

SERVICE SPECIFIC TERMS / VOICE

Voice Services

SIP trunks, wholesale voice, numbers, porting and the rules for every FirstNet voice service

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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/.

These Service Specific Terms apply to voice services 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. Part A sets out rules that apply to every FirstNet voice service. Part B (Annexures A to C) sets out rules for SIP Trunks, Wholesale Voice Termination and voice plans.

PART A: RULES FOR ALL VOICE SERVICES

1. Status and precedence

- 1.1 These Service Specific Terms ("SST") form part of the agreement between FirstNet and the Customer for every Voice Service. They are incorporated by reference into every Service Schedule, Scope of Work or quote that orders a Voice 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.
- 1.3 Part A of these SST also applies to the voice element of every other FirstNet voice product, including FirstNet Managed Cloud PBX, Microsoft Teams Calling, Zoom Phone and Zoom Contact Centre, Smartz Contact Centre, Compliance Call Recording, Clarity Call Analytics and Verified Business Caller ID. Each of those products has its own SST ("Product SST"). If a Product SST conflicts with Part A on a matter specific to that product, the Product SST applies to that product.
- 1.4 If documents conflict, this order applies: (a) the Service Schedule, but only for commercial items it expressly overrides; (b) the Product SST (where one applies); (c) these SST; (d) the Agreement (including the Data Processing Annexure and the Acceptable Use Policy); (e) Vendor Terms. Where Vendor Terms impose a mandatory restriction on the use of a vendor's product, the Customer must comply with it.
- 1.5 Words defined in the Agreement (including Charges, Consumer, Initial Period, Licences, MRC, NRC, Service Commencement Date and Service Schedule) have the same meaning here.
- 1.6 Existing contracts. Customers on voice plans sold before 1 November 2026 (Standard Voice, Best Effort Voice, Uncapped Voice for Business and Blended Voice) stay on those plans until the end of their current Initial Period. Annexure C, clause C4, preserves the rules for those plans.

2. Definitions

- 2.1 **"Backup Trunk"** means a second SIP Trunk on a separate logical path to FirstNet's voice platform, to which calls fail over automatically if the primary SIP Trunk loses signalling.
- 2.2 **"CLI"** (calling line identity) means the telephone number presented to the called party on an outbound call.
- 2.3 **"CDR"** means a call detail record.
- 2.4 **"Channel"** means capacity for one concurrent call on a SIP Trunk.

- 2.5 **"Emergency Number"** means a number for reaching emergency services in South Africa, including 10111 (police), 10177 (ambulance and fire) and 112 (emergency number from mobile networks), and any other number designated under the ECA.
- 2.6 **"LOA"** (letter of authority) means the Customer's signed instruction to port numbers, in the form FirstNet provides.
- 2.7 **"Number Portability Regulations"** means the number portability regulations made by ICASA under the ECA, as amended or replaced from time to time.
- 2.8 **"Numbering Plan Regulations"** means the numbering plan regulations made by ICASA under the ECA, as amended or replaced from time to time.
- 2.9 **"PBX"** means the Customer's private branch exchange or phone system, whether on premises or hosted.
- 2.10 **"Porting"** means moving a telephone number from one licensee to another under the Number Portability Regulations; "port in" means to FirstNet and "port out" means away from FirstNet.
- 2.11 **"SIP Trunk"** means a session initiation protocol connection between the Customer's PBX and FirstNet's voice platform, with the number of Channels stated in the Service Schedule.
- 2.12 **"Toll Fraud"** means unauthorised use of a Voice Service, the Customer's PBX, user credentials or devices to make calls, including calls to premium-rate or international destinations, whether by a third party or a person inside the Customer's organisation.
- 2.13 **"Voice Plan"** means the pricing structure for calls on a Voice Service as described in Annexure C.
- 2.14 **"Voice Service"** means any FirstNet service that carries calls to or from the public telephone network, including SIP Trunks, Wholesale Voice Termination, numbers and the voice element of the products listed in clause 1.3.
- 2.15 **"Wholesale Voice Termination"** means the service described in Annexure B.

