

SERVICE SPECIFIC TERMS / VOICE

Verified Business Caller ID

Powered by Truecaller

VERSION
v2026.10cEFFECTIVE
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 Verified Business Caller ID (Truecaller for Business, delivered by FirstNet) 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/.
- 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"). The Service Schedule records what is ordered, the MRC, the NRC and the Initial Period. Where the Service is included in a FirstNet voice or contact-centre Service Schedule, that Service Schedule applies.
- 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) the Truecaller Terms in clause 4. Where the Truecaller Terms impose a mandatory restriction (for example on content or Priority Calls), the Customer must comply with it.
- 1.4 Words defined in the Agreement have the same meaning here.

2. Definitions

- 2.1 **"Authorised Numbers"** means the outbound telephone numbers the Customer asks FirstNet to verify and that FirstNet and Truecaller have verified.
- 2.2 **"Brand Assets"** means the Customer's business name, trade marks, logo, category, business profile content, videos and other material shown through the Service.
- 2.3 **"Brand Profile"** means the Customer's verified business identity on the Truecaller network.
- 2.4 **"Call Reason"** means a short message shown on the recipient's screen explaining why the Customer is calling. A "static" Call Reason is set per number or use case; a "dynamic" Call Reason is sent per call through an API from the Customer's CRM, dialler or contact-centre platform.
- 2.5 **"Service"** means Verified Business Caller ID and the optional features in the Service Schedule (for example Verified Message ID for SMS, Video Caller ID, Call Me Back, User Feedback and Priority Calls).
- 2.6 **"Truecaller"** means Truecaller International LLP (the contracting entity under the Truecaller Terms of Service for users outside Europe) and its affiliates.

3. Service description

- 3.1 What the Service does. When an Authorised Number calls a person whose phone has Truecaller installed (Android or iOS), the recipient's screen can show the Customer's business name, logo, category, a verified badge and a Call Reason before they answer. The Brand Profile is locked against community edits. An analytics dashboard shows answer rates, time-slot analysis and spam-report trends.
- 3.2 What FirstNet provides. FirstNet manages the Service: it checks proof of number ownership and business registration, submits the Brand Profile to Truecaller for verification, sets up Brand Assets and static Call Reasons, configures integrations for dynamic Call Reasons where scoped, gives dashboard access, makes changes on request and provides first-line support.
- 3.3 What Truecaller provides. Truecaller operates the Truecaller network and apps, decides whether to verify a Brand Profile, displays the Brand Profile and Call Reasons, and provides the analytics.
- 3.4 Limits. The Service works only for recipients who have Truecaller. Calls to others behave as normal. Display depends on the recipient's app, settings, device and network, and on Truecaller's systems. Truecaller users may still report verified calls as spam. FirstNet does not guarantee reach, display on any particular call, or any increase in answer rates.
- 3.5 The Service works with the Customer's existing outbound numbers on any voice platform, including FirstNet voice services.
- 3.6 What is not included. Unless the Service Schedule says otherwise: (a) CRM or dialler integration for dynamic Call Reasons; (b) Priority Calls; (c) design of Brand Assets; and (d) voice services or call charges.

4. Truecaller Terms

- 4.1 The Service is provided on the Truecaller network under terms published by Truecaller, as updated from time to time (the "Truecaller Terms"):
 - 4.1.1 Truecaller Terms of Service: <https://www.truecaller.com/terms-of-service>;
 - 4.1.2 Truecaller API License Addendum (for dynamic Call Reasons and other API use): <https://www.truecaller.com/api-license-addendum>;
 - 4.1.3 Truecaller Privacy Policy: <https://www.truecaller.com/privacy-policy>; and
 - 4.1.4 any Truecaller for Business terms and policies that apply to the Service, as provided or linked by FirstNet.
- 4.2 The Customer accepts the Truecaller Terms when it orders or first uses the Service.
- 4.3 Truecaller may refuse to verify, suspend or withdraw a Brand Profile, an Authorised Number, a Call Reason or a feature (including automatically revoking Priority Calls if used outside approved use cases or if spam reports cross Truecaller's threshold) under the Truecaller Terms. FirstNet is not liable for Truecaller's decisions, but will tell the Customer and help it resolve them.
- 4.4 Truecaller may change the Service, its features or the Truecaller Terms. FirstNet will tell the Customer about changes that materially affect the Service, and clause 7.3 of the Agreement applies.
- 4.5 FirstNet passes through the commitments Truecaller gives FirstNet and does not add its own warranties for the Truecaller network.

5. Customer responsibilities and warranties

- 5.1 Number ownership. The Customer warrants that it is the subscriber of, or is otherwise lawfully entitled to use as caller ID, each number it asks to verify, and will provide proof (for example an invoice or allocation letter from the operator). The Customer must tell FirstNet immediately if it stops being entitled to use an Authorised Number, and FirstNet will remove it.
- 5.2 Business identity. The Customer warrants that its business name, registration details and category are accurate, and must provide its company registration documents.

- 5.3 **Brand Assets.** The Customer warrants that it owns or is licensed to use all Brand Assets, and that their display through the Service will not infringe any person's trade mark, copyright or other rights. The Customer grants FirstNet and Truecaller a non-exclusive, royalty-free licence to use, reproduce and display the Brand Assets for the purpose of providing the Service, for as long as the Service runs.
- 5.4 **Call Reasons.** The Customer is responsible for the content of all Call Reasons and must make sure they: (a) are accurate and not misleading; (b) do not disclose personal information about the recipient beyond what is necessary (for example, "Payment reminder" rather than an account balance), and never special personal information or account numbers; (c) comply with Truecaller's content rules; and (d) are approved by the Customer's compliance or legal function before use.
- 5.5 **Lawful calling.** The Customer must have a lawful basis for every call made from an Authorised Number, and must comply with POPIA section 69, CPA sections 11 and 12 and clause 5.4 of the FirstNet Voice Services SST. The Customer must not use the Service to make calls that impersonate another person, harass, or deceive.
- 5.6 **Indemnity.** The Customer indemnifies FirstNet against claims by third parties (including Truecaller and owners of trade marks or numbers) arising from a breach of clauses 5.1 to 5.5.

