

Voice · Zoom Phone, delivered by FirstNet

Zoom Phone. With South African voice.

Zoom does not supply South African phone numbers on its own. As a certified Zoom Provider Exchange partner, FirstNet adds licensed local calling, numbers and porting inside the Zoom app you already use.

Native in Zoom

calling inside the Zoom app you already use

Local SA voice

licensed South African calling included

One bill

Zoom licences and voice on a single invoice

Your numbers

end-to-end porting handled for you

Who it's for

- Existing Zoom Meetings customers adding voice
- Mid-market and enterprise organisations consolidating communications
- Multi-site and hybrid-work teams on Zoom
- Businesses leaving an on-prem PBX or a fragmented stack

Select FirstNet inside Zoom. Zoom hosts the phone system and FirstNet supplies the voice service, with no separate carrier portal to manage.

Zoom Phone licences

Zoom Phone Pro

Per-user licence

The per-user licence for calling on desktop, mobile and desk phone, inside the Zoom app.

Calling · Voicemail · Call handling and IVR · Presence · AI Companion features

Power Pack

ADD-ON

Queues, supervisors and advanced call handling for teams that manage calls at volume.

Queue analytics · Supervisor monitoring · Whisper and barge · Compliance recording

Common Area

Shared-device licence

For shared phones in reception, meeting rooms and warehouses.

Reception phones · Meeting-room phones · Warehouse phones

Optional add-ons: Zoom Contact Centre for full omnichannel CX, Compliance Recording, Clarity Call Analytics for Zoom, Truecaller Verified Business Caller ID, and FirstNet managed internet with backup connectivity.

What FirstNet does for you

1

Validate

Our voice engineering team validates your network and sizes your licences.

2

Number

New geographic, non-geographic and toll-free numbers, and porting planned in and out.

3

Enable

Zoom Phone enabled directly from your Zoom admin centre on FirstNet voice.

4

Cut over

A planned cutover, with porting handled end to end.

5

Protect and support

24/7 fraud monitoring, real-time call records and 24x7 local support.

Why FirstNet

- ✓ **Licensed local carrier** listed in the Zoom Provider Exchange, delivering SA calling over ICASA-licensed interconnects.
- ✓ **One partner, one bill.** SA calling, numbers and porting on a single contract.
- ✓ **Local support** 24x7, in English and Afrikaans.
- ✓ **We own the outcome.** We deliver it. We support it. ISPA member, bound by the ISPA Code of Conduct.

Getting started

1

Scope your deployment. Contact FirstNet to discuss your users, sites and numbers.

2

Plan. We validate your network, size licences and plan porting before cutover.

3

Go live. We enable Zoom Phone from your Zoom admin centre and move your numbers across.

Talk to us: contact FirstNet to scope your Zoom Phone deployment with our voice engineering team.

Let's elevate your business voice.

Book a Zoom Phone scoping session with your FirstNet account team.

[firstnet.co.za →](https://firstnet.co.za)

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