3. Service description

- 3.1 What FirstNet provides. FirstNet provides Voice Services over the FirstNet voice network. 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). Calls reach other networks (including Telkom, Vodacom, MTN and Cell C) through the group's interconnection agreements.
- 3.2 Platform. FirstNet's voice platform runs on geo-redundant infrastructure in data centres in Durban, Johannesburg and Cape Town, South Africa.
- 3.3 Numbers. FirstNet can issue new geographic, non-geographic and toll-free numbers from the number allocations held by its licensed group company, and can port numbers in and out (clause 13.2).
- 3.4 What is not included. Unless the Service Schedule says otherwise, Voice Services do not include: (a) the Customer's internet access or network (see clause 5.2); (b) the Customer's PBX, handsets, LAN, Wi-Fi, firewall or power; (c) fax transmission or analogue modem traffic, which FirstNet does not guarantee over IP voice; (d) call recording; or (e) any service level for voice quality over networks that FirstNet does not manage.

4. Vendor Terms

- 4.1 Part A and Annexures A to C do not include third-party products that require Vendor Terms. Where a voice product does, its Product SST names the vendor and the Vendor Terms.
- 4.2 FirstNet's interconnection partners may change their charges, routing rules or classification of calls. Clause 9.5 deals with re-rated calls.

5. Customer responsibilities

- 5.1 The Customer must keep a current list of authorised contacts on its account. FirstNet will only take instructions on the Voice Service (including porting, unblocking destinations and changing CLI) from those contacts.
- 5.2 Voice quality depends on the access network. Where the Voice Service runs over FirstNet connectivity, FirstNet engineers quality of service end to end. Where it runs over the public internet or another provider's network, FirstNet cannot guarantee voice quality and cannot measure it by mean opinion score (MOS) or any other method.

- 5.3 The Customer must: (a) use equipment that complies with the ECA and is ICASA type-approved where required; (b) configure its PBX and firewall in line with FirstNet's technical guidance (including disabling SIP ALG where FirstNet asks); (c) keep PBX firmware and passwords current and secure (clause 12.3); and (d) keep a backup power supply for network equipment it relies on for calls.
- 5.4 The Customer must not, and must ensure that its users do not: (a) manipulate or falsify CLI (clause 13.4); (b) use the Voice Service for unsolicited bulk calls, robocalls or calls that breach POPIA section 69 or CPA sections 11 and 12; (c) generate artificial traffic (for example to inflate termination revenue); (d) use SIM boxes or GSM gateways to convert calls onto mobile networks unless permitted by law and approved by FirstNet in writing; or (e) breach the FirstNet Acceptable Use Policy.
- 5.5 Bulk or automated outbound calling (predictive diallers, auto-diallers or similar) is allowed only where the Service Schedule allows it, and FirstNet may set limits on calls per second and concurrent calls. Unless the Service Schedule states otherwise, the limit is five calls per second, and higher limits are available on request.
- 5.6 The Customer must keep, for each number used on a fixed Voice Service, the physical address where the number is normally used, and must update FirstNet when it changes (clause 13.3).

6. Provisioning and lead times

- 6.1 Before an order is accepted, FirstNet's Voice Solutions Engineering team reviews the Customer's PBX, network, Channel sizing, numbering and porting plan. FirstNet may decline or re-scope an order if the review shows the Voice Service cannot be delivered as ordered.
- 6.2 New numbers are normally available within a few Business Days of order acceptance. Porting takes longer (clause 13.2.5). All lead times are indicative only.
- 6.3 FirstNet will issue a Service Handover Form when the Voice Service is ready. The Customer has two Business Days to test it against the Service Schedule and notify FirstNet in writing of any failure, failing which the Voice Service is accepted. Billing starts on the Service Commencement Date.
- 6.4 FirstNet can run a small SIP Trunk in parallel with the Customer's existing lines before cutover where the Service Schedule provides for it.

