

Connecting Africa

Voice Communication Platform

CNS Link for Zoom Services

Support Center for Bayobab Zoom Application

With open next-gen digital solutions

August 13, 2026

BAYOBAB SUPPORT CENTER

Enterprise Business Communications Support

Thank you for choosing Bayobab, MTN Digital Infrastructure

Bayobab is committed to delivering carrier-grade support across its Cloud Communications portfolio. As your primary commercial and operational interface, Bayobab provides first-line support, service coordination, incident management, and escalation with Zoom and other technology partners where required, ensuring a single point of contact throughout the lifecycle of your service.

Whether you require assistance with onboarding, activation, technical incidents, service administration, or commercial enquiries, our dedicated support teams are available to assist.

Services We Support

Bayobab provides support for the following services where subscribed.

Service	Support Coverage
Cloud Number Service (CNS)	DID provisioning, number management, PSTN enablement, voice routing, SIP connectivity, CLI presentation, number portability (where supported), regulatory support
Business Communications	Zoom Phone, Zoom Contact Center, Zoom Meetings, Zoom Workplace, Zoom Virtual Agent, WhatsApp Business integration and associated collaboration services
Enterprise Voice Connectivity	Provider Exchange, BYOC, Cloud Peering, SIP Trunking, Direct Interconnect and carrier voice enablement
Billing & Usage Services	License enquiries, subscriptions, usage reporting, consumption, invoices, renewals and commercial billing support

Need Help?

Technical Support

For technical incidents, service degradation, activation issues, provisioning requests, number management, configuration support or operational assistance.

Email:

Mobility-CSC@bayobab.africa

Billing Support

For invoices, subscriptions, renewals, usage reports, PAYG consumption, overage enquiries and commercial billing questions.

Email:

General Queries - CNSBilling@bayobab.africa

Disputes - CNSDisputes@bayobab.africa

Commercial Support

For quotations, new services, upgrades, commercial proposals, licensing, service changes and account management.

Email:

Presales - MTNGCWMBusinessOps@mtn.com

Commercial - WMCommercial@mtn.com

Customer Success

For onboarding assistance, service adoption, product guidance, feature enablement and customer success enquiries.

Email:

Mobility-CSC@bayobab.africa

Critical Incident Support (24 x 7)

For Priority 1 production incidents affecting live services.

Available 24x7x365

Email: Mobility-CSC@bayobab.africa

Support Availability

Bayobab operates a dedicated Service Desk and Network Operations Centre (NOC) to support business-critical communications services.

Critical production incidents are supported 24 hours per day, 7 days per week.

Standard service requests, configuration changes and commercial enquiries are handled during normal business hours unless otherwise agreed within the applicable Service Level Agreement.

Where an incident involves Zoom or another third-party technology provider, Bayobab will coordinate all investigations and escalations on your behalf until service restoration or resolution has been achieved.

Before Contacting Support

To enable faster investigation and resolution, please provide where applicable:

- Company Name
- Account or Zoom Tenant Name
- Service affected
- Telephone Number(s) or CNS Number(s)
- Date and time the issue occurred
- Description of the issue
- Error message or screenshots
- Call examples (Calling Number, Called Number, Date & Time)
- Business impact and number of affected users

Providing complete information significantly improves investigation and restoration times.

Service Boundary

Bayobab provides operational support within the agreed service boundary, including subscribed Zoom Services, Cloud Number Service, voice connectivity, numbering services, carrier interconnects and associated service management.

Support does not extend to customer-managed local networks, internet connectivity, customer devices, unsupported third-party integrations or customer-developed applications unless specifically included within the applicable Service Order or Support Agreement.

Planned Maintenance

Bayobab periodically performs planned maintenance to maintain service reliability, security and platform performance.

Where maintenance is expected to affect customer services, advance notification will be provided whenever reasonably practicable. Emergency maintenance may be undertaken without prior notice where necessary to protect service integrity or network stability.

Helpful Resources

Additional information relating to your services is available through the following resources:

- [Terms & Conditions](#)
- [Privacy Policy](#)
- [Product Documentation](#)
- [Customer Portal](#)