

Connecting Africa

Voice Communication Platform

CNS Link for Zoom Services

Terms of Use for Bayobab Zoom Application

With open next-gen digital solutions

August 13, 2026

These Terms and Conditions apply to Bayobab Cloud Communications Services, made available through Bayobab Zoom applications, partner marketplaces, customer portals and other authorised ordering channels. Product specific features, commercial terms, service levels and operational commitments are governed by the applicable Commercial Proposal, Service Order Form, Service Schedule, Service Level Agreement and other contractual documents agreed between Bayobab and the Customer. Where there is any inconsistency between these Terms and an executed commercial agreement, the executed commercial agreement shall prevail.

1. Introduction

Welcome to the Bayobab Cloud Communications Services ("Services"). These Terms and Conditions govern your access to and use of the Services made available by Bayobab through its cloud communications platforms, applications, portals and associated telecommunications infrastructure.

Bayobab delivers enterprise communication solutions by combining licensed telecommunications services with cloud communication technologies to enable secure, reliable and scalable business communications. Depending on the services selected, this may include cloud telephony, enterprise numbering services, PSTN connectivity, cloud contact center capabilities, SIP connectivity, artificial intelligence features and other communications services offered by Bayobab from time to time.

These Terms apply to all Customers using the Services unless expressly superseded by a separate written agreement executed between Bayobab and the Customer. By accessing, ordering, activating or using the Services, the Customer confirms that it has read, understood and agrees to be bound by these Terms together with the applicable Commercial Proposal, Service Order Form, Service Schedule, Privacy Policy and any other documents expressly referenced therein.

These Terms should be read together with Bayobab's Privacy Policy, which explains how personal information and telecommunications service information are collected, processed, protected and shared while delivering the Services.

2. Acceptance of these Terms

By creating an account requesting the provisioning of Services, accessing the Bayobab Application or using any part of the Services, the Customer agrees to comply with these Terms and all applicable laws and regulations governing the use of telecommunications and cloud communication services.

Where the Customer accepts these Terms on behalf of a company or other legal entity, the individual accepting these Terms represents and warrants that they have the authority to bind that organization. If such authority does not exist, Bayobab reserves the right to refuse service or terminate the relevant account.

Bayobab may update these Terms periodically to reflect changes in legislation, regulatory requirements, business practices, technology or the Services themselves. Updated versions will be published through Bayobab's official website or application and shall become effective from the published effective date unless otherwise stated. Continued use of the Services following such publication constitutes acceptance of the revised Terms.

3. Eligibility and Customer Registration

The Services are intended exclusively for business, enterprise and institutional customers. Prior to the provision of any Service, Bayobab may require the Customer to complete registration, identity verification and any Know Your Customer (KYC) or regulatory onboarding processes required under applicable telecommunications laws.

The Customer agrees to provide complete, accurate and current information during registration and throughout the duration of the Services. This may include company registration details, authorized contacts, billing information, regulatory documentation and any additional information reasonably required to provision, support or maintain the Services.

Bayobab reserves the right to decline, suspend or terminate the provision of Services where registration information is incomplete, inaccurate or misleading, where regulatory obligations cannot be satisfied, or where Bayobab reasonably believes that the Services may be used in a manner inconsistent with these Terms or applicable law.

4. Description of the Services

Bayobab provides cloud communications services designed to enable enterprise collaboration and business communications through the integration of carrier-grade telecommunications infrastructure with cloud-based communication platforms.

The Services may include cloud voice connectivity, enterprise telephone numbers, Cloud Number Service (CNS), SIP Trunking, Provider Exchange, Bring Your Own Carrier (BYOC), cloud contact centre capabilities, AI-enabled communication services, professional services and other related communications products offered by Bayobab.

The specific Services provided to each Customer shall be those identified in the applicable Commercial Proposal, Service Order Form or Service Schedule. Certain features, capabilities or service options may vary depending on the selected subscription, deployment model, country availability, regulatory requirements or third-party platform capabilities.