7. Service levels and support

- 7.1 Support for faults on FirstNet's voice platform is available 24 hours a day, seven days a week. Support for everything else (including moves, adds and changes, configuration and general requests) is available during Business Hours, unless the Customer has signed a specific 24x7 service level in its Service Schedule. Faults and requests are logged through support@firstnet.co.za or 0861 989 896, and are handled under the FirstNet Rapid Response Services Guide (SOP-SVC-RR-001) published at www.firstnet.co.za/legal-notices/. For security reasons FirstNet only accepts support requests from authorised contacts (clause 5.1).
- 7.2 Availability target. Unless the Service Schedule states a different target, FirstNet's availability target for a Voice Service is 99.5% per calendar month. Response and resolution times are those stated in the Service Schedule or the Rapid Response Services Guide. The availability target covers FirstNet-managed components only: FirstNet's voice platform, SIP Trunk signalling, number provisioning and FirstNet's interconnects.
- 7.3 Service credits. 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 Voice 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%

Availability in the calendar month	Service credit (% of the monthly MRC of the affected Service)
Below 96% down to 95%	20%
Below 95%	25%

For credits: (a) availability is measured per calendar month; (b) the Customer must claim in writing within 30 days after the end of the month in which the shortfall occurred; (c) total credits for a Voice Service in a calendar month may not exceed 25% of the MRC of that Voice Service for that month; and (d) credits are passed as a credit on the next invoice after approval. Service credits are the Customer's sole financial remedy for a failure to meet the availability target, without limiting the Customer's right to terminate for material or repeated breach under the Agreement.

- 7.4 Downtime does not count towards a service level where it results from: (a) planned or emergency maintenance under clause 7.5; (b) the Customer's PBX, equipment, network, power or configuration; (c) internet access or networks not provided by FirstNet; (d) faults on another licensee's network after a call leaves FirstNet's network; (e) suspension under clause 11; (f) force majeure, including widespread load-shedding; or (g) the Customer's failure to follow FirstNet's technical guidance.
- 7.5 Maintenance. FirstNet will give at least 24 hours' notice of planned maintenance that may interrupt a Voice Service and will schedule it outside Business Hours where reasonably possible. FirstNet may carry out emergency maintenance without notice where needed to protect the network or prevent fraud, and will give notice as soon as practical.
- 7.6 Complaints. The FirstNet Complaints Procedure and Code of Conduct and Service Charter apply (Agreement, clause 25.2). A complaint that is not resolved may be escalated to ICASA.

8. Data, privacy and security

- 8.1 Traffic data. FirstNet is the responsible party for subscriber information and communication-related information (for example CDRs, numbers called, times and durations) that it needs to provide, bill and protect the Voice Service and that it must keep by law, including under RICA. FirstNet processes this information under its Privacy Notice.
- 8.2 Customer content. Where a Voice Service stores content for the Customer (for example voicemail or call recordings on a FirstNet platform), FirstNet acts as operator for the Customer under the FirstNet Data Processing Annexure, and the Customer is the responsible party.
- 8.3 Location. FirstNet's voice platform, and the CDRs and voice content stored on it, are held in South Africa unless the Service Schedule names another location. Where a Product SST describes a Vendor platform, that Product SST governs where the Vendor processes and stores data.
- 8.4 FirstNet does not listen to or record calls except: (a) where required by a lawful interception direction under RICA; (b) where the Customer asks FirstNet to, for example to diagnose a fault; or (c) as described in a Product SST for a recording service the Customer has ordered.
- 8.5 Security compromises affecting the Voice Service are handled under clause 8 of the Data Processing Annexure.

9. Fees, licences and changes

- 9.1 The MRC, NRC, Channel charges, number rental, porting fees and Voice Plan are stated in the Service Schedule. No prices are stated in these SST.
- 9.2 Billing for calls is per second unless the Service Schedule says otherwise. Calls are rated by destination type (for example local geographic, mobile, international and premium-rate), using the rate sheet for the Customer's Voice Plan. The current rate sheet is available on request from voicerates@firstnet.co.za.
- 9.3 The Customer must pay for all calls made through its Voice Service, its account, its PBX or its credentials, including calls resulting from Toll Fraud, except as set out in clause 12.3.

