

PRICING AND FEES

Ad-hoc Rates Card

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Date	Owner & Notes
18/06/2026	ZB - Document creation and publication

Purpose

This Rate Card sets out FlexrUC's standard charges for afterhours emergency support and Professional Services labour, applicable across the FlexrUC product portfolio. This document is referenced from FlexrUC's Product Terms & Service Schedules, Critical Information Summaries, and Service Level Agreement, and is the single source of truth for these rates.

All rates below are quoted in Australian dollars, exclusive of GST, and are subject to change. Where a formal quote is issued for a specific engagement, the rates in that quote will apply.

Standard Rates

Charge	Rate (ex GST)	Applies to
Afterhours emergency support (non-P1)	\$550	A flat callout rate for afterhours emergency assistance that is not a Priority 1 (P1) incident. P1 incidents continue to be handled in accordance with the SLA at no additional charge.
Professional Services hourly rate	\$220/hr	General changes requiring scoping, training, or input from the FlexrUC team. Applies to customers not on a maintenance plan, and to maintenance customers once their included monthly hours are exhausted (overage rate).
Adds to existing services	POA	Additions such as extra channels or phone lines may be provided at no charge. Where additions require configuration changes (e.g. to call flows), a smaller implementation fee may apply, quoted on application.
Professional Services minimum charge	\$550	Minimum charge per order for any engagement requiring Professional Services, regardless of the number of hours quoted below this minimum.

Notes

- Rates are reviewed periodically and may be updated without amending the underlying Product Terms & Service Schedules or Critical Information Summaries, which reference this Rate Card rather than restating figures.
- Professional Services hours cannot be banked or transferred between customers or engagements.
- Quotation-based pricing (e.g. for Adds to Services and Professional Services minimums) will be confirmed in writing prior to work commencing.
- For current rates, contact FlexrUC on 02 8360 7000 or support@flexruc.com.au.

Complaint Handling

If you are not satisfied with the service we provide, please let us know so we can do our best to fix it. If you feel that we were unable to resolve your issue to your satisfaction, please email us at support@flexruc.com.au and request to escalate. If you are not satisfied with our resolution, you can lodge a complaint with the Telecommunications Industry Ombudsman (TIO). This service is free and independent. Contact the TIO by visiting <https://www.tio.com.au> or by calling 1800 062 058.

Compliance

Customers must comply with all applicable laws and regulations, including those relating to telecommunications, privacy, and call recording.

FlexrUC is not responsible for ensuring customer compliance with such obligations.

Accessibility

All documentation and support are available in alternative or accessible formats. Please contact the FlexrUC team on support@flexruc.com.au or 02 8360 7000 for further information.

Document language: English (AU).

Compliance statement: This document is intended to meet Standard Service Terms requirements under the Telecommunications Consumer Protections Code.