

SERVICE SPECIFIC TERMS / VOICE

Zoom Phone and Zoom Contact Centre

Zoom cloud phone and contact centre with FirstNet South African numbers and voice

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 Zoom Phone and Zoom Contact Centre licences, South African voice services and implementation 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.

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.
- 1.3 Part A of the FirstNet Voice Services SST (numbers, porting, emergency calls, CLI, toll fraud and tariffs) also applies to the FirstNet Voice element of 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 Zoom Terms in clause 4. Where the Zoom Terms impose a mandatory restriction on the use of Zoom's services, the Customer must comply with it.
- 1.5 Words defined in the Agreement (including AI Services, Output and Consumer) have the same meaning here.

2. Definitions

- 2.1 **"FirstNet Voice"** means FirstNet's South African numbers, call termination and origination, number porting and fraud monitoring connected to the Customer's Zoom account by cloud peering (also called bring your own carrier).
- 2.2 **"Implementation Services"** means the design, configuration, integration, training, pilot, cutover and hypercare services described in the Service Schedule.
- 2.3 **"Service"** means the Zoom Licences, FirstNet Voice and Implementation Services ordered in the Service Schedule.
- 2.4 **"Zoom"** means the Zoom entity that is party to the Zoom Terms, and its affiliates.
- 2.5 **"Zoom Account"** means the Customer's Zoom account and its admin portal.
- 2.6 **"Zoom Licences"** means the Zoom licences in the Service Schedule, which may include Zoom Phone Pro, Zoom Phone Power Pack, Zoom Phone Common Area, Zoom Contact Center Essential, Premium or Elite, Zoom Virtual Agent, Zoom Quality Management and Zoom Workforce Management.

3. Service description

- 3.1 What Zoom provides. Zoom hosts the phone system and contact centre (calling features, queues, IVR, recording within Zoom, analytics, AI features and the Zoom apps) in Zoom's cloud.
- 3.2 What FirstNet provides.
 - 3.2.1 Zoom Licences, resold by FirstNet and billed on the FirstNet invoice.
 - 3.2.2 FirstNet Voice: the Customer's Zoom administrator selects FirstNet as its carrier in the Zoom Account, as FirstNet's set-up instructions describe; FirstNet then provides new geographic, non-geographic and toll-free South African numbers, ports numbers in and out, and carries calls over the FirstNet voice network and interconnects described in clause 3.1 of the Voice Services SST. Premium-rate and exotic destinations (such as satellite networks) are blocked by default.
 - 3.2.3 Implementation Services, including queue and IVR design, CRM connectors (HubSpot, Salesforce and ServiceNow) where scoped, agent and supervisor training, a pilot group running alongside the Customer's existing system, cutover with a rollback plan and 30 days of hypercare after cutover.
 - 3.2.4 Support: FirstNet support for the Service, and management of escalations with Zoom.
- 3.3 Feature availability depends on the Zoom Licence. For example, Zoom Phone Power Pack is required for queue analytics, supervisor monitor, whisper and barge, and for compliance recording through the FirstNet Compliance Call Recording service.
- 3.4 What is not included. Unless the Service Schedule says otherwise, the Service does not include: (a) Zoom Meetings or other Zoom products not listed; (b) integrations beyond the standard CRM connectors (for example heavily customised CTI); (c) the Customer's internet access, LAN, Wi-Fi or devices; (d) compliance recording or archiving; or (e) administration of the Zoom Account after hypercare, other than changes the Customer asks FirstNet to make.

