

PRODUCT TERMS & SERVICE SCHEDULE

Teams Calling

PROVIDER

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DOCUMENT VERSION

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Purpose

This document defines the service conditions, requirements, and operational limitations for FlexrUC Teams Calling services, including Operator Connect and Direct Routing.

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 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 provides Microsoft Teams-based telephony services using Voice over Internet Protocol (VoIP).

Service types include:

- Teams Calling - Operator Connect
- Teams Calling - Direct Routing

These services enable inbound and outbound calling using Microsoft Teams and assigned telephone numbers.

Product Details & Specifications

A Trunk consists of multiple components:

- Channels, or number of concurrent calls
- Indials, or number of numbers you have
- Trunks, or number of unique services, with unique configuration details

All services require at least 1 telephone number for each trunk ordered. Additional numbers are available at an additional cost. We may provide Out of Area Geographic numbers when you request new numbers for your service.

Microsoft Dependency

Teams Calling services depend on Microsoft infrastructure and require:

- Microsoft 365 admin tenancy
- Microsoft Teams application licensing
- Appropriate Teams Phone licensing

FlexrUC does not supply Microsoft licences unless explicitly stated. Customers are responsible for maintaining valid licences and ensuring correct configuration of their Microsoft environment.

FlexrUC is not responsible for service issues caused by Microsoft platform outages, licensing failures, or configuration errors.

Service Requirements

To use the service effectively, customers must ensure:

- A reliable internet connection is available

- Minimum bandwidth of 100 kbps upstream and downstream per concurrent call
- A network environment suitable for VoIP traffic
- Continuous power to all required equipment
- Internal network configuration supports voice services
- Appropriate security is applied to systems and user access

Service Limitations

- Services may not be available in all areas, premises, or to all customers. If we are unable to provide your requested service, we will contact you to discuss alternative options.
- A compatible high-speed internet service is required to use Hosted PBX services. Minimum recommended bandwidth is 100/100 Kbps per concurrent call. Additional internet charges may apply.
- Calls to international destinations may be blocked by default due to fraud prevention measures. International call access can be enabled upon request and may require acceptance of an International Call Waiver. You are responsible for all charges incurred.
- Please advise us if the service will be used in connection with medical alarms, back-to-base alarms, EFTPOS, fax, HiCaps, disability services, or other specialised services, as additional equipment or alternative solutions may be required.
- Hosted PBX services do not support Priority Assistance.
- Access to emergency services, including 000, may not be available during power outages, internet outages, network disruptions, or service faults. Customers should ensure alternative means of contacting emergency services are available at all times.
- Service performance may be affected by factors outside of FlexrUC's control, including internet congestion, customer network configuration, Wi-Fi performance, third-party carrier outages, and power interruptions.

Emergency Services

Access to emergency services (000) may not be available in the event of:

- Power outages
- Internet outages
- Service faults or platform disruptions

Customers must ensure that alternative means of contacting emergency services are available at all times.

Location Information

Emergency call location data may not accurately reflect the physical location of the caller. Customers are responsible for maintaining correct configuration in the Microsoft Admin Portal where required, as well as updating FlexrUC to ensure the IPND database is kept up to date.

Unsupported Services

The service may not support certain devices or services, including:

- Medical or security alarms
- EFTPOS terminals
- Fax machines
- HiCaps and similar systems

Customers must notify FlexrUC in advance where such services are required.

Numbering and Porting

Telephone numbers are provided subject to availability and remain associated with the active service. Porting is subject to third-party carrier processes and may result in delays or temporary disruption.

Customers authorise FlexrUC to act on their behalf in relation to number porting.

It is important to note:

- If you request Out of Area Geographic Numbers, you may be unable to port these numbers to another carrier when you choose to leave us.
- International calling is barred by default on all services. If you wish to make international calls, please contact our Support team to have international calling activated. You will be required to sign a form outlining that you understand the risks of doing so prior to the unbarring being placed.
- You can port your existing numbers to us under the Local Number Portability (LNP) framework.
- You are able to elect to have the outgoing CLI of the service over stamped with another number. This number must be a Full National Number (e.g., 02 1234 5678) and must be a number that you own and ported to your service provided by us. This number will display on your outgoing calls. If you do not elect to over stamp a number, your number will be private or display the number of the trunk or in-dial.

Charging and Usage

Charges are defined in the customer's Application or pricing schedule. Included allowances are subject to fair use and are not intended for high-volume or automated usage.

Calls are billed per second unless otherwise stated.

Customers are responsible for all usage charges, including those resulting from unauthorised access, fraud, or security incidents.

FlexrUC does not guarantee prevention of fraudulent usage or real-time monitoring.

Pricing Example

Plan	Teams Calling – Operator Connect, Per Channel
Minimum Term	24 / 36 months
Plan Pricing	\$45.00 per channel, per month
Minimum Cost	\$8,100.00 minimum 5 channels × \$45.00 × 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 their systems, including:

- Using strong authentication methods
- Enabling multi-factor authentication where available
- Restricting access to authorised users only

Customers must notify FlexrUC immediately of any suspected security breach. FlexrUC, or our upstream carriers or platform partners, may restrict or suspend services where a security risk is identified.

Acceptable Use

The service must not be used:

- For illegal activities
- For fraudulent or artificial traffic generation
- For unauthorised resale
- In a manner that impacts network or platform integrity

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 is dependent 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 access 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 the monthly access 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

Service performance, response times, and incident handling are governed by FlexrUC's Service Level Agreement (SLA).

FlexrUC will use reasonable endeavours to meet the response, restoration, and resolution targets defined in the SLA.

Support availability includes:

- 24/7 support for critical incidents
- Business hours support for standard requests

Incident priorities, escalation, and communication are managed in accordance with the SLA.

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 dependencies.

Customer Responsibilities for SLA

Customer compliance with service requirements, including network, power, 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:

- Underlying carrier services
- Customer internet connectivity
- Power availability
- Third-party platforms including Microsoft

FlexrUC is not responsible for failures caused by these dependencies.

Installation and Configuration

FlexrUC may provide installation or configuration services where agreed for an additional cost.

Customers remain responsible for:

- Internal cabling
- Network readiness
- Device configuration unless otherwise specified

Suspension and Termination

Services may be suspended or restricted where:

- Payment obligations are not met
- Security risks are identified
- Contractual terms are breached

Termination is governed by the General Terms and customer agreement.

Changes to Your Plan

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

If we make changes to your plan or move you to a new plan:

- We will provide you with at least 30 days' notice before the changes take effect;

- We 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 us 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
- Call failures or quality issues
- 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 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 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).