

VOICE PRODUCT SCHEDULE

Infotrust Managed Technology Pty Ltd & Customer

Version 1.0

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Document Change Control

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This Product Schedule contains further terms regarding Voice Products that apply in addition to the General Terms and forms part of the Agreement with Infotrust Managed Technology Pty Ltd ("Service Provider"). Defined terms in the Service Providers' General Terms have the same meaning in this Product Schedule unless expressed to the contrary.

1) Voice Plans

- a) **Plans** – a Voice agreement will include terms of any Plan the Customer has selected with the Services such as features, entitlements, Charges and special conditions.
- b) **Periodic Entitlements** – a Plan may include the right to use a certain amount of a Service during a specific period eg a local Plan may allow you to make 200 local calls each month at no extra cost – this is called a Periodic Entitlement. Unused Periodic Entitlements do not carry forward and are not redeemable for cash or other credit. If the Customer exceeds the Periodic Entitlement, extra Charges may apply or a Service may be limited in some way – this information will be detailed in the Plan.
- c) **Pre-paid Plans** – for a Pre-Paid Plan:
 - (i) Prepayments are not redeemable for cash or other credit.
 - (ii) The Plan may specify a Use-by Date ie a period after which any prepaid entitlements that are not used expire without refund. Unless a Plan specifies otherwise, a Use-By Date of one month applies to all Prepaid Plans.
 - (iii) Prepayments are not transferable between Plans – if the Customer chooses to change Plans, there is no credit for unused prepaid entitlements (unless the Plan states otherwise).
 - (iv) The Service Provider may specify minimum and/or maximum prepayments that the Customer may make.
 - (v) When the prepaid entitlements are used up, the Service Provider may cease to provide the Service. The Service Provider is not responsible for the consequences of the Service ceasing.
- d) **Non-Prepaid Plans** – for a Plan which is not a Prepaid Plan, the Customer may use the Service without paying in advance in full, however the Service Provider may:
 - (i) Require partial prepayment for a period of Service.
 - (ii) Require a partial prepayment before or after the Service Start Date.
 - (iii) Require the Customer to maintain a minimum prepaid balance for a Service.
 - (iv) Vary the amount of a requirement prepayment or minimum prepaid balance from time to time.
 - (v) Apply the Customer's prepaid balance to the next invoice, or any later invoices.

2) Consumer Guarantees

Under the Australian Consumer Law (ACL), consumers (as defined in the ACL) have the benefit of certain Consumer Guarantees:

- a) That cannot be excluded; and
- b) Where the consumers rights in case of breach cannot be limited by the Customers contract, or can only be limited to a certain extent.
- c) The Customers contract never operates to exclude the Consumer guarantees (where they apply) or to limit the Customers remedies for breach of them (in a way not permitted by law).

3) Customer's Obligations on Termination of Voice Product

On giving or receiving notice of termination of a Voice Product, this Product Schedule or the Agreement the Customer must, if clause 13.1 of the Service Provider General Terms applies, immediately pay the Service Provider the Voice Cancellation Fee.

4) Definitions

Subscribed Voice Products means those Products which the Customer has purchased on a subscription basis, via the Service Provider.

Voice Cancellation Fee, for a Voice Service, means:

- a) any outstanding Charges associated with the terminated Subscribed Voice Product (including but not limited to, outstanding once off Charges paid by the Service Provider, and Charges amortised over the Term of the Agreement); and
- b) any direct fees or costs incurred by the Service Provider as a result of terminating the Subscribed Voice Product (including, but not limited to, Third Party early termination fees).

All other defined terms have the meanings as described in the Service Provider General Terms..



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About Infotrust

Infotrust is Australia's leading ASX-listed technology and cyber security services provider and the largest member of the Infotrust Group (ASX:ITS). With over 250 professionals nationwide, including 140+ cyber specialists, Infotrust delivers end-to-end cyber security, managed IT, and advisory services for public and private sectors. Its Australian-based Security Operations Centre operates 24/7, ensuring real-time threat detection and rapid response. Infotrust empowers organisations to manage risk, protect digital assets, and strengthen Australia's cyber resilience.

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