

## SERVICE SPECIFIC TERMS / VOICE

# Microsoft Teams Calling

Operator Connect and Direct Routing

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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/](http://www.firstnet.co.za/legal-notices/).

These Service Specific Terms apply to FirstNet Microsoft Teams Calling, delivered through Operator Connect or Direct Routing, 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/](http://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/](http://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 Part A of the FirstNet Voice Services SST (numbers, porting, emergency calls, CLI, toll fraud and tariffs) also applies to the Service.
- 1.4 If documents conflict, this order applies: (a) the Service Schedule, but only for commercial items it expressly overrides; (b) these SST; (c) the Voice Services SST; (d) the Agreement (including the Data Processing Annexure and the Acceptable Use Policy); (e) the Microsoft Terms in clause 4. Where the Microsoft Terms impose a mandatory restriction on the use of Microsoft products, the Customer must comply with it.
- 1.5 Words defined in the Agreement have the same meaning here.

## 2. Definitions

- 2.1 **"Direct Routing"** means connection of the Customer's Teams tenant to the public telephone network through FirstNet-owned, Microsoft-certified SBCs.
- 2.2 **"Microsoft"** means the Microsoft entity that is party to the Customer's Microsoft agreement, and its affiliates.
- 2.3 **"Microsoft Terms"** means the terms in clause 4.1.
- 2.4 **"Operator Connect"** means Microsoft's programme under which a customer selects a listed calling operator in the Teams admin centre and the operator provides calling through a direct connection to Microsoft. FirstNet is a listed Operator Connect operator in South Africa.
- 2.5 **"SBC"** means a session border controller.
- 2.6 **"Service"** means FirstNet Microsoft Teams Calling through Operator Connect, Direct Routing or both, as stated in the Service Schedule.
- 2.7 **"Teams Phone Licence"** means the Microsoft licence each user needs to make and receive public telephone calls in Teams (for example Teams Phone Standard or a Microsoft 365 E5 plan that includes it), as Microsoft names it from time to time.
- 2.8 **"Tenant"** means the Customer's Microsoft 365 tenant.

### 3. Service description

- 3.1 What FirstNet provides. FirstNet provides public telephone network calling for Microsoft Teams over the FirstNet voice network described in clause 3.1 of the Voice Services SST, with South African numbers, number porting, voice plans and support. FirstNet may provide Operator Connect and Direct Routing side by side in the same Tenant.
- 3.2 Operator Connect. Where the Service Schedule provides for Operator Connect, the Customer selects FirstNet in the Teams admin centre and FirstNet provisions numbers into the Customer's number inventory. No customer SBC is needed.
- 3.3 Direct Routing. FirstNet connects the Tenant to its voice network through FirstNet-owned, Microsoft-certified SBCs, operated in geographically diverse clusters in data centres in Durban, Johannesburg and Cape Town, South Africa. Signalling between Microsoft and the SBCs uses TLS 1.2 or later and media uses SRTP. The SBC option (standard, high-availability pair or geo-redundant clusters) is stated in the Service Schedule. Direct Routing can use FirstNet's voice network or, where the Service Schedule says so, a carrier the Customer keeps.
- 3.4 What Microsoft provides. Microsoft provides Teams, Teams Phone features (for example auto attendants, call queues and voicemail), the Teams clients and the Tenant, under the Customer's Microsoft agreement.
- 3.5 Device limits. At the version date of these SST, FirstNet's Operator Connect service does not support common area phones, Teams Rooms or analogue devices (through ATAs). Where the Customer needs these, FirstNet provides them through Direct Routing in the same Tenant. FirstNet may change this as Microsoft's programme and FirstNet's service develop.
- 3.6 What is not included. Unless the Service Schedule says otherwise, the Service does not include: (a) Teams Phone Licences or other Microsoft licences (clause 9.3); (b) administration of the Tenant, Teams policies, users, security or data, beyond the initial voice configuration in the Service Schedule; (c) the Customer's internet access or network; (d) fax (which is not supported); (e) video calling to the public telephone network; or (f) compliance recording.

### 4. Microsoft Terms

- 4.1 Microsoft provides Teams and Teams Phone to the Customer under the Customer's own agreement with Microsoft. The following Microsoft Terms apply, as updated by Microsoft from time to time:
  - 4.1.1 the Microsoft Customer Agreement (<https://www.microsoft.com/licensing/docs/customeragreement>) or the Customer's Enterprise Agreement or other Microsoft volume licensing agreement;
  - 4.1.2 the Microsoft Product Terms (<https://www.microsoft.com/licensing/terms/>); and
  - 4.1.3 the Microsoft Products and Services Data Protection Addendum (<https://www.microsoft.com/licensing/docs/view/Microsoft-Products-and-Services-Data-Protection-Addendum-DPA>).
- 4.2 Where FirstNet supplies Microsoft licences, the Customer must accept the Microsoft Customer Agreement before the licences are provisioned, and the FirstNet Microsoft Cloud (CSP) Service Specific Terms also apply.
- 4.3 Microsoft may change, suspend or withdraw Teams features, Operator Connect or Direct Routing requirements, or certification of SBCs. FirstNet is not liable for those changes, but will tell the Customer about changes that materially affect the Service and will propose an alternative where one exists. Clause 7.3 of the Agreement applies.
- 4.4 FirstNet does not give warranties or service levels for Microsoft's services. Microsoft's service levels for Teams are those in the Microsoft Terms, and the Customer claims them from Microsoft (or through its licensing partner).

