

CRITICAL INFORMATION SUMMARY

AI Voice Assistant

PROVIDER

FlexrUC

ABN

27 695 237 953

CONTACT

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This is a summary only. You must read the Full Terms and Conditions at www.flexruc.com.au/terms-and-conditions before making a decision.

DOCUMENT VERSION

DATE	OWNER & NOTES
09/07/2026	ZB – Document Creation & Publication
17/08/2026	ZB - Reformatting for print documents & added pricing example for clarity

Service Description

FlexrUC's AI Voice Assistant is an AI-powered virtual receptionist that answers inbound calls on your behalf. It can greet callers, capture caller details, answer common queries, route or transfer calls, and, where enabled, make, alter, or cancel bookings and appointments by interacting with your booking or management systems.

The AI Voice Assistant handles inbound calls only. It cannot make outbound calls.

The service is provided on an as-is and as-available basis. Outputs are generated automatically and may be inaccurate, incomplete, or unintended; they must be reviewed before being relied upon.

How Your AI Agent Greeters Callers

Every call begins with a fixed, hard-coded opening that includes your agent's name and a mandatory compliance disclosure (for example, "This call is recorded for quality and monitoring purposes"). This opening cannot be changed.

You may customise the closing line of the greeting only (for example, "How can I assist you today?"). The editable greeting field does not include or replace the opening disclosure.

Call Transfers

Where your AI Voice Assistant transfers a call to another number, this is a full handoff - the AI agent disconnects once the transfer is complete and is no longer part of the call. Charges and liability for FlexrUC's AI Voice Assistant apply only to the portion of the call handled by the AI agent prior to transfer. Handling of the call after transfer is subject to the receiving number's own service arrangements.

Knowledge Source

Your AI agent only draws on the website URL(s) you provide to FlexrUC. It does not search, infer, or source information from any other website, document, or system.

Knowledge source updates are manual. If your website content changes, your profile must be manually re-fetched from the management screen; this does not happen automatically.

Spend Management and Usage Controls

You will nominate a Monthly Spend Cap (for example, \$500) as part of your service setup. A Daily Spend Cap can also be configured on request, though a Monthly Spend Cap is the recommended default.

You can choose whether to enable "Suspend AI services when limit is reached":

- On: your AI Voice Assistant service is automatically suspended once your nominated cap is reached, until the next billing period or until you adjust the cap.
- Off: your service continues beyond your nominated cap; however, a hard cut-off of 200% of your configured cap is automatically enforced and cannot be disabled.

Product & Pricing Information

AI Voice Assistant is licensed on a per-agent basis, with inbound call usage charged at a per-minute rate. Exact licence fees and per-minute rates are confirmed in your formal quotation and may vary based on your commercial arrangement.

Professional Services, afterhours emergency support, and service installation or configuration may incur additional fees. Request the Adhoc Rates Card from our team if needed.

A formal quotation will be provided prior to order acceptance and will detail all recurring and non-recurring charges applicable to the service. We've included an example below.

All pricing is exclusive of GST.

Pricing Example

Plan	AI Voice Assistant, Per Assistant
Minimum Term	24 / 36 months
Plan Pricing	\$80.00 per assistant, per month
Minimum Cost	\$2,880.00 1 assistant × \$80.00 × 36 months
More Information	For full details of available packages, pricing, and inclusions, contact our Sales team on 1300 266 439.

To Use This Service, You Need

- A reliable internet connection to access the management dashboard.
- An inbound telephone number or existing telephony service for the AI agent to answer.
- A compatible web browser to access the AI Voice Dashboard.
- Website URL(s) for FlexrUC to configure your agent's knowledge source, where applicable.

Service Limitations

- The AI Voice Assistant cannot make outbound calls; it can only answer, handle, and transfer inbound calls.
- Call transfers are a full handoff. The AI agent does not remain connected to the call after transfer.
- The agent's knowledge is limited to the website URL(s) you provide. It cannot access other websites, documents, or systems.
- Knowledge source content is not automatically refreshed. Website changes require a manual re-fetch.
- The greeting can only be customised at the closing line. The opening agent introduction and compliance disclosure are fixed and cannot be modified.
- The AI Voice Assistant must not be relied upon for emergency communications and does not provide legal, financial, medical, or other professional advice.
- Outputs, including any bookings, appointments, or transactions actioned by the AI agent, must be confirmed and verified before being relied upon.
- The AI Voice Assistant must not be used to intentionally collect health, payment or financial, biometric, or children's data, or deployed for high-risk decisions (for example, employment, credit, or insurance) without prior written approval and an appropriate risk assessment.

Minimum Contract Term

The minimum contract term for AI Voice Assistant is set out in your Accepted Order or formal quotation.

Fair Use Policy

You must comply with our Fair Use Policy and not use your service in an unreasonable or fraudulent manner, or in a way that detrimentally interferes with the integrity of the network. This includes not using the AI Voice Assistant for spam, scam calls, phishing, caller-ID spoofing, or unlawful or high-volume telemarketing. We may take action if you breach the Fair Use Policy, including suspending or cancelling your service.

Understanding My Bill

Your bill is issued monthly in advance for your per-agent licence fee, and in arrears for per-minute call usage and any other charges not included in your service.

Pro-rata charges may apply when services are added, changed, or cancelled part-way through a billing period.

Your nominated Monthly (or Daily) