

CUSTOMER POLICY

Faults Reporting Policy & Process

DOCUMENT VERSION

DATE	NOTES
24/06/2026	ZB – Fault Reporting Policy Creation
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Purpose

The purpose of this Fault Reporting Policy is to provide a clear and consistent framework for identifying, reporting, and managing service faults relating to FlexrUC's telecommunications and unified communications services.

This policy ensures that faults are logged with sufficient detail to enable efficient investigation and resolution, and that incident management aligns with our Service Level Agreement (SLA) commitments and operational processes.

Definition

A fault is any unplanned interruption, degradation, or failure of a service, including but not limited to:

- Inability to make or receive calls
- Call quality issues (e.g. dropouts, latency, one-way audio)
- Loss of service registration
- Feature or functionality failures

A fault is distinct from a complaint, which is an expression of dissatisfaction about a service or how a fault has been handled. Complaints are managed under the Complaints Handling Process.

How to Report a Fault

Faults can be logged via:

- Online: <https://www.flexruc.com.au/reportafault> — the preferred first step for all faults
- Email: support@flexruc.com.au
- Phone: 1300 266 439 — to escalate Priority 1 & 2 incidents once the form has been submitted

IMPORTANT Priority 1 (Critical) and Priority 2 (Major) incidents must be reported by phone in addition to logging a ticket.

Required Information

When logging a fault, please provide:

- Business Name
- Contact Name
- Contact Number (mobile preferred)
- Contact Email Address
- Scope of impact (single user / site / whole business)
- Description of the fault
- Troubleshooting already completed

Providing this information upfront is required to meet SLA response and resolution targets.

Call Quality Issues – Example Capture

For issues such as:

- Poor call quality
- Dropouts
- One-way audio

We strongly recommend capturing at least three or more examples.

	Example 1	Example 2	Example 3
Date:	15.06.2026	15.06.2026	15.06.2026
Time:	12.02PM AEST	12.05PM AEST	12.07PM AEST
Caller's number:	03 9999 8888	03 9999 7000	03 9999 7000
Called number:	03 9999 7000	03 9999 8888	03 9999 8888
Transferred to: (if applicable)	NA	NA	NA
Issue:	Severe voice packet loss during 2nd half of the call. User hung up and called customer back. Was on Fixed NBN connection	User unable to hear customer at all. Hung up call & changed to mobile wi-fi (Telstra 5G)	User unable to hear customer even when using 4G connection. Client called customer directly on mobile and call connected + no packet loss.

Capturing multiple examples allows us to correlate logs and identify upstream or network-related causes more effectively.

Incident Priorities

All faults are assigned a priority based on impact:

- Priority 1 – Critical: Complete service outage
- Priority 2 – Major: Significant degradation affecting multiple users
- Priority 3 – Moderate: Limited impact (site or individual users)
- Priority 4 – Minor: Low impact or intermittent issues
- Priority 5 – Service Request

Priority determines response times, restoration targets, and update frequency.

Response & Communication Expectations

- Faults are acknowledged and actioned based on SLA targets
- Critical faults are supported 24/7
- Updates are provided based on priority:
 - P1: Every 30–60 minutes
 - P2: Every 2 hours
 - P3–P5: As agreed or daily

Escalation Process

We understand some issues may have a greater business impact than their assigned priority.

If escalation is required:

- Log a support ticket with examples
- Call our support team
- Clearly explain the business impact

Situations that may require escalation include:

- Complete loss of calling
- Main inbound number unavailable
- All handsets unregistered
- Suspected fraud/security concerns
- Medical or critical services impacted
- Technician onsite requiring immediate support

Priority 1 and 2 incidents are escalated internally and to upstream carriers where required.

Customer Responsibilities

To help us meet SLA targets, customers must:

- Provide accurate and complete fault details
- Be available for testing and troubleshooting
- Ensure internet connectivity and power are operational
- Maintain internal network and equipment
- Report critical incidents immediately via phone

Network Outages

If a known outage is detected:

- We will attempt to notify affected customers via SMS or email
- Updates may include affected services, cause, and estimated resolution time
- Focus will be on restoring service as quickly as possible

When a Fault Becomes a Complaint

If you are not satisfied with:

- The handling of a fault
- Communication or resolution progress

You may request the issue be treated as a formal complaint, which will then follow our Complaints Handling Process.

Complaints are:

- Acknowledged within 2 business days
- Progressed with a resolution plan within 10 business days

Important

Full-service response, restoration, and resolution targets are defined in the FlexrUC Service Level Agreement (SLA).

In the event of any inconsistency, the SLA governs all service performance commitments, while this policy outlines fault reporting and operational processes.