

POLICY

Code of Conduct and Service Charter

VERSION
v2026.10cEFFECTIVE
1 November 2026REPLACES
Code-Of-Conduct.pdf

1. Introduction

- 1.1 FirstNet Technology Services (Pty) Ltd ("FirstNet") provides electronic communications services under the individual licences held by its group company First Technology (Pty) Ltd (I-ECNS 0054/IECNS/JAN/09 and I-ECS 0054/IECS/JAN/09), issued by the Independent Communications Authority of South Africa ("ICASA").
- 1.2 ICASA requires licensees to comply with, among others, the Code of Conduct for Licensees Regulations issued by ICASA, as amended or replaced from time to time, which set minimum standards of conduct towards subscribers and potential subscribers, and the End-User and Subscriber Service Charter Regulations, 2016 ("ESSC Regulations"), which set minimum quality of service standards. Both are available on ICASA's website, <https://www.icasa.org.za>.
- 1.3 This Code of Conduct and Service Charter sets out how FirstNet will deal with its customers in line with those regulations. It forms part of FirstNet's Standard Terms and Conditions.

2. Definitions

- 2.1 **"Business Day"** means any day other than a Saturday, Sunday or public holiday in South Africa.
- 2.2 **"Business Hours"** means 08h00 to 17h00 on Business Days.
- 2.3 **"Customer"** means a FirstNet subscriber or a person who has applied to become one.

3. Our commitments

- 3.1 FirstNet will:
 - 3.1.1 act fairly, reasonably and responsibly in all dealings with Customers;
 - 3.1.2 make sure its services meet the requirements of its licences and the law;
 - 3.1.3 not unfairly discriminate against or between Customers on any ground, including race, gender, sex, pregnancy, marital status, ethnic or social origin, colour, sexual orientation, age, disability, religion, conscience, belief, culture or language;
 - 3.1.4 treat Customers with courtesy and care;
 - 3.1.5 give Customers clear information about its services, prices and terms before they contract, and guidance on which service suits their needs when asked;
 - 3.1.6 protect Customers' personal information as required by the Protection of Personal Information Act 4 of 2013, as described in its Privacy Notice, and not sell it to third parties; and
 - 3.1.7 deal with complaints under its Complaints Procedure.

4. Your rights as a consumer

- 4.1 Under the ICASA regulations, consumers have, among others, the right to:
 - 4.1.1 be provided with services without unfair discrimination;
 - 4.1.2 choose their service provider;
 - 4.1.3 receive information in their preferred official language where reasonably practicable;
 - 4.1.4 access and question records that the service provider holds about their relationship with it;

- 4.1.5 the protection of their personal information, including not having it sold to third parties without their permission;
- 4.1.6 port their telephone numbers in terms of the applicable regulations;
- 4.1.7 lodge a complaint; and
- 4.1.8 redress.

5. Information available to you

- 5.1 The following information is available free of charge on www.firstnet.co.za, on request from sales@firstnet.co.za, or for inspection at FirstNet's offices during Business Hours:
 - 5.1.1 the services FirstNet offers;
 - 5.1.2 the prices for each service, provided in a quote;
 - 5.1.3 the terms and conditions for each service, including the Standard Terms and Conditions, Service Specific Terms, Acceptable Use Policy and Broadband Fair Use Policy;
 - 5.1.4 payment terms, billing and billing processes;
 - 5.1.5 the Complaints Procedure, including the billing disputes procedure; and
 - 5.1.6 FirstNet's contact details.

6. Contracts and changes

- 6.1 FirstNet will give each Customer a copy of its written contract and terms (or a link to them) when the contract is concluded, or as soon as reasonably possible afterwards. Where a contract is concluded by phone, FirstNet will send the documents within 7 (seven) Business Days.
- 6.2 The contract documents will state clearly: the service and its rates; invoicing dates and periods; the minimum contract period; how and with how much notice the contract can be ended; any early termination charges; whether prices may change during the contract and how; any additional costs (such as deposits, installation, administration or equipment); the fair use and other policies that apply; and any other rules governing the relationship.
- 6.3 FirstNet will give Customers reasonable notice of changes to its terms, as set out in the Standard Terms and Conditions.

7. Billing

- 7.1 FirstNet will give Customers an itemised invoice where this forms part of the service, or on request.
- 7.2 Billing queries and disputes are dealt with under the Complaints Procedure. FirstNet will not disconnect a service that is the subject of a valid billing dispute while the dispute is being dealt with, provided that the undisputed amount is paid.

8. Credit vetting, equipment and number portability

- 8.1 Credit vetting: before providing services on credit terms, FirstNet may carry out a credit check through a registered credit bureau, as allowed by the National Credit Act 34 of 2005 and POPIA. FirstNet will tell the applicant before it does so.
- 8.2 Defective equipment: where equipment that FirstNet supplied is defective, FirstNet will investigate and repair or replace it under the manufacturer's warranty and, for consumers, the Consumer Protection Act 68 of 2008.
- 8.3 Number portability: Customers may port their telephone numbers to and from FirstNet in terms of ICASA's Number Portability Regulations. FirstNet will not unreasonably refuse or delay a valid port request.
- 8.4 Accessibility: Customers with disabilities who need information in another format, or help with an application or complaint, may ask FirstNet for assistance.

9. Minimum service standards

- 9.1 The ESSC Regulations set minimum quality of service parameters for different types of services (such as service availability, installation and activation times, fault clearance and, for voice services, call quality). FirstNet will meet the parameters that apply to each of its services, as published by ICASA.
- 9.2 The service levels FirstNet offers for a specific service, and any service credits, are set out in the Service Schedule and Service Specific Terms for that service.
- 9.3 Many FirstNet services depend on networks and facilities operated by others (for example fibre network operators, mobile network operators, undersea cables and power utilities). FirstNet will work with those providers to restore services as quickly as possible and will keep affected Customers informed. FirstNet's responsibility for failures caused by third parties is set out in its Standard Terms and Conditions.

10. Complaints

- 10.1 Customers may complain to FirstNet under its Complaints Procedure. FirstNet will acknowledge a complaint within 48 hours and resolve it within 14 days. If a complaint is not resolved, the Customer may escalate it to ICASA, as set out in the Complaints Procedure.

Code of Conduct and Service Charter | Version v2026.10c | Effective date: 1 November 2026

Published by FirstNet Technology Services (Pty) Ltd (registration number 2006/031608/07), 26 Augrabies Road, Waterfall Office Park, Midrand, 1686 | 0861 989 896 | support@firstnet.co.za

Published by FirstNet Technology Services (Pty) Ltd, registration number 2006/031608/07. Code of Conduct and Service Charter, v2026.10c. The current version of every FirstNet legal document is at www.firstnet.co.za/legal-notices/.