

Service Specific Terms & Conditions:**1. Applicability**

The Provisioning of the FirstNet FirstFax service is subject to the signing of an agreement or Addendum between the customer and FirstNet.

2. Service Definition

FirstNet undertakes to provide Customer with the value-added FAX (VAX) Services as provisioned on the Internet Solutions (IS) network. For purposes of this schedule, "On-Net Faxing" implies that any outgoing call remains on the IS public Internet network, and is never switched via the ECNS provider network.

3. Duration and Effective Date

- 3.1 The Effective Date is the date when the Fax Service is first commissioned for use by. Should the Effective Date occur after the date of signature of the Agreement, nothing herein contained shall be construed so as to give either party the right to cancel or rescind the Agreement before the Effective Date.
- 3.2 The provision of the FAX Service/s shall endure for an initial period of 12 (twelve) months ("Initial Period"), commencing on and with effect from the Effective Date.
- 3.3 Either party hereto shall be entitled to terminate this Agreement by way of 90 (ninety) days prior written notice of termination to be effective at the end of the Initial Period. Failing such notice of termination, the duration of the Service shall thereafter automatically renew for successive periods of 12 (twelve) months each on the terms and conditions set out in this Schedule, subject to 90 (ninety) days prior written notice of termination effective at the end of the then-current 12 (twelve) month period, and subject to an escalation in fees as per FirstNet's Standard Terms and Conditions.

4. Suspension of Services

Notwithstanding anything to the contrary set out in the Standard Terms and Conditions, FirstNet reserves the right to, at any time, suspend the provision of the FAX Service/s for the purposes of maintenance, modification or remedial work. In the event of any such suspension, FirstNet shall provide the Customer with 3 (three) days prior written notice in respect of such maintenance.

5. Liability

FirstNet cannot be held responsible for any liability arising out of the loss of any faxes during transmission either due to any failure on the IS network, or the failure of any other network either sending or receiving the transmission, and the onus is at all times on the Customer to ensure that fax messages are received by their intended recipients.

6. Logging a Service Request

There are several methods whereby a Client may log an SR. In order of preference there are:

4.1 Customer Zone <http://customerzone.firstnet.co.za>

The system will send an auto-reply containing the SR number. The TC should place a follow-up call to the FirstNet RR team if this auto-reply is not received within 30 minutes.

4.2 Email to support@firstnet.co.za

The system will send an auto reply containing the SR number. The TC should place a follow up call to the FirstNet RR team if this auto reply is not received within 30 minutes

4.3 Telephonically – 0861 989896

The SR will be logged and the TC will be given the SR number for future reference. This is the preferred method of logging a Sev1 Service Request