4. Zoom Terms

- 4.1 The Customer's use of Zoom's services is governed by the following terms published by Zoom, as updated from time to time (the "Zoom Terms"):
 - 4.1.1 Zoom Terms of Service: <https://www.zoom.com/en/trust/terms/>;
 - 4.1.2 Zoom Services Description: <https://explore.zoom.us/en/services-description/>;
 - 4.1.3 Zoom Phone Acceptable Use Policy: <https://www.zoom.com/en/trust/zoom-phone-acceptable-use-policy/>;
 - 4.1.4 Zoom Phone Numbering Policy: <https://www.zoom.com/en/trust/zoom-phone-numbering-policy/>;
 - 4.1.5 Zoom Acceptable Use Guidelines: <https://explore.zoom.us/en/acceptable-use-guidelines/>;
 - 4.1.6 Zoom Global Data Processing Addendum, as linked from the Zoom Terms of Service (https://explore.zoom.us/docs/doc/Zoom_GLOBAL_DPA.pdf);
 - 4.1.7 Zoom Privacy Statement: <https://www.zoom.com/en/trust/privacy/privacy-statement/>; and
 - 4.1.8 any other Zoom terms that apply to the Service, as provided or linked by FirstNet.
- 4.2 The Customer accepts the Zoom Terms when it orders or first uses the Service. Each user accepts Zoom's terms for the Zoom apps on first use.
- 4.3 Zoom may change its services, features, licence names or Zoom Terms, and may suspend the Customer's Zoom Account for breach of the Zoom Terms. FirstNet is not liable for those actions, but will tell the Customer about changes that materially affect the Service, and clause 7.3 of the Agreement applies.
- 4.4 FirstNet passes through the warranties and service levels Zoom gives for its services and does not add its own warranties for Zoom's services.
- 4.5 FirstNet's FirstNet Voice continues to be provided under these SST and the Voice Services SST if Zoom changes how carriers connect to Zoom Phone and Zoom Contact Center. If a Zoom change makes FirstNet Voice impossible to deliver to the Zoom Account, either party may cancel the FirstNet Voice element without an early termination charge.

5. Customer responsibilities

- 5.1 The Customer must keep a Zoom administrator available to select FirstNet as its carrier in the Zoom Account, accept the connection and approve configuration.
- 5.2 The Customer must licence each user correctly (for example Power Pack for recorded users and supervisors, Common Area licences for shared phones) and keep licence counts accurate.
- 5.3 The Customer must meet the network requirements FirstNet confirms in the pre-sales review (bandwidth, jitter, packet loss and firewall settings). FirstNet is not responsible for call quality problems on networks it does not manage.
- 5.4 The Customer must keep the emergency address for each user and Common Area phone current in the Zoom Account (clause 13.2).
- 5.5 The Customer must comply with the Zoom Phone Acceptable Use Policy, the FirstNet Acceptable Use Policy and clause 5.4 of the Voice Services SST. Outbound campaigns from Zoom Contact Centre must comply with POPIA section 69 and CPA sections 11 and 12.
- 5.6 Where proof-of-concept numbers are used, the Customer must either include them in the production order or allow FirstNet to release them when the proof of concept ends.

6. Provisioning and lead times

- 6.1 Every order passes a mandatory pre-sales review by FirstNet's Voice Solutions Engineering team covering network readiness, carrier enablement in the Zoom Account, licence sizing, porting plan, queue, IVR and integration scope.
- 6.2 Indicative timelines: Zoom Phone numbers can usually be enabled within days once the review is complete. Zoom Contact Centre deployments typically take 6 to 12 weeks (4 to 6 weeks for smaller voice-only deployments, 12 to 16 weeks for omnichannel deployments with several CRM integrations). Porting depends on the losing provider (Voice Services SST, clause 13.2.5). All timelines are estimates, not commitments.
- 6.3 The Customer accepts each phase as set out in the Service Schedule. If no acceptance process is stated, clause 6.3 of the Voice Services SST applies at cutover.

7. Service levels and support

- 7.1 Support is provided under the FirstNet Rapid Response Services Guide (SOP-SVC-RR-001) at www.firstnet.co.za/legal-notices/, through support@firstnet.co.za and 0861 989 896. Platform faults on FirstNet Voice can be logged and are handled 24 hours a day, seven days a week (Voice Services SST, clause 7.1). Other support requests, including Zoom Account configuration, are handled during Business Hours, unless the Customer has signed a specific 24x7 service level in its Service Schedule. Support is available in English and Afrikaans.
- 7.2 Unless the Service Schedule states a different target, FirstNet's availability target for FirstNet Voice is 99.5% per calendar month. Support targets are those stated in the Service Schedule or the Rapid Response Services Guide. FirstNet's targets cover FirstNet-managed components only: FirstNet Voice (numbers, termination, origination, cloud peering connection and fraud monitoring) and FirstNet support.
- 7.3 Zoom's services, apps, Zoom Account availability and AI features are outside FirstNet's service levels and are governed by the Zoom Terms. FirstNet logs and manages escalations with Zoom on the Customer's behalf.
- 7.4 If FirstNet misses the availability target for FirstNet Voice in a calendar month, the Customer is entitled to a service credit, calculated as a percentage of the MRC for FirstNet Voice for that calendar month, unless the Service Schedule states a different table:

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

Credits are measured per calendar month on FirstNet Voice only; outages of Zoom's services and the other items in clause 7.3 do not count, and Zoom Licence charges are not included in the MRC used for the calculation. 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.

