a material change is to the Customer's detriment, the Customer may cancel the affected Service before the change takes effect without an early termination charge, except for unrecoverable Vendor commitments under clause 19.4 of the Agreement.
- 14.2 Each version is identified by its version number and effective date below.

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