

PRODUCT TERMS & SERVICE SCHEDULE

AI Voice Assistant

PROVIDER

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Purpose

This document defines the service conditions, requirements, and operational limitations for FlexrUC's AI Voice Assistant.

This document is designed to:

- Define how the service is delivered and supported
- Outline customer responsibilities and service dependencies

- Align with FlexrUC's Service Level Agreement (SLA) and General Terms
- Support compliance with Australian telecommunications and privacy regulatory obligations

These Service Terms form part of Your Contract with FlexrUC and must be read together with the General Terms, your Application, and the applicable Service Level Agreement (SLA).

Service Overview

FlexrUC's AI Voice Assistant is an AI-powered virtual receptionist that uses automated speech recognition, natural-language processing, and speech and text generation to handle inbound voice and text interactions on your behalf, including greeting callers, capturing caller details, answering common queries, routing or transferring calls, recording and transcribing interactions, and, where enabled, making, altering, or cancelling bookings, appointments, or similar transactions.

The AI Voice Assistant handles inbound interactions only. It does not support outbound calling.

The AI Voice Assistant relies on services provided by an underlying AI and telephony Supplier and is provided on an as-is and as-available basis. It is not designed or intended for emergency calls or communications.

Product Details & Specifications

AI Voice Assistant is licensed on a per-agent basis. Inbound call usage is charged at a per-minute rate. Exact licence fees and per-minute rates depend on your overall commercial arrangement and are confirmed in your formal quotation or Accepted Order.

The specific features, models, channels, capacity (including any concurrency or usage limits), and any integrations applicable to you are set out in your Accepted Order. FlexrUC may add, change, substitute, or remove the models, features, channels, and integrations comprising the AI Voice Assistant from time to time.

Agent Greeting

Each call begins with a fixed, hard-coded opening that includes the agent's name and a mandatory compliance disclosure (for example, "This call is recorded for quality and monitoring purposes"). This opening cannot be modified and is designed to satisfy applicable AI-disclosure and call-recording consent requirements.

You may customise the closing line of the greeting only (for example, "How can I assist you today?"). The greeting configuration field captures the closing line only and does not capture or override the opening disclosure.

Call Handling and Transfers

The AI Voice Assistant answers and handles inbound calls. It cannot originate outbound calls.

Where the AI Voice Assistant transfers a call to another number, this is a full handoff: the AI agent disconnects from the call once the transfer is complete and is no longer party to the call. FlexrUC's AI Voice Assistant charges, and any associated liability or output-accuracy disclaimers, apply only to the portion of the call handled by the AI agent prior to transfer. Handling of the call following transfer is governed by the receiving number's own service arrangements.

Knowledge Source Management

Your AI agent's knowledge is limited to the website URL(s) you provide to FlexrUC (Knowledge Source). The AI Voice Assistant does not search, infer, or otherwise source information from any website, document, or system other than the Knowledge Source you provide.

Knowledge Source updates are manual. If the content of your website changes, your profile must be manually re-fetched from the management screen; FlexrUC does not automatically monitor or re-fetch your website for changes. You are responsible for requesting a re-fetch where current information is required.

You are responsible for the accuracy, completeness, and currency of your Knowledge Source and for ensuring you have all rights, consents, and permissions necessary to provide it to FlexrUC for this purpose.

Spend Management and Usage Controls

You will nominate a Monthly Spend Cap (for example, \$500) as part of your service configuration. A Daily Spend Cap can also be configured on request; a Monthly Spend Cap is the recommended default control.

You may enable or disable the "Suspend AI services when limit is reached" setting:

- Enabled: your AI Voice Assistant service is automatically suspended once your nominated cap is reached, until the next billing period or until you adjust the cap.
- Disabled: your AI Voice Assistant service continues operating beyond your nominated cap. In this case, a hard cut-off of 200% of your configured cap is automatically enforced and cannot be disabled, regardless of your settings.

You remain responsible for all usage charges incurred up to any applicable cap or hard cut-off.

Data Handling and Privacy

Personal information and customer data processed through the AI Voice Assistant, including call recordings, transcripts, and any biometric voice data, will be handled in accordance with FlexrUC's Privacy Policy and applicable Privacy Laws.

You must ensure end users are clearly and prominently informed that they are interacting with an AI system, that communications may be recorded and processed (including by FlexrUC's underlying Supplier), and that all consents and disclosures required under applicable law are obtained.

