

SERVICE SPECIFIC TERMS / CONNECTIVITY

Managed SD-WAN and Modern Networking

SD-WAN overlay and Zero Trust network packages

VERSION
v2026.10c

EFFECTIVE
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 Managed SD-WAN and the FirstNet Modern Networking (Zero Trust network) packages supplied by FirstNet Technology Services (Pty) Ltd (registration number 2006/031608/07), 26 Augrabies Road, Waterfall Office Park, Midrand, 1686 ("FirstNet").

1. Status and precedence

- 1.1 These Service Specific Terms ("SST") are incorporated by reference into every Service Schedule, Scope of Work or quote for Managed SD-WAN or a Modern Networking package.
- 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").
- 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) Vendor Terms. Where Vendor Terms impose a mandatory restriction on use of the vendor's product, the Customer must comply with it.
- 1.4 Underlay links supplied by FirstNet are governed by their own SST (Business Broadband, Dedicated Internet Access and IP Transit, Mobile Data, LTE/5G and APN, and LEO Satellite Connectivity). Firewall, SSE and ZTNA licences are governed by the relevant FirstNet Security SST (Managed Firewall; Secure Access and Security Service Edge; Cloudflare Web, DDoS and Zero Trust). Peplink bonded connectivity is governed by the Bonded Connectivity (Peplink) SST. These SST cover the SD-WAN overlay and its management.
- 1.5 Words defined in the Agreement have the same meaning here.

2. Definitions

- 2.1 **"Edge Device"** means the SD-WAN appliance, virtual appliance or router at a Site (for example a Fortinet FortiGate, Sophos Firewall, Peplink device or ATOMNIA device).
- 2.2 **"Licences"** means the vendor subscriptions needed for the Edge Device and overlay to function (for example SD-WAN, security, management, ZTNA or SSE subscriptions).
- 2.3 **"Management Platform"** means the vendor's cloud or on-premises console used to manage Edge Devices and policy (for example FortiManager, Sophos Central or Peplink InControl 2).
- 2.4 **"Overlay"** means the centrally managed SD-WAN layer that applies path selection, failover, QoS and security policy across the Underlays.
- 2.5 **"Package"** means a Modern Networking package named in the Service Schedule: OMNIA Zero Trust, ZT Overlay, ZT Advanced or ZT Essentials.
- 2.6 **"Policy"** means the routing, QoS, application and security rules approved by the Customer for the Overlay.

- 2.7 **"Underlay"** means a physical or wireless link that carries Overlay traffic: Business Broadband, DIA, LTE/5G, Microwave, LEO satellite, MPLS or a third-party link.

3. Service description

- 3.1 Managed SD-WAN. FirstNet designs, deploys and manages an Overlay across two or more Underlays per Site. It provides: (a) dynamic path selection and failover; (b) load balancing and application-aware traffic steering; (c) QoS for business-critical applications; (d) integrated security policy where the Edge Device supports it; and (e) central visibility and reporting.
- 3.2 Design and validation. Before quoting or deployment, FirstNet captures the Customer's business, resilience and security objectives, validates Underlay feasibility and link quality at each Site, and has the architecture validated by both its Connectivity and Security teams. The approved design is recorded in the Service Schedule or design document.
- 3.3 Underlays. SD-WAN needs at least two Underlays per Site to deliver failover and path selection. FirstNet does not recommend single-link SD-WAN and gives no failover commitment for it. Underlays may be supplied by FirstNet or by the Customer. Hybrid designs with MPLS are supported.
- 3.4 Limits. SD-WAN controls how traffic uses the Underlays. It does not increase the capacity of an Underlay, remove contention, or fix a poor last mile.
- 3.5 Modern Networking Packages. Where the Service Schedule names a Package, the components are those listed for it in the Service Schedule. In summary:
- 3.5.1 OMNIA Zero Trust: an all-inclusive package built on an ATOMNIA edge device (next-generation firewall and integrated SASE), with FirstNet fibre, LTE backup and managed service. Its availability, components (including whether SD-WAN is included) and support model are those stated in the Service Schedule.
- 3.5.2 ZT Overlay: Zero Trust on top of the Customer's existing connectivity, with one of a Peplink SD-WAN edge, a Sophos Firewall (Standard Protection) or no edge, plus a matching Zero Trust licence (Netskope, Cloudflare or Sophos ZTNA).
- 3.5.3 ZT Advanced: a Fortinet (FortiGate with security services and FortiClient EMS or ZTNA) or Sophos (Sophos Firewall with Xstream Protection and Sophos ZTNA) platform chosen by the Customer, with FirstNet managed service.
- 3.5.4 ZT Essentials: a Cloudflare Zero Trust licence with FirstNet budget broadband and a router, on a Best Effort basis with no service level.
- 3.6 Zero Trust. Every Package includes identity integration and a Zero Trust user licence or agent. Where the Zero Trust licence is Cloudflare, FirstNet creates the Customer's own Cloudflare account, in the Customer's name, under FirstNet's Cloudflare MSSP organisation. Zero Trust agents run on the Customer's user devices. No Package is agentless unless the Service Schedule says so.
- 3.7 What is not included. Unless the Service Schedule says otherwise: the Customer's LAN switching and Wi-Fi; endpoint security; identity platform licences (for example Microsoft Entra ID); Underlays not ordered from FirstNet; and on-site remediation of Customer equipment.
- 3.8 Related services. These SST cover the SD-WAN overlay design and management and the Modern Networking Packages. Peplink Devices, bonding and InControl 2 are covered by the Bonded Connectivity (Peplink) SST, firewall appliances and their management by the Managed Firewall SST, and Underlays by their own SST (see clause 1.4).