### 5. Customer responsibilities

- 5.1 The Customer must obtain and keep: (a) a Teams Phone Licence for each user who makes or receives public telephone calls, and any other licence Microsoft requires (for example for auto attendants or call queues); and (b) its Tenant in Teams Only mode.

- 5.2 The Customer must make a person with the Microsoft 365 Global Administrator role (or the Teams administrator role, where enough) available during integration and testing, and must carry out the Tenant configuration assigned to it in the Service Schedule.
- 5.3 For Direct Routing, the Customer must register and verify in its Tenant the domain names FirstNet specifies for its SBCs. If FirstNet does this on the Customer's behalf, it may charge as stated in the Service Schedule.
- 5.4 The Customer must make sure only numbers assigned to it are used as caller ID, and must keep the emergency address for each user or number current in the Teams admin centre or with FirstNet, as applicable (clause 13.2).
- 5.5 The Customer must not send automated dialler, bulk outbound or call-centre campaign traffic through the Service unless the Service Schedule allows it. FirstNet limits calls per second to protect the network; the default limit is five calls per second, and higher limits are available on request.
- 5.6 Call quality depends on the Customer's network and its connection to Microsoft. The Customer is responsible for its internet access, LAN, Wi-Fi and devices unless FirstNet provides them.

## 6. Provisioning and lead times

- 6.1 Every order passes a mandatory pre-sales review by FirstNet's Voice Solutions Engineering team covering Tenant readiness, licensing, numbers to port, device needs (including any that require Direct Routing), dial plans and SBC design.
- 6.2 Delivery follows five phases: prepare, plan, provision, pilot and production. Where the Service Schedule provides for Operator Connect, it is typically enabled in days once the Tenant is ready. Lead times are indicative only and depend on porting (Voice Services SST, clause 13.2.5) and the Customer's completion of its tasks.
- 6.3 FirstNet will issue a Service Handover Form after pilot testing. The acceptance process in clause 6.3 of the Voice Services SST applies.

## 7. Service levels and support

- 7.1 Support for platform faults is available 24 hours a day, seven days a week. Support for everything else (including moves, adds and changes, Tenant configuration and general requests) is available during Business Hours, unless the Customer has signed a specific 24x7 service level in its Service Schedule. Support is provided under the FirstNet Rapid Response Services Guide (SOP-SVC-RR-001) published at [www.firstnet.co.za/legal-notices/](http://www.firstnet.co.za/legal-notices/), through support@firstnet.co.za and 0861 989 896.
- 7.2 Unless the Service Schedule states a different target, FirstNet's availability target for the Service is 99.5% per calendar month. Support targets are those stated in the Service Schedule or the Rapid Response Services Guide. The availability target covers only FirstNet-managed components: FirstNet's voice network and interconnects, the Operator Connect connection on FirstNet's side, FirstNet's SBCs and number provisioning.
- 7.3 Microsoft's services (Teams, Teams Phone features, the Teams clients and the Tenant), the Customer's internet access and network, and any carrier the Customer keeps for Direct Routing are outside FirstNet's service levels. FirstNet will log and manage escalations with Microsoft on the Customer's behalf for Microsoft-side faults affecting calling, but cannot control Microsoft's response times.
- 7.4 If FirstNet misses the availability target in a calendar month, the Customer is entitled to a service credit, calculated as a percentage of the MRC of the affected Service for that calendar month, unless the Service Schedule states a different table:

| Availability in the calendar month | Service credit (% of the monthly MRC of the affected Service) |
|------------------------------------|---------------------------------------------------------------|
| 99.5% or more                      | 0%                                                            |
| Below 99.5% down to 98%            | 5%                                                            |
| Below 98% down to 97%              | 10%                                                           |
| Below 97% down to 96%              | 15%                                                           |
| Below 96% down to 95%              | 20%                                                           |

| Availability in the calendar month | Service credit (% of the monthly MRC of the affected Service) |
|------------------------------------|---------------------------------------------------------------|
| Below 95%                          | 25%                                                           |

Credits are measured per calendar month on the FirstNet-managed components in clause 7.2 only; outages of Microsoft's services and the other items in clause 7.3 do not count. The credit rules in clause 7.3(a) to (d) of the Voice Services SST apply, including the claim process, the 25% monthly maximum and crediting on the next invoice after approval. Service credits are the Customer's sole financial remedy for failure to meet the availability target, without limiting the Customer's right to terminate for material or repeated breach under the Agreement. The exclusions in clause 7.4 of the Voice Services SST apply.

- 7.5 Choosing a high-availability SBC pair or geo-redundant clusters improves resilience but does not change the availability target in clause 7.2.