The AI Voice Assistant must not be configured or used to intentionally collect protected health information, payment or financial account data, biometric identifiers used to uniquely identify an individual, or data relating to children (Restricted Data), except where FlexrUC has approved the relevant use case in writing.

and all required notices and consents have been obtained.

Any cross-border transfer or processing of customer data through the AI Voice Assistant's underlying Supplier will be carried out in accordance with applicable Privacy Laws and FlexrUC's Privacy Policy.

AI Responsible Use

You must not deploy the AI Voice Assistant for any high-risk purpose, including to make or materially influence decisions about an individual's access to essential services, employment, finance, credit, insurance, or legal rights, without first carrying out an appropriate risk assessment and maintaining appropriate human oversight.

You acknowledge that outputs, including any bookings, appointments, or transactions actioned by the AI agent, are generated automatically, may be inaccurate, incomplete, or unintended, and must be reviewed and verified before being relied upon. The AI Voice Assistant does not provide legal, financial, medical, or other professional advice and must not be relied upon for emergency communications.

Service Requirements

- A reliable internet connection to access the management dashboard
- An inbound telephone number or existing telephony service for the AI agent to answer
- A compatible web browser to access the AI Voice Dashboard
- Website URL(s) for FlexrUC to configure as the agent's Knowledge Source, where applicable

Service Limitations

- The AI Voice Assistant supports inbound interactions only and cannot originate outbound calls.
- Call transfers are a full handoff; the AI agent does not remain connected to a call after transfer.
- Agent knowledge is limited to the Knowledge Source URL(s) provided by the customer and is not automatically refreshed.
- The greeting can only be customised at the closing line; the opening introduction and compliance disclosure are fixed.
- Access to emergency services is not supported. Customers must ensure alternative means of contacting emergency services are available at all times.
- Service performance may be affected by factors outside FlexrUC's control, including internet connectivity, the underlying AI Supplier, third-party telephony providers, and customer configuration.

Charging and Usage

Charges are defined in the customer's Application, Accepted Order, or pricing schedule and comprise a per-agent licence fee and a per-minute usage charge for inbound calls.

Included allowances, where applicable, are subject to fair use and are not intended for high-volume or automated usage.

Customers are responsible for all usage charges incurred, including those arising up to any applicable Monthly or Daily Spend Cap and the associated hard cut-off described above.

Pricing Example

Plan	AI Voice Assistant, Per Assistant
Minimum Term	24 / 36 months
Plan Pricing	\$80.00 per assistant, per month
Minimum Cost	\$2,880.00 1 assistant × \$80.00 × 36 months
More Information	For full details of available packages, pricing, and inclusions, contact our Sales team on 1300 266 439.

Security

Customers must take reasonable steps to secure access to the AI Voice Dashboard and any connected systems, including using strong authentication and restricting access to authorised users only.

Customers must notify FlexrUC immediately of any suspected security breach involving the AI Voice Assistant or its Knowledge Source.

Acceptable Use

The AI Voice Assistant must not be used:

- For illegal activities
- For spam, scam calls, phishing, or caller-ID spoofing
- For unlawful or high-volume telemarketing
- For unauthorised resale
- To reverse engineer, extract, or attempt to discover the underlying AI models, or to develop competing models

FlexrUC may suspend or terminate services for breaches of acceptable use.

Order Withdrawal

If you withdraw the order prior to activation, a withdrawal fee may apply. This depends on how many business days past signing the paperwork the request is made.

- Business day 0 to business day 2: no withdrawal fee applies.
- From business day 3, up to 2 business days before the scheduled go-live or cutover date of your service (whichever applies): 1 month of your monthly licence fee will apply.

- Less than 2 business days before the scheduled go-live or cutover date: standard early termination fees as detailed in "Early Termination Charge" below apply.

Cancellation Policy

Clients must give a minimum of 30 days' notice when cancelling this service.

Notice of cancellation must be in writing:

- Either via email to support@flexruc.com.au; or
- In a letter addressed to 4 Australia St, Camperdown NSW 2050, Australia.

Services may be restricted or suspended if you fail to pay your bill or breach our Terms and Conditions or our Fair Use Policy.

