

POLICY

Complaints Procedure

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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"). ICASA requires licensees to publish procedures for handling complaints and billing disputes, under the Code of Conduct for Licensees Regulations issued by ICASA and the End-User and Subscriber Service Charter Regulations, 2016 ("ESSC Regulations").
- 1.2 This procedure explains how to complain to FirstNet, how FirstNet deals with complaints and billing disputes, and where you can escalate a complaint if you are not satisfied. It applies to all FirstNet customers and to people who have applied for FirstNet services. It forms part of FirstNet's Standard Terms and Conditions.
- 1.3 FirstNet's commitments on conduct and service standards are in its Code of Conduct and Service Charter, published at www.firstnet.co.za/legal-notices/.

2. Definitions

- 2.1 **"Billing Dispute"** means a complaint made in good faith that an invoice contains incorrect charges, payments or adjustments.
- 2.2 **"Billing Enquiry"** means a request for information or clarification about an invoice (for example an explanation of a charge or of usage). A Billing Enquiry is not a Billing Dispute.
- 2.3 **"Business Day"** means any day other than a Saturday, Sunday or public holiday in South Africa.
- 2.4 **"Complaint"** means an expression of dissatisfaction made to FirstNet about its services, conduct or billing, where a response or resolution is expected. A fault report is not a Complaint unless the fault is not dealt with as expected.
- 2.5 **"Customer"** means a FirstNet subscriber or a person who has applied to become one.

3. How to complain

- 3.1 Faults and service requests: please log these first with support@firstnet.co.za or 0861 989 896, during the support hours stated in your Service Schedule or Service Specific Terms. You will receive a reference number. If a fault is not resolved as expected, you may lodge a Complaint.
- 3.2 Billing Enquiries: accounts@firstnet.co.za.
- 3.3 Complaints and Billing Disputes: email complaints@firstnet.co.za, call 0861 989 896 and ask for complaints, or write to FirstNet at 26 Augrabies Road, Waterfall Office Park, Midrand, 1686. FirstNet will also accept a Complaint made through its sales or support staff and record it for you.
- 3.4 Please include:
 - 3.4.1 your name, company and contact details;
 - 3.4.2 your account number and any reference numbers already given to you;
 - 3.4.3 a description of the Complaint and what you would like FirstNet to do; and
 - 3.4.4 any documents that support the Complaint.
- 3.5 If you need help to lodge a Complaint (for example because of a disability or language), please tell us and we will help you.

4. How FirstNet handles Complaints

- 4.1 Acknowledgement: FirstNet will acknowledge every Complaint within 48 (forty-eight) hours of receiving it and give you a reference number. Keep the reference number: you will need it if you escalate the Complaint.
- 4.2 Resolution: FirstNet will investigate and resolve the Complaint, and tell you the outcome and the reasons for it in writing, within 14 (fourteen) days of receiving it.
- 4.3 If FirstNet needs more information from you, it will ask for it promptly. FirstNet will still aim to resolve the Complaint within the 14-day period, and will tell you if your delay in providing information makes that impossible.
- 4.4 Unauthorised use. A Complaint or Billing Dispute about charges caused by unauthorised use of your service (for example toll fraud on a compromised PBX, or a stolen SIM card) will be considered. You are generally responsible for use through your account and credentials under the Standard Terms and Conditions, but FirstNet will not hold you liable for charges caused by FirstNet's own failure, and will take into account whether you reported the problem promptly.

5. Internal escalation

- 5.1 If you are not satisfied with the outcome, or FirstNet has not responded within the periods in clause 4, you may escalate the Complaint to FirstNet management at escalations@firstnet.co.za, quoting your reference number.
- 5.2 Escalating internally is optional. It does not extend the 14-day period, and you may escalate to ICASA under clause 8 once that period has passed or you have received FirstNet's outcome.