## 8. Data, privacy and security

- 8.1 Microsoft. Teams call content, call records in the Tenant, voicemail and Teams data are processed by Microsoft under the Microsoft Terms, including the Microsoft Data Protection Addendum. This data is processed in the locations Microsoft publishes for its service. Where this is outside South Africa, the Customer's agreement with Microsoft governs that processing and provides the basis under POPIA section 72.
- 8.2 FirstNet. FirstNet processes call signalling, CDRs and, for Direct Routing, call media passing through its SBCs, in South Africa. FirstNet's role for traffic data is set out in clause 8.1 of the Voice Services SST. FirstNet does not record call content unless the Customer orders a recording service.
- 8.3 Tenant access. FirstNet accesses the Tenant only with the permissions the Customer grants, and only to deliver and support the Service. The Customer may remove those permissions at any time, but the Service may then stop working. FirstNet will use named accounts with multi-factor authentication where it needs administrative access.
- 8.4 Security compromises are handled under clause 8 of the FirstNet Data Processing Annexure.

## 9. Fees, licences and changes

- 9.1 The MRC, NRC, per-user voice charges, SBC charges, number rental, porting fees and Voice Plan are stated in the Service Schedule. No prices are stated in these SST.
- 9.2 Calls are charged under the Customer's Voice Plan (Voice Services SST, Annexure C).
- 9.3 Teams Phone Licences and other Microsoft licences are bought under the Customer's Microsoft agreement, either directly from Microsoft, through another licensing partner, or from FirstNet where the Service Schedule says so. Where FirstNet supplies them, Microsoft's commitment rules apply: annual or multi-year subscriptions cannot be reduced or cancelled during their term (except within any short cancellation window Microsoft allows), and their charges remain payable for the full term. Microsoft price changes and exchange-rate-linked pricing are passed on under clause 9.3 of the Microsoft Cloud (CSP) SST and clauses 9.5 and 9.6 of the Agreement.
- 9.4 If the Customer moves numbers between Operator Connect and Direct Routing, or adds Direct Routing later, the new configuration is ordered by a new or amended Service Schedule.

## 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). Microsoft licence commitments remain payable as set out in clause 9.3 and clause 19.4 of the Agreement.
- 10.3 When the Service ends, the Customer must port its numbers out or release them (Voice Services SST, clauses 10.3 and 10.4). Removing FirstNet as operator in the Teams admin centre does not by itself cancel the Service.

## 11. Suspension

- 11.1 FirstNet may suspend all or part of the Service under clause 11 of the Voice Services SST and the Agreement.
- 11.2 FirstNet may suspend or withdraw use of a caller ID number if the Customer is using a number it is not entitled to present (Voice Services SST, clause 13.4).
- 11.3 Microsoft may suspend the Customer's Teams services under the Microsoft Terms. FirstNet is not liable for such a suspension.

## 12. Liability specifics

- 12.1 The limits and exclusions of liability in the Agreement apply.
- 12.2 FirstNet is not liable for loss caused by: (a) failure, change or withdrawal of Microsoft's services; (b) the Customer's Tenant configuration, licensing or administration; (c) the Customer's network or internet access; or (d) a carrier the Customer keeps for Direct Routing.
- 12.3 The Customer indemnifies FirstNet against claims arising from the Customer's use of a caller ID number it is not entitled to present.
- 12.4 The emergency call and toll fraud rules in clauses 12.2 and 12.3 of the Voice Services SST apply.

## 13. Product-specific regulatory notes

- 13.1 Numbers, porting, CLI, RICA and tariff changes: Voice Services SST, clause 13. Porting typically takes 5 to 15 Business Days and depends on the losing provider.
- 13.2 Emergency calls.
  - 13.2.1 A dialling rule on Microsoft Teams routes calls to Emergency Numbers from Teams users, whether through Operator Connect or through FirstNet's SBCs under Direct Routing, to FirstNet's PortaOne voice platform, which sends them to the correct emergency service provider under section 73 of the ECA (Voice Services SST, clause 13.3). Calls to 10111 are routed by FirstNet's SBC to the nearest police station by geography. Calls to Emergency Numbers are never barred.
  - 13.2.2 Microsoft's dynamic emergency calling (automatic routing based on the Teams client's current location) is described by Microsoft as supported in the United States and Canada (<https://learn.microsoft.com/en-us/microsoftteams/considerations-operator-connect>, checked 13 Oct 2026). It is not available in South Africa through the Service. Emergency services will not automatically receive a Teams user's location.
  - 13.2.3 A Teams user calling from a laptop or mobile away from the registered address may be connected to the emergency call centre for the registered address, not the caller's actual location. The Customer must tell its users this and make sure they have another way to call emergency services (for example a mobile phone).
- 13.3 Recording. If the Customer records Teams calls (with Microsoft's tools or a third party's), the Customer is responsible for doing so lawfully under RICA and POPIA (Compliance Call Recording SST, clause 8).

## 14. Changes to these terms

- 14.1 FirstNet may update these SST to reflect changes in law, Microsoft's programmes or 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/](http://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 (including Microsoft licence commitments under clause 9.3).
- 14.2 Each version is identified by its version number and effective date below.

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