Bayobab continually enhances its Services to improve functionality, security and customer experience. Accordingly, Bayobab reserves the right to modify, improve, replace or discontinue features where reasonably necessary, provided that such changes do not materially reduce the core functionality of the subscribed Services without appropriate notice to the Customer.

5. Customer Account and Administration

Access to certain Services requires the creation of a Customer Account. The Customer is responsible for maintaining accurate account information and ensuring that only authorized personnel are granted administrative access to the Services.

The Customer remains responsible for all activities performed through its account, including the management of users, passwords, permissions and administrative privileges. Appropriate security measures should be implemented to prevent unauthorized access to the Services.

Where Bayobab reasonably believes that an account has been compromised or is being used in an unauthorized or unlawful manner, Bayobab may temporarily suspend access while appropriate investigations are undertaken. Bayobab will make reasonable efforts to notify the Customer of any such action unless prohibited by law or where immediate action is necessary to protect the integrity of the Services or other customers.

6. Charges, Billing and Payment

The Customer agrees to pay all fees associated with the Services in accordance with the applicable Commercial Proposal, Service Order Form, invoice or other commercial agreement entered into with Bayobab. Charges may include recurring subscription fees, usage-based charges, one-time implementation fees, professional services, numbering services, consumption-based charges or any other applicable fees associated with the subscribed Services.

Unless otherwise agreed in writing, recurring service charges shall commence from the date the Services are activated or otherwise made available for Customer use. Usage-based services, including voice traffic, telephone numbers, artificial intelligence services or other metered services, shall be billed based on actual consumption recorded through Bayobab's operational and billing systems.

Invoices shall be issued in accordance with the agreed billing cycle and payment terms. The Customer remains responsible for ensuring that billing information remains accurate and up to date throughout the term of the Services.

Bayobab reserves the right to review or adjust pricing where there are changes to regulatory costs, taxation, supplier pricing, exchange rates, service scope or other commercial factors that materially affect the delivery of the Services. Any such changes shall be communicated to the Customer in accordance with the applicable agreement.

Failure to settle undisputed invoices within the agreed payment period may result in the suspension or restriction of the affected Services until outstanding amounts have been paid.

7. Telephone Numbers and Voice Services

Certain Services include access to enterprise voice services, telephone numbers and public switched telephone network (PSTN) connectivity through Bayobab's Cloud Number Service (CNS) and carrier network.

Telephone numbers allocated to the Customer remain subject to the telecommunications regulations, numbering plans and regulatory requirements applicable within each country. Allocation of telephone numbers is subject to availability and may require regulatory approval, customer verification or additional documentation before activation.

Where supported, Bayobab may facilitate number portability in accordance with local regulatory requirements. Successful porting remains subject to the processes, timelines and acceptance criteria of the relevant regulatory authority and the donor service provider.

Voice services depend upon the availability and performance of telecommunications networks, internet connectivity and third-party infrastructure. Although Bayobab uses commercially reasonable efforts to provide reliable services, call quality, service availability and feature functionality may be influenced by factors outside Bayobab's reasonable control, including customer network configuration, internet performance, local telecommunications infrastructure or third-party service providers.

Where supported, Bayobab may provide caller identification, emergency calling and other regulated telephony features. Availability of these services varies by country and regulatory jurisdiction and may not be available for every deployment model or service configuration.

Bayobab reserves the right to monitor voice traffic for operational, security, fraud prevention, regulatory compliance and billing purposes. Such monitoring shall be conducted in accordance with applicable laws and Bayobab's Privacy Policy.

8. Acceptable Use of the Services

The Services are intended to support legitimate business communications and shall be used responsibly, ethically and in compliance with all applicable laws, telecommunications regulations and industry standards.

The Customer shall not use, or permit any third party to use, the Services for any unlawful, fraudulent or abusive purpose. This includes activities that may compromise the security, integrity or availability of the Services or negatively affect Bayobab, other customers, telecommunications operators or third-party service providers.

Without limitation, the Customer shall not knowingly use the Services to engage in activities such as telecommunications fraud, caller identification spoofing, bypass of licensed telecommunications networks, spam calling, robocalling, phishing, denial of service attacks, unauthorized recordings, transmission of malicious software, unlawful interception of communications or any activity intended to circumvent applicable telecommunications regulations.