- 9.4 Tariff changes. Call rates and other voice Charges change only under clauses 3.7 and 9 of the Agreement and clause 9.5 of these SST. FirstNet will give the Customer at least 30 days' written notice of a change to call rates before it takes effect, and will file or publish the change with ICASA where the ECA or ICASA's regulations require it. If an increase passed on under clause 9.5 of the Agreement increases the Charges for a Voice Service during its Initial Period, the Customer may cancel the affected Voice Service by written notice given before the change takes effect, without an early termination charge, except for unrecoverable Vendor commitments under clause 19.4 of the Agreement. Clause 9.4 does not give a right to cancel for the annual escalation under clause 3.7 of the Agreement, for re-rated calls under clause 9.5 of these SST, or for changes in taxes or regulated fees.
- 9.5 Re-rated calls. If an interconnection partner reclassifies calls from the Customer as a type of call not subject to a regulated interconnection rate (for example because the CLI is invalid or the traffic is not what it was presented as), and re-rates those calls, FirstNet may pass the additional cost on to the Customer for those calls. FirstNet will give the Customer reasonable details of the re-rating on request.
- 9.6 Upgrades and downgrades. The Customer may upgrade a Voice Plan, Channels or numbers at any time. The Customer may downgrade at the end of the Initial Period, or earlier with FirstNet's written consent (which FirstNet will not unreasonably withhold where the downgrade does not affect committed charges or third-party costs).

10. Term, cancellation and early termination

- 10.1 Each Voice Service starts on its Service Commencement Date and runs for the Initial Period in the Service Schedule (normally 12, 24 or 36 months). After the Initial Period it continues 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 If the Customer cancels a Voice Service before the end of its Initial Period, clause 19 of the Agreement applies. Where the Customer is a Consumer, FirstNet may charge only a reasonable cancellation penalty under section 14 of the CPA 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 Porting a number out does not by itself cancel the Voice Service. The Customer must give notice of cancellation separately, and Charges up to the Termination Date and any early termination charge remain payable.
- 10.4 Numbers after termination. Numbers that are not ported out by the date the Voice Service ends (or by any later date FirstNet agrees in writing) may be returned to FirstNet's number pool and reassigned after the quarantine period ICASA allows.

11. Suspension

- 11.1 FirstNet may suspend all or part of a Voice Service, with notice where practical: (a) for non-payment under the Agreement; (b) where FirstNet reasonably suspects Toll Fraud, artificial traffic or a security compromise (clause 12.3); (c) for breach of clause 5.4 or 13.4; (d) where required by law, ICASA, a court or a lawful direction; or (e) where the Customer's traffic threatens the integrity of FirstNet's network or an interconnecting network.
- 11.2 FirstNet never bars calls to Emergency Numbers. During any suspension FirstNet keeps access to Emergency Numbers available wherever technically possible.
- 11.3 FirstNet will restore the Voice Service as soon as the reason for suspension has been dealt with. Charges remain payable during a suspension caused by the Customer.

12. Liability specifics

- 12.1 The limits and exclusions of liability in the Agreement apply. This clause 12 adds product-specific rules.
- 12.2 Emergency calls. FirstNet is not liable for a failure or delay in reaching an Emergency Number caused by: (a) a power failure, internet or access outage, or fault not on FirstNet's network; (b) the Customer's PBX or device configuration; (c) the Customer's failure to keep its address records current under clause 5.6; or (d) use of a softphone or device away from the registered address. This does not limit liability that cannot be excluded by law, or liability for FirstNet's own gross negligence.

