

CUSTOMER AGREEMENT

Customer Service Level Agreement

DOCUMENT VERSION

DATE	NOTES
22/06/2026	ZB – Document Creation & Publication
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Purpose

This Service Level Agreement (SLA) defines the service standards, response times, and support commitments provided to FlexrUC customers for telecommunications and unified communications services.

This document is designed to:

- Provide clear, measurable service expectations
- Comply with Australian Communications and Media Authority (ACMA) expectations for transparency and customer information
- Align with underlying carrier/service provider obligations

Support Hours

SUPPORT TYPE	AVAILABILITY
Critical Fault Support	24 × 7
Standard Support	Business Hours - Monday to Friday, 9:00am-5:00pm AEST, excluding public holidays.

Incident Priority Levels

Incidents are categorised based on business impact and number of users affected.

Priority Definitions

PRIORITY	DESCRIPTION	EXAMPLE IMPACT?
Priority 1 - Critical	Major outage affecting most or all users	Complete loss of service, platform outage, security incident
Priority 2 - Major	Significant degradation affecting multiple users	Call quality degradation, loss of key features (IVR, voicemail)
Priority 3 - Moderate	Limited impact affecting individual users or sites	Localised calling issue, partial feature failure
Priority 4 - Minor	Low impact or workaround available	Non-critical faults or intermittent issues
Priority 5 - Service Request	General requests, changes, or minor issues	Moves/adds/changes, configuration requests

Service Level Targets

PRIORITY	RESPONSE TIME	SERVICE RESTORATION TARGET	RESOLUTION TARGET
Priority 1 - Critical	≤ 30 minutes	≤ 6 hours	≤ 1 business day
Priority 2 - Major	≤ 2 hours	≤ 12 hours	≤ 3 business days
Priority 3 - Moderate	≤ 4 hours	≤ 2 business days	≤ 5 business days
Priority 4 - Minor	≤ 1 business day	≤ 3 business days	≤ 7 business days
Priority 5 - Service Request	≤ 1 business day	Not applicable	≤ 7 business days

Incident Management Process

Logging a Ticket

Customers can log support requests via:

- Online fault form at flexruc.com.au/reportafault — the preferred first step for all incidents
- Email to support@flexruc.com.au
- Phone follow-up on 1300 266 439 to escalate Priority 1 & 2 incidents once the form has been submitted

Escalation

Priority 1 and 2 incidents:

- Require immediate phone notification
- Are escalated internally, and to upstream carriers

Updates

PRIORITY	UPDATE FREQUENCY
P1	Every 30–60 minutes
P2	Every 2 hours
P3–P5	As agreed, or daily progress updates

Customer Responsibilities

To ensure SLA compliance, customers must:

- Provide accurate fault descriptions and contact details
- Ensure authorised contacts are available during incident resolution
- Maintain onsite equipment, power, and internal network
- Notify critical incidents immediately via phone

Planned Maintenance

- Scheduled maintenance will be notified at least 48 hours in advance
- Wherever possible, conducted outside business hours
- Emergency maintenance may occur without notice where required to protect network integrity

Complaint Lodgement

- Email: feedback@flexruc.com.au
- Phone: 1300 266 439

Complaint Handling Commitments

- Acknowledgement within 2 business days
- Resolution attempt within 10 business days
- Escalation pathways clearly defined

Complaints Handling (ACMA Compliance)

In line with the Telecommunications Consumer Protections (TCP) Code, customers may escalate complaints if service expectations are not met.

Limitations & Dependencies

Service performance is dependent on:

- Underlying carrier/provider services
- Customer internet connectivity
- Power availability
- Third-party integrations

Our service availability commitment excludes

- Customer equipment or LAN failures
- Third-party broadband/internet outages
- Force majeure events
- Scheduled maintenance windows

Definitions

- Response Time: Time to acknowledge and begin work
- Restoration Time: Time to restore service (even if temporary fix)
- Resolution Time: Permanent fix or root cause resolution