

Voice · Managed Cloud PBX, powered by Yeastar

Your phone system. Fully managed.

A complete cloud telephony service with desk-phone, mobile and desktop apps, IVR, queues, recording and reporting. Powered by Yeastar, delivered and supported by FirstNet.

Fully managed

FirstNet owns delivery and support

Mobile apps

mobile and desktop softphones for hybrid teams

Teams-ready

optional Microsoft Teams calling

Local SA voice

licensed South African calling included

Who it's for

- Small, medium and mid-market businesses (10 to 500 users)
- Customers replacing a legacy on-prem PBX
- Distributed and hybrid teams needing softphone and mobile
- Professional services, retail, logistics, healthcare and education

An outcome, not an appliance. No on-premise PBX hardware to maintain. Delivered and supported by one local partner.

One cloud PBX, managed end to end

Yeastar Cloud PBX

Managed service

Yeastar P-Series hosted in South Africa for low latency, with unified communications for every user.

Voice, video, chat and presence · Mobile and desktop apps · Voicemail-to-email · Conferencing

Call handling and insight

Route, record and measure every call, with central control through the admin portal.

IVR · Call queues · Call recording · Real-time and historical reporting

Microsoft Teams calling

OPTIONAL

Keep the Teams front-end you know, with full PBX features behind it.

Native Teams calling · South African numbers with porting

Optional add-ons: AI Receptionist, AI Transcription, Compliance Recording, Clarity Call Analytics, and FirstNet SIP Trunks with backup.

What FirstNet does for you

- 1 Assess and design**
Map your call flows, numbering plans and integration needs.
- 2 Port**
Our voice engineering team owns number porting and cutover planning.
- 3 Deploy**
Staged rollout, with coexistence options for complex sites.
- 4 Adopt**
Training and quick-reference guides for admins and users.
- 5 Operate**
Local SA support and SLAs for availability and support responsiveness.

Why FirstNet

- ✓ **One provider** for voice minutes, SIP connectivity, platform deployment, number porting and ongoing support.
- ✓ **Yeastar P-Series expertise** and a certified Microsoft Teams Operator Connect provider.
- ✓ **Reliable.** Geo-redundant platform with monitored uptime, plus fraud protection.
- ✓ **Managed migration** from legacy PBX systems, by local engineering teams.

Getting started

- 1 Book an assessment.** We size your deployment against sites, users and integrations, including Teams calling.
- 2 Migration plan.** We agree call flows, numbering, porting and a phased rollout.
- 3 Cut over.** Our voice engineers manage porting and cutover, then train your users.

What we will need from you: your sites, user count, current numbers and any Microsoft Teams calling requirement.

Let's elevate your communications.

Book a cloud PBX assessment and migration plan with your FirstNet account team.

[firstnet.co.za →](https://firstnet.co.za)

0861 989 896 · Umhlanga Ridge, KZN