- 12.3 Toll Fraud. FirstNet monitors voice traffic for patterns that suggest Toll Fraud and may block calls, destinations or accounts, or suspend a Voice Service, without notice to limit losses. FirstNet will tell the Customer promptly when it does so. The Customer is responsible for securing its PBX, devices, user credentials and SIP credentials, and is liable for Toll Fraud charges arising from its equipment, network or credentials. FirstNet is liable for Toll Fraud charges only to the extent they result from a breach of security on FirstNet's own network or FirstNet's failure to act on a fraud alert within a reasonable time. FirstNet's monitoring is a safeguard, not a guarantee that Toll Fraud will be detected.
- 12.4 FirstNet is not liable for losses arising from the Customer publishing its numbers, or from calls the Customer receives.
- 12.5 FirstNet is not liable for the content of calls, or for the functionality of third-party software (including softphones) not supplied by FirstNet. Data charges for using softphones on mobile networks are for the Customer's account.

13. Product-specific regulatory notes

- 13.1 Licences and numbering. Numbers are allocated by ICASA to FirstNet's licensed group company, First Technology (Pty) Ltd, under the Numbering Plan Regulations, and FirstNet assigns them to the Customer. The Customer has the right to use the numbers allocated to it and to port them, but does not own them. Geographic numbers must be used in line with the Numbering Plan Regulations. FirstNet may change a number allocated to the Customer only where required by ICASA, law or a material technical reason, on at least 30 days' written notice (or shorter notice where ICASA or the law requires it), and will bear its own costs of the change.
- 13.2 Number porting.
- 13.2.1 The Customer may port its geographic and non-geographic numbers (including toll-free numbers where portable) into or out of FirstNet under the Number Portability Regulations. General information on porting in South Africa is published by the Number Portability Company at <https://www.number-portability.co.za/porting-faqs.php>.
- 13.2.2 To port in, the Customer must sign an LOA and give accurate account holder details (entity name, registration number, account number and billing address) matching the losing provider's records. The Customer is responsible for its contract and any charges with the losing provider.
- 13.2.3 Numbers tied to other services with the losing provider (for example copper lines or bundled services) may need those services ended or migrated first.
- 13.2.4 FirstNet will not unreasonably refuse or delay a valid port-out request. FirstNet may refuse a port-out only on the grounds allowed by the Number Portability Regulations.
- 13.2.5 A typical port takes 5 to 15 Business Days from submission of the LOA, and large or multi-carrier ports can take 3 to 6 weeks. FirstNet does not control the losing provider's response time and does not guarantee a porting date that depends on another operator. FirstNet will agree a cutover window and rollback option with the Customer and monitor calls after cutover.
- 13.3 Emergency calls.
- 13.3.1 Section 73 of the ECA requires FirstNet to give access to emergency services. FirstNet routes calls to Emergency Numbers from its Voice Services free of charge, including during suspension where technically possible. Calls to Emergency Numbers are never barred. FirstNet's PortaOne voice platform sends calls to Emergency Numbers to the correct emergency service provider. Calls to 10111 are routed by FirstNet's session border controller to the nearest police station by geography. Where a Product SST describes a Vendor platform (for example Microsoft Teams or Zoom), a dialling rule on that platform routes calls to Emergency Numbers to FirstNet's PortaOne platform.
- 13.3.2 IP-based voice services work differently from a traditional copper line. A call to an Emergency Number from a Voice Service may fail or be delayed if there is a power failure, an internet or access outage, or a fault in the Customer's PBX or network. FirstNet's network does not automatically give emergency services the caller's location, and a softphone or mobile app used away from the registered address may be connected to the wrong emergency call centre.

- 13.3.3 The Customer must: (a) configure its PBX to send calls to Emergency Numbers to FirstNet unaltered, with a valid CLI; (b) keep its address records current (clause 5.6); (c) tell its users about the limits in clause 13.3.2; and (d) make sure users have another way to call emergency services, such as a mobile phone, during a power or network failure.

