

PRODUCT TERMS & SERVICE SCHEDULE

Managed Maintenance Services

PROVIDER

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Purpose

This document defines the service conditions, requirements, and operational limitations for FlexrUC Managed Maintenance 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).

Service Overview

FlexrUC Managed Maintenance Services provide ongoing professional services, support, optimisation, monitoring, configuration assistance, and lifecycle management across eligible Unified Communications (UC), User Experience (UX), and Customer Experience (CX) platforms.

Managed Maintenance Services are designed to help customers maximise platform adoption, maintain system performance, receive ongoing assistance with changes and enhancements, and access vendor expertise throughout the contract term.

Managed Maintenance Services may be provided for services including:

- Unified Communications (UC) - Microsoft Teams Calling, Operator Connect, Direct Routing, Inbound Services, SMS Gateway, and Collaboration Services
- User Experience (UX) - Call Recording, CRM Integrations, Analytics & Insights, and Reporting Platforms
- Customer Experience (CX) - CC4Teams, Roger365, and Customer Engagement Platforms

Service inclusions vary depending on platform, user volumes, and the applicable service agreement.

Service Inclusions

Depending on the supported platform and maintenance package selected, services may include:

- Software updates and upgrades
- Configuration assistance
- System optimisation
- Incident management assistance
- Change requests
- User adds, moves, and changes
- Monitoring and health checks
- Customer satisfaction reviews
- Training and education sessions
- Vendor escalation management
- Professional Services hours during business hours
- Advice regarding best practices and platform adoption

The specific inclusions applicable to your service are detailed in your quotation and service agreement.

Service Exclusions

Managed Maintenance Services do not include:

- Third-party software not supplied by FlexrUC or the supported vendor
- Custom software development
- Major platform redesigns
- Comprehensive data migration projects
- End-user devices, including PCs, handsets, mobiles, and headsets
- Data recovery services
- Business process consulting
- Onsite services, unless specifically agreed
- Downtime compensation or business interruption costs

Unused monthly maintenance hours, tickets, or allocations do not accumulate, roll over, or provide any entitlement to refunds or credits.

Service Requirements

To receive Managed Maintenance Services, customers must:

- Hold an active supported service or platform
- Maintain all required software licences and subscriptions
- Maintain suitable internet connectivity and supporting infrastructure
- Provide administrative access where required to facilitate support and maintenance activities
- Participate in reasonable project, service review, and support activities as required

Service Limitations

Managed Maintenance Services are dependent on:

- Continued availability of the supported platform(s)
- Timely access to customer systems, personnel, and stakeholders
- Customer internet connectivity and internal infrastructure
- Third-party vendor support and platform availability

Delays caused by unavailable stakeholders, lack of access, incomplete information, or postponed project activities may impact delivery timelines.

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.

Your bill is issued monthly in advance for recurring Managed Maintenance Services, and in arrears for any additional approved services provided outside your agreed maintenance entitlement.

Charges commence from the service commencement date specified within your accepted quotation or service agreement.

Professional Services hours, maintenance allocations, and support entitlements included within your plan are allocated monthly and do not accumulate, roll over, or carry forward to future billing periods if unused.

Additional services outside your agreed maintenance entitlement may be charged separately and will be quoted or approved prior to work commencing where applicable.

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	Managed Maintenance Services, Per User
Minimum Term	24 / 36 months
Plan Pricing	\$60.00 per user, per month
Minimum Cost	\$2,160.00 1 user × \$60.00 × 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 90 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

Where this service is cancelled before the expiry of the contracted term, early termination charges may apply.

Early termination charges may be calculated as between 50% and 75% of the remaining contract value, as specified within the applicable service agreement.

Any applicable charges will be detailed in your quotation, order documentation, and service agreement.

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 vendor support and platform availability
- Timely customer stakeholder access

FlexrUC is not responsible for failures caused by these dependencies.

Installation and Configuration

Managed Maintenance Services are primarily delivered remotely.

Customers remain responsible for:

- Providing appropriate system access and administrative permissions where required
- Maintaining suitable internet connectivity
- Providing access to relevant personnel and stakeholders, and timely responses to requests for information

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
- Failures of the underlying supported platform(s)
- Delays caused by unavailable stakeholders or access
- 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).