6. Billing Disputes

- 6.1 How to lodge a Billing Dispute. Lodge a Billing Dispute under clause 3.3 within 30 (thirty) calendar days of the date of the invoice concerned, with the invoice number and date, the amount in dispute ("Disputed Amount"), the amount not in dispute ("Undisputed Amount") and the reasons for the dispute. FirstNet may still consider a dispute lodged later, particularly where the error could not reasonably have been noticed sooner.
- 6.2 Paying while a dispute is open. You must pay the Undisputed Amount by its due date. You may withhold the Disputed Amount while FirstNet deals with the Billing Dispute, provided that FirstNet received the Billing Dispute before the due date of the invoice.
- 6.3 FirstNet's response. FirstNet will acknowledge a Billing Dispute within 48 (forty-eight) hours and give you its decision, with reasons, within 14 (fourteen) days. The decision will:
 - 6.3.1 confirm that the Billing Dispute is valid, and state the adjustment; or
 - 6.3.2 reject it, with reasons (for example that the charges are correct, the dispute was not made in good faith, or the Billing Dispute has already been resolved); or
 - 6.3.3 propose another reasonable resolution.
- 6.4 After the decision.
 - 6.4.1 If FirstNet finds that some or all of the Disputed Amount is payable, you must pay it within 5 (five) Business Days of the decision, unless you escalate the dispute under clause 8, in which case you should tell FirstNet.
 - 6.4.2 If FirstNet finds in your favour, it will credit your account (normally on the next invoice) or refund an amount already paid.
- 6.5 No disconnection during a dispute. While a Billing Dispute lodged under this procedure is being dealt with, FirstNet will not suspend or disconnect the service concerned, start collection action, report you to a credit bureau or charge interest on the Disputed Amount, provided that you pay the Undisputed Amount on time. FirstNet may still act under its Agreement with you for reasons unrelated to the Disputed Amount (for example a security risk or an unpaid Undisputed Amount), or where you have told FirstNet that you cannot pay, or you are subject to liquidation, sequestration, business rescue or a similar process.

- 6.6 Card and bank chargebacks. Please give FirstNet the chance to resolve a Billing Dispute under this procedure before asking your bank or card issuer to reverse a payment. If a payment for services actually provided is reversed, FirstNet may recover that amount and the reasonable charges caused by the reversal. This does not affect any right you have under law or your bank's rules.
- 6.7 Confidentiality. Information exchanged during a Billing Dispute may be used only to resolve that dispute, except where the law requires otherwise.

7. Records

- 7.1 FirstNet keeps a record of every Complaint, its reference number, the steps taken and the outcome, for at least the period that ICASA's regulations require, and makes these records available to ICASA on request.

8. Escalating a Complaint outside FirstNet

- 8.1 ICASA. If FirstNet has not resolved your Complaint or Billing Dispute within 14 (fourteen) days, has not responded adequately, or you disagree with the outcome, you may lodge the Complaint with ICASA. ICASA requires you to have given FirstNet the opportunity to resolve it first, so please have your FirstNet reference number ready. ICASA contact details (checked on 13 October 2026):
- 8.1.1 online complaints portal: <https://crmportal.icasa.org.za/>;
 - 8.1.2 Contact Centre: 012 568 3000 or 012 568 3001; and
 - 8.1.3 website: <https://www.icasa.org.za>.

If ICASA cannot resolve the Complaint, it may refer it to the ICASA Complaints and Compliance Committee.

- 8.2 ISPA. If your Complaint is that FirstNet has not complied with the ISPA Code of Conduct (for example about spam, take-down or internet service conduct), you may lodge it with the Internet Service Providers' Association under its complaints procedure at <https://ispa.org.za/consumer-support/complaints-process/>. ISPA also offers a mediation process: <https://ispa.org.za/consumer-support/mediation-process/>.
- 8.3 Personal information. Complaints about how FirstNet processes personal information should go to FirstNet's Information Officer (by email to privacy@firstnet.co.za) and may be escalated to the Information Regulator at POPIAComplaints@inforegulator.org.za (<https://inforegulator.org.za>).
- 8.4 Consumers. If you are a consumer under the Consumer Protection Act 68 of 2008, you may also have rights to approach the National Consumer Commission or a consumer court. Using this procedure does not limit any right you have under law, including your right to approach a court.

9. Changes

- 9.1 FirstNet will update this procedure when the law or its processes change, and will publish the current version at www.firstnet.co.za/legal-notices/.

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