

## PRODUCT TERMS &amp; SERVICE SCHEDULE

# CC4Teams – Contact Centre

## PROVIDER

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## Purpose

This document defines the service conditions, requirements, and operational limitations for FlexrUC CC4Teams services.

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).

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## Service Overview

FlexrUC's CC4Teams service is a cloud-based contact centre solution fully integrated with Microsoft Teams. CC4Teams enables organisations to manage customer interactions from within Microsoft Teams, centralising voice calls, email, chat, and other supported communication channels within a single interface.

Service types include:

- CC4Teams Agent Pro Voice - voice-enabled contact centre agent functionality
- CC4Teams Agent Pro Omni - omnichannel contact centre functionality including additional customer engagement channels
- CC4Teams Supervisor - agent monitoring, queue management, and reporting capabilities
- CC4Teams Operator - reception and operator console functionality
- CC4Teams Reporting - advanced reporting and analytics powered by Microsoft Power BI

Optional integrations are available for Microsoft Dynamics 365 and ServiceNow. CC4Teams integrates with Microsoft Teams and is used alongside Direct Routing or Operator Connect telephony services for voice functionality.

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## Product Details & Specifications

A CC4Teams deployment consists of licensed seats across one or more of the service types listed above, plus any optional integrations selected.

Voice functionality within CC4Teams requires an active Operator Connect or Direct Routing telephony service connected to your Microsoft Teams tenant. This underlying telephony service does not need to be supplied by FlexrUC - CC4Teams can be configured to work with a Teams Calling service from another carrier.

FlexrUC's preference, where possible, is to also provide your Teams Calling service, as this gives you a single point of contact for support and billing across your voice and contact centre services. This is not a requirement, and CC4Teams is fully supported regardless of which carrier provides your underlying telephony.

Emergency services access, numbering, and porting for voice calls are governed by the Product Terms & Service Schedule (or equivalent terms) of whichever carrier provides your underlying Teams Calling service, not by this document.

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## Microsoft Dependency

CC4Teams depends on Microsoft infrastructure and requires:

- Microsoft 365 admin tenancy
- Microsoft Teams application licensing

- Appropriate Teams Phone licensing, where voice functionality is used

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.

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## Service Requirements

To use the service effectively, customers must ensure:

- A compatible Microsoft Teams environment
- Appropriate Microsoft licensing, including Microsoft Teams and telephony services where applicable
- High-speed broadband internet connectivity, with quality dependent on available bandwidth and network performance
- A network environment suitable for cloud-based contact centre traffic

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## Service Limitations

CC4Teams is a cloud-based contact centre platform and is dependent on:

- Internet connectivity
- Microsoft Teams availability
- Customer network configuration
- Power availability
- Microsoft cloud services and other third-party platforms

Some functionality may require additional licensing, integrations, or optional add-on services. Features available to users vary depending on the licence type purchased. Optional capabilities such as CRM integrations, reporting modules, and call recording services may incur additional charges.

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## 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.

Charges for CC4Teams services commence from the date the service is provisioned by FlexrUC following receipt of a valid order, generally within approximately 7 days of a valid signed Application. Billing commencement is based on the service provisioning date and not the customer's go-live date, implementation completion date, user adoption date, or first use of the service.

Pro-rata charges may apply where services, licences, or add-ons are activated or modified part-way through a billing period. No pro-rata credit or refund is provided where a service is cancelled or terminated part-way through a billing period, including during the minimum contract term.

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

|                         |                                                                                                          |
|-------------------------|----------------------------------------------------------------------------------------------------------|
| <b>Plan</b>             | CC4Teams – Agent Pro Voice, Per Agent Licence                                                            |
| <b>Minimum Term</b>     | 24 / 36 months                                                                                           |
| <b>Plan Pricing</b>     | \$189.00 per agent licence, per month                                                                    |
| <b>Minimum Cost</b>     | \$6,804.00<br>1 agent licence × \$189.00 × 36 months                                                     |
| <b>More Information</b> | 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.

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## Cancellation Policy

Clients must give a minimum of 90 days' notice when cancelling this service.

Notice of cancellation must be in writing:

- Either via email to [support@flexruc.com.au](mailto: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.

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## Early Termination Charge

If you cancel the service within your contract term, you will be charged '100% of the monthly access fee' multiplied by 'the number of months remaining'.

Termination fees are capped as per TCP Code obligations. No pro-rata credit or refund is provided for any part of a billing period in which the service was active prior to cancellation.

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## 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.

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## 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.

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## 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.

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## 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.

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## Exclusions

Service performance and SLA commitments are dependent on:

- Underlying carrier services
- Customer internet connectivity
- Power availability
- Microsoft Teams and other third-party platforms

FlexrUC is not responsible for failures caused by these dependencies.

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## Installation and Configuration

Microsoft Teams tenant and supporting Microsoft services must be available and correctly configured before CC4Teams can be provisioned.

Customers remain responsible for:

- Ensuring the Microsoft Teams tenant is available and correctly configured
- Completing any implementation, onboarding, configuration, integration, or professional services activities required for the complexity of the deployment
- Internal cabling beyond the Network Boundary Point
- Maintaining appropriate backup power (e.g. battery/UPS) if continuity during a power outage is required

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## 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.

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## 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.

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## Liability

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

- Service interruptions or outages
- Contact centre call or interaction failures
- Emergency services access limitations arising from the underlying telephony service
- Loss of revenue or business
- Fraudulent or unauthorised usage

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

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## 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](mailto: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.

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## 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.

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## Accessibility

All documentation and support are available in alternative or accessible formats. Please contact the FlexrUC team on [support@flexruc.com.au](mailto:support@flexruc.com.au) or 1300 266 439 for further information.

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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).