8. Data, privacy and security

- 8.1 Zoom. Call content, recordings, transcripts, contact-centre interactions (voice, video, chat, SMS, email and social messages), AI Companion and Virtual Agent data, and other content in the Zoom Account are processed by Zoom under the Zoom Terms and Zoom's data processing addendum. This data is processed in the locations Zoom publishes for its service, which may be outside South Africa. The Customer is the responsible party for personal information in its Zoom Account, and Zoom is its operator.
- 8.2 FirstNet. FirstNet processes call signalling, CDRs and call media on FirstNet Voice in South Africa. FirstNet's role for traffic data is set out in clause 8.1 of the Voice Services SST. Where FirstNet staff access the Zoom Account to configure or support it, FirstNet acts as operator for the Customer under the FirstNet Data Processing Annexure.
- 8.3 Cross-border transfer. Where the Customer's personal information is processed outside South Africa by Zoom, the Zoom data processing addendum provides the basis under POPIA section 72, and FirstNet relies on it for any processing it arranges. FirstNet does not transfer personal information outside South Africa for FirstNet Voice.
- 8.4 AI features. Zoom AI features (for example AI Companion, call summaries, sentiment analysis, real-time agent assist and Zoom Virtual Agent) produce Output under clause 26 of the Agreement, may be inaccurate, and are governed by the Zoom Terms. The Customer decides whether to enable them and must review Output before relying on it.
- 8.5 Recording. Zoom Phone and Zoom Contact Centre can record calls and interactions. The Customer is responsible for recording lawfully under RICA (sections 4 to 6) and POPIA, including notice to callers and staff and a retention policy (Compliance Call Recording SST, clause 8).

9. Fees, licences and changes

- 9.1 The charges for Zoom Licences, FirstNet Voice (number rental and call charges under the Customer's Voice Plan), Implementation Services and add-ons are stated in the Service Schedule. No prices are stated in these SST.
- 9.2 Zoom Licences are billed per user or per agent per month. Licence increases take effect when provisioned. Licence reductions take effect at the end of the Initial Period, or earlier only if the Service Schedule and Zoom's licensing rules allow it. Where the Service Schedule states that Zoom Licences are on an annual or other fixed commitment, they cannot be reduced during that commitment.
- 9.3 Where the Service Schedule links Zoom Licence charges to a foreign currency, clause 9.6 of the Agreement applies. FirstNet may pass on Zoom price increases under clause 9.5 of the Agreement.
- 9.4 Changes in scope after the design is signed off (for example additional queues, channels or integrations) are charged as change requests.

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). Zoom Licences that FirstNet has committed to Zoom for a fixed term remain payable for that term (Agreement, clause 19.4), where the Service Schedule says so.
- 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). The Customer must export any content it needs from the Zoom Account before Zoom Licences end; Zoom deletes data under the Zoom Terms.

11. Suspension

- 11.1 FirstNet may suspend FirstNet Voice or the Service under clause 11 of the Voice Services SST and the Agreement.
- 11.2 Zoom may suspend the Zoom Account under the Zoom 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 failure, change or withdrawal of Zoom's services, Zoom AI Output, or the Customer's configuration of the Zoom Account.
- 12.3 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. Zoom does not provide South African numbers on its own; South African numbers on the Service come from the number allocations held by FirstNet's licensed group company (Voice Services SST, clause 13.1).
- 13.2 Emergency calls. Calls to Emergency Numbers from Zoom Phone and Zoom Contact Centre on South African numbers that reach FirstNet Voice are routed to emergency services under section 73 of the ECA (Voice Services SST, clause 13.3): a dialling rule on Zoom routes calls to Emergency Numbers to FirstNet's PortaOne voice platform, which sends them to the correct emergency service provider, and calls to 10111 are routed by FirstNet's session border controller to the nearest police station by geography. Calls to Emergency Numbers are never barred. Zoom's published emergency calling notices cover other countries (for example the United States, Canada and the European Union). A Zoom app used away from the registered address may be connected to the wrong emergency call centre, and the caller's location is not passed automatically. The Customer must configure emergency addresses and routing as FirstNet specifies, tell users about these limits, and make sure they have another way to call emergency services.
- 13.3 Direct marketing. Outbound dialling from Zoom Contact Centre must comply with POPIA section 69 and CPA sections 11 and 12.

14. Changes to these terms

- 14.1 FirstNet may update these SST to reflect changes in law, the Zoom Terms or Zoom's programmes, 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.

Zoom Phone and Zoom Contact Centre | Version v2026.10c | Effective date: 1 November 2026

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