13.4 CLI rules.

- 13.4.1 The Customer must present a CLI on every outbound call in E.164 format (for example +27123456789) or national format (for example 0123456789), in line with the Numbering Plan Regulations and ITU-T Recommendations E.164 and Q.763.
- 13.4.2 The CLI must be a number allocated to the Customer by FirstNet or validly ported to FirstNet. The Customer may present another number only if: (a) the number is allocated to the Customer by another licensee, is in service and can receive calls; (b) the Customer gives FirstNet written proof of this; and (c) FirstNet approves it in writing. The Customer must tell FirstNet immediately if it stops being entitled to use that number.
- 13.4.3 The Customer must not manipulate CLI to present a number it is not entitled to use, to hide the origin of a call, or to mislead the called party.
- 13.4.4 Where an outbound call has no valid CLI, or a CLI the Customer is not entitled to present, FirstNet may replace it with the Customer's main number, block the call, or pass on higher charges imposed by interconnecting operators (clause 9.5).
- 13.4.5 The Customer may withhold its CLI from the called party where its Voice Service supports this, but the network CLI is always passed to emergency services and may be passed to other operators as required by law.

- 13.5 RICA. Before activating a Voice Service, FirstNet must obtain the customer information that RICA requires (including full name, identity or registration number and address). FirstNet must comply with interception directions and requests for communication-related information under RICA, and must keep communication-related information for the periods RICA prescribes. FirstNet will not tell the Customer about a direction where the law prohibits it.
- 13.6 Recording calls. If the Customer records calls on any Voice Service, the Customer is responsible for doing so lawfully under RICA (sections 4 to 6) and POPIA. The Compliance Call Recording SST has more detail.
- 13.7 Cybercrimes Act. FirstNet may report Toll Fraud and other offences involving its network to the South African Police Service, and preserve evidence, as required or permitted by the Cybercrimes Act 19 of 2020.

14. Changes to these terms

- 14.1 FirstNet may update these SST to reflect changes in law, ICASA regulation, interconnection arrangements or its voice platform. FirstNet will give at least 30 days' notice of material changes by email to the Customer's notice address 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 Voice Service before the change takes effect without an early termination charge, except for unrecoverable Vendor commitments under clause 19.4 of the Agreement. Changes to Charges are dealt with only in clause 9.4.
- 14.2 Each version is identified by its version number and effective date below.

PART B: PRODUCT ANNEXURES

Annexure A: SIP Trunks

A1. Service. A SIP Trunk connects any SIP-compliant PBX (on premises or cloud-hosted) to the public telephone network over FirstNet's voice network. The Service Schedule states the number of Channels, numbers, Voice Plan and continuity option. A2. Channel sizing. Channels are sized to the Customer's peak concurrent calls, not to headcount. If all Channels are in use, further calls receive a busy signal or are rejected. The Customer is responsible for ordering enough Channels; FirstNet will advise on sizing from the Customer's call data. A3. Compatibility. Most SIP-compliant PBXs are supported. Older digital or analogue PBXs (PRI, BRI or analogue lines) need a media gateway, which is not included unless the Service

Schedule says so. Supported codecs are G.711 as baseline, with G.729 and Opus where required. Signalling over TLS and media over SRTP are available where the PBX supports them. A4. Continuity options. The Service Schedule states one of these options: A4.1 Single trunk: one SIP Trunk with no backup. Suitable where the Customer accepts the risk of downtime. A4.2 Primary and Backup Trunk: a Backup Trunk is included at no additional MRC where the Customer also takes FirstNet connectivity at the same site. Customers using another provider's connectivity can add a Backup Trunk as a separate line item. Failover is automatic if the primary SIP Trunk loses signalling. The Customer's PBX must be configured as FirstNet specifies for failover to work. A4.3 Dual-carrier diversity: a design using FirstNet and another carrier, documented in the Service Schedule. A5. The Backup Trunk reduces the risk of an outage but does not guarantee continuity. It does not protect against failure of the Customer's PBX, power or both access paths. If the FirstNet connectivity that qualifies the Customer for a free Backup Trunk ends, FirstNet may charge for the Backup Trunk from that date on 30 days' notice, or the Customer may cancel it.