Early Termination Charge

If you cancel the service within your contract term, you will be charged 50% of your monthly licence fee multiplied by the number of months remaining.

Termination fees are calculated on a pro-rata basis of the remaining months and are capped as per TCP Code obligations.

Service Levels and Support

The table below sets out the Service Availability Targets which FlexrUC will endeavour to provide for the AI Voice Assistant:

SERVICE	SERVICE AVAILABILITY TARGET
AI Voice Assistant platform and datacentre availability	99.99% (target)*
Access via application-based clients and third-party applications	Best Effort*

*"Best Effort" means FlexrUC will make good-faith efforts to achieve the best result having regard to the circumstances; however, FlexrUC cannot and does not guarantee any set level of service availability due to the nature of the underlying operating systems and environments outside of its control.

Availability Targets relate to the platform only. They do not relate to, and FlexrUC does not warrant, the accuracy, completeness, or suitability of any AI-generated output.

Fault severity and target response, restoration, and resolution times are as follows:

SEVERITY	RESPONSE	RESTORATION	RESOLUTION	COVERAGE
Critical	15 minutes	4 hours	24 hours	24x7
Major	1 hour	8 hours	2 business days	Business hours
Minor	1 business day	2 business days	2 business days	Business hours

SEVERITY	RESPONSE	RESTORATION	RESOLUTION	COVERAGE
Informational / MAC	1 business day	N/A	2 business days	Business hours

FlexrUC will use reasonable endeavours to meet these targets. Support availability includes 24/7 support for Critical incidents and business hours support for standard requests.

Service Restoration and Resolution

Service restoration may involve temporary fixes or workarounds. Full resolution may require additional time depending on the nature of the fault and any third-party or Supplier dependencies.

Customer Responsibilities for SLA

Customer compliance with service requirements, including network availability, accurate Knowledge Source information, and availability of authorised contacts, is necessary for FlexrUC to meet SLA targets. Failure to meet these requirements may impact response and restoration times.

Limitations of SLA

Service level targets are operational targets only - they do not constitute guarantees and do not provide entitlement to service credits, refunds, or financial compensation unless explicitly agreed in writing.

Exclusions

Service performance and SLA commitments are dependent on:

- The underlying AI and telephony Supplier
- Customer internet connectivity
- Accuracy and currency of the customer's Knowledge Source
- Third-party platforms and integrations

FlexrUC is not responsible for failures caused by these dependencies.

Suspension and Termination

Services may be suspended or restricted where:

- Payment obligations are not met
- Security risks are identified
- Contractual terms, the Fair Use Policy, or acceptable use requirements are breached
- A configured Monthly or Daily Spend Cap is reached and the suspend-on-limit setting is enabled

FlexrUC may also suspend, restrict, or terminate the AI Voice Assistant where its underlying Supplier suspends, restricts, or ceases to provide the underlying service. Termination is otherwise governed by the General Terms and customer agreement.

Changes to Your Plan

From time to time, FlexrUC may make changes to plans, pricing, charges, inclusions, service features, or applicable fees, including during a contract term, where reasonably necessary due to changes imposed by suppliers, operational costs, technology platforms, regulatory requirements, or market conditions.

If FlexrUC makes changes to your plan or moves you to a new plan:

- FlexrUC will provide at least 30 days' notice before the changes take effect;
- FlexrUC will use reasonable efforts to ensure the updated plan remains reasonably comparable to your existing service;
- If the changes are reasonably likely to cause you material detriment, you may contact FlexrUC to discuss alternative plans or cancellation options;
- Where required under applicable laws, the Telecommunications Consumer Protections Code, or Australian Consumer Law, you may be permitted to cancel the affected service without incurring early termination charges;
- Continued use of the service after the effective date of the change will constitute acceptance of the updated plan or pricing.

Liability

To the maximum extent permitted by law, FlexrUC is not liable for:

- Service interruptions or outages
- Inaccurate, incomplete, or unintended AI-generated outputs, including bookings or transactions actioned by the AI agent
- Errors, omissions, or losses arising from a customer's Knowledge Source
- Emergency services access limitations
- Loss of revenue or business
- Fraudulent or unauthorised usage

Liability is limited to resupply of the service or the cost of resupply.

Complaint Handling

If you are not satisfied with the service FlexrUC provides, 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 1300 266 439 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, as registered with the Australian Communications and Media Authority (ACMA).