

CUSTOMER AGREEMENT

Customer Service Level Agreement

Purpose

This Service Level Agreement (SLA) defines the service standards, response times, and support commitments provided to FlexrUC customers for telecommunications and unified communications services.

This document is designed to:

- Provide clear, measurable service expectations
- Comply with Australian Communications and Media Authority (ACMA) expectations for transparency and customer information
- Align with underlying carrier/service provider obligations

Support Hours

Support Type	Availability
Critical Fault Support	24 × 7
Standard Support	Business Hours - Monday to Friday, 8:30am-5:30pm AEST, excluding public holidays.

Document Version

Date	Notes
22/06/2026	ZB – Document Creation & Publication

Incident Priority Levels

Incidents are categorised based on business impact and number of users affected.

Priority Definitions

Priority	Description	Example Impact?
Priority 1 - Critical	Major outage affecting most or all users	Complete loss of service, platform outage, security incident
Priority 2 - Major	Significant degradation affecting multiple users	Call quality degradation, loss of key features (IVR, voicemail)
Priority 3 - Moderate	Limited impact affecting individual users or sites	Localised calling issue, partial feature failure
Priority 4 - Minor	Low impact or workaround available	Non-critical faults or intermittent issues
Priority 5 - Service Request	General requests, changes, or minor issues	Moves/adds/changes, configuration requests

Service Level Targets

Priority	Response Time	Service Restoration Target	Resolution Target
Priority 1 - Critical	≤ 30 minutes	≤ 6 hours	≤ 1 business day
Priority 2 - Major	≤ 2 hours	≤ 12 hours	≤ 3 business days
Priority 3 - Moderate	≤ 4 hours	≤ 2 business days	≤ 5 business days
Priority 4 - Minor	≤ 1 business day	≤ 3 business days	≤ 7 business days
Priority 5 - Service Request	≤ 1 business day	Not applicable	≤ 7 business days

Incident Management Process

Logging a Ticket

Customers can log support requests via:

- Email to support@flexruc.com.au
- Phone (required for Priority 1 & 2 incidents) via 02 8360 7000

Escalation

Priority 1 and 2 incidents:

- Require immediate phone notification
- Are escalated internally, and to upstream carriers

Updates

Priority	Update Frequency
P1	Every 30–60 minutes
P2	Every 2 hours
P3–P5	As agreed, or daily progress updates

Customer Responsibilities

To ensure SLA compliance, customers must:

- Provide accurate fault descriptions and contact details
- Ensure authorised contacts are available during incident resolution
- Maintain onsite equipment, power, and internal network
- Notify critical incidents immediately via phone

Planned Maintenance

- Scheduled maintenance will be notified at least 48 hours in advance
- Wherever possible, conducted outside business hours
- Emergency maintenance may occur without notice where required to protect network integrity

Complaint Lodgement

- Email: feedback@flexruc.com.au
- Phone: 02 8360 7000

Complaint Handling Commitments:

- Acknowledgement within 2 business days
- Resolution attempt within 10 business days
- Escalation pathways clearly defined

Complaints Handling (ACMA Compliance)

In line with the Telecommunications Consumer Protections (TCP) Code, customers may escalate complaints if service expectations are not met.

Limitations & Dependencies

Service performance is dependent on:

- Underlying carrier/provider services
- Customer internet connectivity
- Power availability
- Third-party integrations

Our service availability commitment excludes

- Customer equipment or LAN failures
- Third-party broadband/internet outages
- Force majeure events
- Scheduled maintenance windows

Definitions

- Response Time: Time to acknowledge and begin work
- Restoration Time: Time to restore service (even if temporary fix)
- Resolution Time: Permanent fix or root cause resolution