A6. Testing. FirstNet tests inbound calls, outbound calls, CLI and failover before cutover. The Customer must make its PBX and staff available for testing.

Annexure B: Wholesale Voice Termination

B1. Service. FirstNet provides South African voice termination and origination to licensed carriers, internet service providers, platform operators and other service providers ("Wholesale Customers") over an IP interconnect, as described in the Service Schedule. Premium-rate and international destinations are available only with FirstNet's written approval. B2. Licensing. The Wholesale Customer warrants that it holds, and will keep, every licence or exemption it needs under the ECA to provide services to its own customers, and will give FirstNet a copy on request. B3. Wholesale Customer's own customers. The Wholesale Customer is responsible for its own customers, including RICA registration, emergency call access, number portability, CLI integrity, billing, complaints and compliance with the ICASA regulations that apply to it. Clauses 5.4, 12.3 and 13.4 apply to all traffic the Wholesale Customer sends to FirstNet, whoever originates it. B4. Traffic rules. The Wholesale Customer must not send traffic with false, missing or manipulated CLI, artificially inflated traffic, traffic routed through SIM boxes, or traffic that breaches any law. FirstNet may block or reject non-compliant traffic immediately and may suspend the interconnect under clause 11. B5. Interconnect testing. FirstNet tests the interconnect before go-live. Capacity, calls per second, codecs and signalling are set out in the Service Schedule. B6. Billing and disputes. Charges are calculated from FirstNet's CDRs. The Wholesale Customer must raise any billing dispute in writing, with supporting CDRs, within the period stated in the Service Schedule, or otherwise under FirstNet's Complaints Procedure, and must pay the undisputed amount by the due date. FirstNet may require a deposit or guarantee before go-live or if traffic volumes increase, in the amount stated in the Service Schedule or notified by FirstNet in writing. B7. Rate changes. Given the volatility of interconnection and international rates, wholesale rates may change on the written notice period stated in the Service Schedule. Where the Service Schedule states no period, clause 9.4 applies.

B8. Reporting. FirstNet provides call-quality reporting and dashboards as described in the Service Schedule, and holds monthly service reviews where the Service Schedule provides for them.

Annexure C: Voice Plans

C1. Voice Bundles. A fixed number of inclusive minutes per month for stated destination types. Unused minutes do not roll over unless the Service Schedule says so. Calls beyond the bundle, and calls to destinations outside the bundle, are charged at the rates in the Customer's rate sheet. C2. Voice Rate Options. Calls are charged per second at the per-minute rates in the Customer's rate sheet. A full rate sheet is available on request. C3. Blocked destinations. Certain international, premium-rate and satellite destinations are blocked by default because of high cost and known fraud risk. To unblock a destination, an authorised contact must send FirstNet a written request on the Customer's letterhead (or, for a Consumer, a signed letter). FirstNet may block further destinations at any time to prevent fraud and will tell affected customers. Emergency Numbers are never blocked. C4. Legacy plans (customers who joined before 1 November 2026): C4.1 Standard Voice: per-second billing at the agreed rate sheet, with quality of service where the Voice Service runs over FirstNet connectivity. C4.2 Best Effort Voice: per-second billing at the agreed rate sheet, without quality of service. C4.3 Uncapped Voice for Business: calls to South African fixed and mobile numbers are included. International, premium-rate and non-geographic calls are excluded unless agreed in writing. The plan may not be used for bulk outbound or contact-centre dialling. Subscriptions are billed in advance. Fair use: where usage on a line exceeds the fair use threshold stated in the Customer's Service Schedule or rate sheet, FirstNet will notify the Customer and the Customer may move to a higher

uncapped plan or a Voice Rate Option within 30 days. If the Customer does not, FirstNet may move the line to a Voice Rate Option. C4.4 Blended Voice: South African fixed and mobile calls at a flat rate agreed in the Service Schedule.

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