4. Vendor Terms

- 4.1 The Edge Devices, Licences and Management Platforms are vendor products. The Customer accepts the vendor's end-user terms on order or first use. The documents are:
- (a) Fortinet: End User License Agreement, <https://www.fortinet.com/content/dam/fortinet/assets/legal/EULA.pdf> (checked 13 October 2026)
- (b) Sophos: Sophos End User Terms of Use, <https://www.sophos.com/en-us/legal/sophos-end-user-terms-of-use> (revision date 1 July 2026, checked 13 October 2026)

- (c) Peplink: as set out in the Bonded Connectivity (Peplink) SST
 - (d) ATOMNIA: the ATOMNIA end-user terms that apply to the Service, as provided or linked by FirstNet
 - (e) Netskope and Cloudflare (ZTNA and SSE licences): as set out in the Secure Access and Security Service Edge SST and the Cloudflare Web, DDoS and Zero Trust SST.
- 4.2 FirstNet passes through the vendor's hardware warranty, software support and any vendor service level, and does not add its own warranty on vendor products. FirstNet co-ordinates warranty claims and advance replacements on the Customer's behalf where the support contract allows.
- 4.3 A vendor may change its products, end-of-life an Edge Device, change Licence models or suspend Licences for breach of its terms. FirstNet is not liable for those acts, but will tell the Customer and propose a remedy.

5. Customer responsibilities

- 5.1 The Customer must: (a) give FirstNet the information needed for design (Sites, applications, traffic priorities, identity platform, security requirements); (b) approve the design and Policy in writing; (c) provide rack space, power (preferably UPS-backed) and access at each Site; (d) give FirstNet the access needed to integrate with its identity platform; (e) deploy Zero Trust agents to user devices or allow FirstNet to do so; and (f) keep Licence counts (users, devices, Sites) accurate and tell FirstNet before they increase.
- 5.2 Third-party Underlays. Where the Customer supplies an Underlay, it must keep it in service, pay for it and manage its provider. FirstNet's service level does not cover third-party Underlays.
- 5.3 The Customer must not change Edge Device configuration outside the agreed change process. Changes made by the Customer, or by a third party it appoints, are its responsibility.
- 5.4 The Customer must use the Service lawfully and in line with the FirstNet Acceptable Use Policy.

6. Provisioning and lead times

- 6.1 There is no standard SD-WAN lead time. Timelines depend on Underlay availability, Site readiness, hardware availability, hybrid MPLS requirements and rollout scope, and are set out in the project plan.
- 6.2 Each Site is accepted against the acceptance criteria in the design (for example failover behaviour and policy enforcement). Clauses 6.3 and 6.4 of the Business Broadband SST apply to the Service Handover Form process unless the project plan sets different acceptance steps.
- 6.3 After rollout and testing, the Service is handed to FirstNet managed services for in-life support.

7. Service levels and support

- 7.1 Any service level for the Overlay and Edge Device management is stated in the Service Schedule. Where none is stated, FirstNet uses reasonable endeavours and passes through the Vendor's or upstream provider's service level.
- 7.2 Where the Customer's Underlays are supplied by FirstNet, FirstNet acts as a single point of accountability, but availability commitments on each Underlay are those in that Underlay's SST and Service Schedule. Where Underlays are supplied by a third party, FirstNet's service level covers the FirstNet-managed Edge Device and Overlay only.
- 7.3 ZT Essentials and any Package delivered over Best Effort broadband carry no service level.
- 7.4 Exclusions: Underlay faults not supplied by FirstNet; vendor cloud or Management Platform outages; Customer changes or equipment; power at the Site; Licence lapses caused by the Customer; and force majeure.
- 7.5 Service credits apply only if the Service Schedule states them and are the Customer's sole financial remedy for missed service levels, without limiting termination rights under the Agreement.
- 7.6 Changes. Policy changes are requested through the FirstNet support centre and implemented under FirstNet's change process. Standard changes are included up to the number stated in the Service Schedule; others are quoted.
- 7.7 Faults are logged with the FirstNet support centre at support@firstnet.co.za, through the support portal, or on 0861 989 896.