6. Provisioning and lead times

- 6.1 Onboarding follows these steps: agree Authorised Numbers, Call Reasons and contacts; verify number ownership and business registration; set up the Brand Profile; integrate the CRM or dialler if scoped; pilot on one or two priority numbers with a baseline answer rate; then roll out, with a review after 30 to 90 days.
- 6.2 Verification is decided by Truecaller. Lead times depend on Truecaller's review, the number of Authorised Numbers, integrations and the Customer's approvals, and are indicative only.

7. Service levels and support

- 7.1 The Customer logs requests and faults with FirstNet under the FirstNet Rapid Response Services Guide (SOP-SVC-RR-001) at www.firstnet.co.za/legal-notice/, through support@firstnet.co.za and 0861 989 896. FirstNet makes changes to Authorised Numbers, Brand Assets and Call Reasons on request as part of the Service. Support hours follow clause 7.1 of the Voice Services SST: faults on FirstNet's voice platform are handled 24 hours a day, seven days a week, and everything else during Business Hours, unless the Customer has signed a specific 24x7 service level in its Service Schedule.
- 7.2 Truecaller's support response targets depend on the plan (Growth or Enterprise) and are passed through as stated in the Service Schedule. FirstNet does not give an availability commitment for the Truecaller network.
- 7.3 Service credits apply only if the Service Schedule states them.

8. Data, privacy and security

- 8.1 **Roles.** For Brand Assets, Authorised Numbers, static Call Reasons, dynamic Call Reasons and dashboard users, the Customer is the responsible party and FirstNet acts as operator under the FirstNet Data Processing Annexure. Truecaller processes data about its own app users, including whether and how they respond to calls and report spam, as an independent responsible party under its Privacy Policy.
- 8.2 **Location.** Brand Profile data, Call Reasons (including dynamic Call Reasons sent through the API) and the telephone numbers called are processed by Truecaller in the locations Truecaller publishes for its service. Where this is outside South Africa, FirstNet relies on its agreement with Truecaller and clause 7 of the Data Processing Annexure as the basis under POPIA section 72. The Customer should keep personal information in dynamic Call Reasons to the minimum (clause 5.4).
- 8.3 **Analytics.** The dashboard shows aggregated information about how recipients respond to the Customer's calls. The Customer must use it only to manage its own calling.

- 8.4 FirstNet holds ISO/IEC 27001:2022 certification (certificate IC-IS-2512139, issued by INTERCERT) for its information security management system, with this certified scope: "The Information Security Management System at FirstNet Technology Services (Pty) Ltd applies to the design, deployment, operation, and support of cloud, connectivity, voice, firewall, and security services, including all associated network infrastructure and technical operations." FirstNet also holds ISO 9001:2015 certification (certificate SA2240) for its quality management system. Security compromises are handled under clause 8 of the Data Processing Annexure.

9. Fees, licences and changes

- 9.1 The Service is included in some FirstNet voice and contact-centre Service Schedules. Where charged separately, charges (per Authorised Number, plan, set-up and integration) are stated in the Service Schedule. No prices are stated in these SST.
- 9.2 Where the Service Schedule links Truecaller charges to a foreign currency, clause 9.6 of the Agreement applies. FirstNet may pass on Truecaller price increases under clause 9.5 of the Agreement.

10. Term, cancellation and early termination

- 10.1 The Service runs for the Initial Period in the Service Schedule, 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. Where the Service is included in another Service, it ends when that Service ends unless the Service Schedule says otherwise.
- 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).
- 10.3 When the Service ends, FirstNet will ask Truecaller to remove the verified Brand Profile and number associations. FirstNet does not control how long Truecaller takes to do so, or information about the Customer's numbers that Truecaller users have contributed.

11. Suspension

- 11.1 FirstNet may suspend the Service, or remove an Authorised Number or Call Reason, immediately where: (a) the Customer is not entitled to use a number or Brand Asset; (b) a Call Reason breaches clause 5.4; (c) Truecaller requires it; or (d) the Agreement allows suspension.

12. Liability specifics

- 12.1 The limits and exclusions of liability in the Agreement apply.
- 12.2 FirstNet is not liable for: (a) Truecaller's decisions to refuse, suspend or withdraw verification or features; (b) the Brand Profile not displaying on a particular call; (c) spam reports by recipients; (d) answer rates; or (e) claims arising from Brand Assets or Call Reasons the Customer supplied.

13. Product-specific regulatory notes

- 13.1 CLI: Authorised Numbers must be numbers the Customer is entitled to present under clause 13.4 of the Voice Services SST. The Service does not change the CLI that networks carry.
- 13.2 POPIA: clause 8, including section 69 for direct marketing calls and section 72 for offshore processing.
- 13.3 CPA: Call Reasons and Brand Profile content are representations to consumers and must not be false or misleading (CPA section 41).

14. Changes to these terms

14.1 FirstNet may update these SST to reflect changes in law, the Truecaller 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/. 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.

14.2 Each version is identified by its version number and effective date below.

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