The Customer remains responsible for ensuring that all communications originated through the Services have been lawfully authorized and that any required customer notices, end-user consents or regulatory approvals have been obtained prior to the use of the Services.

Where Bayobab reasonably believes that the Services are being used in violation of these Terms or applicable law, Bayobab may immediately investigate, suspend or restrict the affected Services in order to protect its network, customers and regulatory obligations.

9. Customer Responsibilities

The Customer is responsible for ensuring that the Services are used in accordance with these Terms and for maintaining the necessary technical, operational and organizational arrangements required for the successful use of the Services.

This includes maintaining suitable internet connectivity, customer network infrastructure, supported devices and any third-party systems required to access the Services. The Customer is also responsible for managing user accounts, protecting access credentials, maintaining appropriate security controls and ensuring that authorized users comply with these Terms.

Where the Services integrate with third-party applications, customer systems or cloud platforms, the Customer remains responsible for obtaining the necessary licenses, permissions and administrative access required to enable such integrations.

The Customer shall promptly notify Bayobab of any suspected security incident, unauthorized access, fraud, misuse or material issue that may affect the security or operation of the Services.

The Customer further agrees to cooperate with Bayobab during implementation, troubleshooting, maintenance activities, regulatory requests or investigations relating to the provision of the Services.

10. Third-Party Platforms and Integrations

Certain Services provided by Bayobab rely upon cloud platforms, telecommunications operators, software providers and other third-party technology partners. These third-party platforms enable specific features, integrations and communication capabilities that form part of the overall customer solution.

While Bayobab carefully selects its technology partners and manages the Services delivered through those platforms, Bayobab does not own or control the operation of third-party systems. Consequently, the availability of certain features, integrations or capabilities may depend upon the continued availability, policies, technical requirements and service offerings of the relevant third-party provider.

From time to time, third-party providers may modify, enhance, discontinue or replace features, interfaces or service capabilities. Where such changes affect the Services, Bayobab will use commercially reasonable efforts to minimize customer impact and communicate material changes where appropriate. The Customer acknowledges that the use of certain integrated services may also be subject to the applicable terms, licensing conditions and privacy policies of the relevant third-party provider. Bayobab shall not be responsible for the independent acts or omissions of such third-party providers except to the extent expressly agreed in writing.

11. Privacy and Data Protection

Bayobab is committed to protecting the privacy, confidentiality and security of Customer information. In providing the Services, Bayobab may collect, process, store and use personal information, telecommunications service information and operational data necessary to provision, operate, support, secure and bill the Services.

The processing of personal information is governed by Bayobab's Privacy Policy, which forms an integral part of these Terms and is available on Bayobab's website. The Privacy Policy explains the categories of information collected, the purposes for which information is processed, how information may be shared, the safeguards applied to protect information and the rights available to Customers under applicable data protection laws.

Where the Services involve the processing of personal information on behalf of the Customer, the parties may enter into a separate Data Processing Agreement or other applicable data protection arrangement where required by law or by the applicable commercial agreement.

12. Intellectual Property Rights

All intellectual property rights relating to the Services, including software, applications, documentation, trademarks, trade names, logos, designs, processes, methodologies, content and any associated materials, remain the exclusive property of Bayobab or its licensors.

Nothing contained in these Terms transfers ownership of any intellectual property rights to the Customer except for the limited right to access and use the Services in accordance with these Terms and the applicable commercial agreement.

The Customer shall not copy, modify, reverse engineer, decompile, distribute, sublicense or otherwise exploit any part of the Services except where expressly permitted by applicable law or with Bayobab's prior written consent.

Any suggestions, recommendations or feedback provided by the Customer relating to the Services may be used by Bayobab for the purpose of improving its products and services without any obligation to compensate the Customer.

13. Service Availability, Maintenance and Support

Bayobab uses commercially reasonable efforts to provide reliable and secure Services in accordance with industry standards and the applicable Service Level Agreement where one has been agreed.

