

POLICY

Website Terms of Use

VERSION
v2026.10cEFFECTIVE
1 November 2026

These terms apply to your use of www.firstnet.co.za (the "Website"). Please read them. If you do not agree with them, please do not use the Website.

1. About us (ECTA section 43 information)

- 1.1 The Website is operated by FirstNet Technology Services (Pty) Ltd ("FirstNet", "we", "us"), a private company registered in South Africa with registration number 2006/031608/07.
- 1.2 Registered address and address for service of legal documents: 26 Augrabies Road, Waterfall Office Park, Midrand, 1686. Durban office: 11 Richefond Circle, Umhlanga Ridge, 4319.
- 1.3 Phone: 0861 989 896. Email: sales@firstnet.co.za. Legal notices: in writing to the registered address, or by email to legal@firstnet.co.za.
- 1.4 Managing Director: Vaughan Gerson. The names of FirstNet's other directors are available on request and from the Companies and Intellectual Property Commission (CIPC).
- 1.5 FirstNet is a member of the Internet Service Providers' Association (ISPA) and subscribes to the ISPA Code of Conduct, available at <https://ispa.org.za/membership/code-of-conduct/>.

2. Information on the Website

- 2.1 The Website gives general information about FirstNet and its services. We try to keep it accurate and current, but it may contain errors or be out of date, and services, features and availability may change.
- 2.2 Nothing on the Website is an offer capable of acceptance. Services are only provided under a quote or Service Schedule accepted by FirstNet and the FirstNet Standard Terms and Conditions (or a signed Master Services Agreement). If the Website conflicts with those documents, the documents apply.
- 2.3 Articles, Knowledge Hub answers, guides and news on the Website are general information and are not legal, financial, technical or other professional advice for your situation.

3. "Ask FirstNet" assistant

- 3.1 The Website includes an AI assistant that answers questions using FirstNet's published website content.
- 3.2 The assistant's answers are generated automatically and may be incomplete or wrong. They are not quotes, contract terms, availability confirmations or professional advice. Please confirm anything important with a FirstNet specialist.
- 3.3 Do not enter personal information, passwords or confidential information into the assistant. How we handle questions is explained in our Privacy Notice.
- 3.4 You may not use the assistant to try to make it produce content unrelated to FirstNet, bypass its rules, or overload it. We may limit or block use that does this.

4. Acceptable use of the Website

- 4.1 You may not use the Website to:
 - 4.1.1 break the law or infringe anyone's rights;
 - 4.1.2 submit false, misleading or someone else's information in a form;

- 4.1.3 interfere with the Website's operation or security, including by attempting unauthorised access, introducing malware, or overloading it;
- 4.1.4 scrape, copy or harvest content or contact details by automated means, except by search engines indexing the Website in line with our robots.txt file; or
- 4.1.5 send spam through the Website's forms.

5. Intellectual property

- 5.1 The content of the Website, including text, images, video, logos, trade marks and design, belongs to FirstNet or its licensors. The names and logos of vendors are the trade marks of their owners and are used to identify their products.
- 5.2 You may view and print pages for your own information. You may not copy, republish or use Website content commercially without our written consent.

6. Links

- 6.1 The Website links to other websites, such as vendor, ISPA and regulator websites. We do not control those websites and are not responsible for their content or privacy practices.
- 6.2 You may link to the Website's home page or a page on it, provided that you do so fairly and do not suggest any endorsement by FirstNet that does not exist.

7. Privacy and cookies

- 7.1 Our Privacy Notice at www.firstnet.co.za/privacy-policy/ explains how we process personal information submitted through the Website and how we use cookies and analytics.

8. Liability

- 8.1 The Website is provided free of charge and "as available". To the extent allowed by law, FirstNet is not liable for any loss arising from your use of, or inability to use, the Website or from reliance on its content, including the assistant's answers.
- 8.2 This does not limit liability that cannot be limited by law, including under the Consumer Protection Act 68 of 2008 where it applies, or liability for gross negligence or fraud.

9. Changes

- 9.1 We may update these terms from time to time. The version and effective date below show which version applies. A new version applies from its effective date.

10. Law

- 10.1 These terms are governed by South African law. The courts of South Africa have jurisdiction over disputes about the Website.

11. Contact

- 11.1 Questions about these terms and legal notices: legal@firstnet.co.za (see clause 1.3). Abuse reports: abuse@firstnet.co.za.

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