8. Data, privacy and security

- 8.1 FirstNet processes, as operator for the Customer: user identities and group memberships from the identity integration; device information from Zero Trust agents; traffic logs, application usage and security events from Edge Devices; and configuration data.
- 8.2 Location. FirstNet stores management and log data it hosts in South Africa by default. Netskope services are hosted in South Africa for FirstNet customers. Sophos Central is hosted outside South Africa, in Ireland or Germany: the region is chosen when the Customer's Sophos Central account is set up, and the Customer may choose which of the two is used. Where a Sophos platform is used, personal information is therefore processed in that region. Other vendor Management Platforms and cloud security services (for example FortiManager or FortiCloud, Peplink InControl 2, ATOMNIA and Cloudflare) process data in the locations the vendor publishes for its service. Where a vendor processes personal information outside South Africa, FirstNet relies on the vendor's data processing terms and the protections in section 72 of POPIA.
- 8.3 The Customer is the responsible party. It must have a lawful basis for monitoring its users' traffic and must inform its users, for example in an IT acceptable use or monitoring policy.
- 8.4 The FirstNet Data Processing Annexure published at www.firstnet.co.za/legal-notices/ applies. FirstNet will notify the Customer without undue delay of a security compromise affecting the Customer's personal information.

9. Fees, licences and changes

- 9.1 MRC, NRC and hardware charges are set out in the Service Schedule. This document contains no prices.
- 9.2 Hardware. Edge Devices are supplied either: (a) as a once-off purchase, with ownership passing to the Customer on full payment; or (b) as part of the MRC, remaining FirstNet property. The Service Schedule states which applies.
- 9.3 Licences are term subscriptions (usually 12, 36 or 60 months) bought from the vendor for the Customer. They cannot be cancelled or reduced mid-term and remain payable for their full term, even if the Service ends early, subject to clause 10.2 for a Consumer or a Small Business Customer. Netskope and Cloudflare licences are held on FirstNet's MSP agreements: they are committed for the term but the Customer may reduce them to the Vendor's minimum quantity at any time on written notice, and they are not charged in addition to the early termination charge. Additional users, devices or Sites are added at the then-current rate and co-terminated where the vendor allows.
- 9.4 Vendor charges in US dollars may be passed through at the exchange rate on the invoice date. Vendor price increases are passed on under the Agreement (clause 9.5 of the Standard Terms and Conditions), without mark-up and on at least 30 calendar days' written notice.

10. Term, cancellation and early termination

- 10.1 Each Service runs for the Initial Period in the Service Schedule and then month to month until cancelled by either party on 30 calendar days' written notice, or 90 calendar days' written notice where an upstream provider requires it, as stated in the Service Schedule. Licence terms run separately under clause 9.3.
- 10.2 Early termination before the end of the Initial Period: where the Customer is a Consumer or a Small Business Customer, a reasonable cancellation penalty under the Agreement (clause 19.3 of the Standard Terms and Conditions), determined on the factors in regulation 5 of the CPA Regulations, which takes into account the remaining cost of committed Licences and any unpaid hardware; otherwise the early termination charge in the Agreement (clause 19.2 of the Standard Terms and Conditions), and the remaining cost of committed Licences other than Netskope and Cloudflare licences (clause 19.4 of the Standard Terms and Conditions) and any unpaid hardware also remains payable.
- 10.3 On termination FirstNet will, on request, give the Customer an export of its configuration and Policy, and will release Customer-owned Edge Devices from its Management Platform. FirstNet-owned Edge Devices must be returned within 10 Business Days.

11. Suspension

- 11.1 FirstNet may suspend the Service for non-payment after the notice period in the Agreement, for breach of the Acceptable Use Policy or Vendor Terms, where a vendor suspends a Licence, to contain a security threat, or where required by law, court order or ICASA.

12. Liability specifics

- 12.1 The limits and exclusions of liability in the Agreement apply. This clause adds product-specific points only.
- 12.2 FirstNet is not liable for Underlays it does not supply, for vendor platform outages, or for security incidents that result from Policy the Customer required against FirstNet's written advice.
- 12.3 No security service can prevent every attack. FirstNet does not warrant that the Service will detect or block every threat.

13. Regulatory notes

- 13.1 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). Edge Devices supplied by FirstNet for use in South Africa must be ICASA type-approved.
- 13.2 Monitoring and interception: see clause 8.3 (RICA and POPIA).
- 13.3 The Cybercrimes Act 19 of 2020 may require reporting of certain offences; FirstNet will co-operate with the Customer and lawful requests.
- 13.4 Complaints may be lodged under the FirstNet Complaints Procedure at www.firstnet.co.za/legal-notices/.

14. Changes to these terms

- 14.1 FirstNet may update these SST for changes in Vendor Terms, law or the Service, with at least 30 calendar days' written notice of material adverse changes. If the Customer is materially prejudiced, it may cancel the affected Service without an early termination charge (but subject to clause 9.3 for committed Licences) before the change takes effect.
- 14.2 The current version is published at www.firstnet.co.za/legal-notices/.

Managed SD-WAN and Modern Networking | Version v2026.10c | Effective date: 1 November 2026

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