From time to time, Bayobab may perform planned maintenance, emergency maintenance, upgrades or other operational activities necessary to maintain the security, stability and performance of the Services. Where reasonably practicable, Bayobab will provide advance notice of planned maintenance that may affect service availability.

The Customer acknowledges that certain aspects of the Services depend on telecommunications infrastructure, cloud platforms, internet connectivity and third-party providers that are outside Bayobab's direct control. While Bayobab actively manages these dependencies, temporary interruptions or degradation of service may occasionally occur.

Support services shall be provided through Bayobab's designated support channels in accordance with the applicable support procedures and Service Level Agreement.

14. Suspension and Termination

Bayobab reserves the right to suspend, restrict or terminate all or part of the Services where reasonably necessary to protect its network, customers, regulatory obligations or legitimate business interests.

Without limiting the foregoing, Bayobab may suspend the Services where the Customer fails to comply with these Terms, fails to pay undisputed charges when due, provides materially inaccurate information during onboarding, engages in unlawful or fraudulent activities, compromises the security or integrity of the Services, or where suspension is required by law, regulation, a competent authority or an underlying service provider.

Where circumstances permit, Bayobab will provide reasonable notice before suspending the Services and will work with the Customer to resolve the underlying issue. However, immediate suspension may

occur where Bayobab reasonably believes that continued operation presents a material security, regulatory or operational risk.

Termination of the Services shall not affect any rights or obligations accrued prior to the effective date of termination, including any outstanding payment obligations.

15. Disclaimer of Warranties

Except as expressly stated in an applicable written agreement, the Services are provided on an "as available" and "as configured" basis.

While Bayobab is committed to delivering high-quality communications services, it does not warrant that the Services will be uninterrupted, error-free or continuously available at all times, nor that every feature, capability or integration will remain available indefinitely.

Service performance may be affected by factors beyond Bayobab's reasonable control, including customer equipment, internet connectivity, third-party platforms, telecommunications operators, force majeure events and applicable regulatory requirements.

Nothing in these Terms excludes any warranty or condition that cannot lawfully be excluded under applicable law.

16. Limitation of Liability

To the fullest extent permitted by applicable law, Bayobab shall not be liable for any indirect, incidental, consequential, special or punitive damages, including loss of revenue, loss of profits, loss of business opportunities, loss of anticipated savings, loss of goodwill or loss of data arising from or in connection with the use of the Services.

Bayobab's total liability arising from the provision of the Services shall, unless otherwise agreed in writing, be limited to the extent permitted under the applicable commercial agreement between the parties.

Nothing contained in these Terms shall exclude or limit liability for fraud, wilful misconduct, death or personal injury caused by negligence, or any liability that cannot legally be excluded under applicable law.

17. Governing Law and General Provisions

These Terms shall be governed by and interpreted in accordance with the laws specified in the applicable commercial agreement or, where no such agreement exists, the laws of the Republic of South Africa.

If any provision of these Terms is determined to be invalid, illegal or unenforceable by a court or competent authority, the remaining provisions shall continue in full force and effect.

Bayobab may assign or transfer its rights and obligations under these Terms to an affiliate or successor entity as part of a corporate restructuring, merger, acquisition or transfer of business. The Customer may not assign its rights or obligations without Bayobab's prior written consent.

Failure by either party to enforce any provision of these Terms shall not constitute a waiver of that provision or any other rights available under these Terms.

These Terms, together with the applicable Commercial Proposal, Service Order Form, Service Schedule, Privacy Policy and any executed agreement between the parties, constitute the entire understanding relating to the Services and supersede all prior discussions, proposals or representations relating to the same subject matter.

18. Contact Information

Questions regarding these Terms or the Services may be directed to Bayobab through the contact details published on Bayobab's official website or communicated as part of the applicable commercial agreement.

Customers requiring technical assistance should contact Bayobab's Service Desk using the designated support channels provided during onboarding. Questions relating to privacy, data protection or the processing of personal information should be directed to Bayobab's Privacy Office using the contact details provided within the Privacy Policy.

Bayobab may update its contact details from time to time without requiring an amendment to these Terms.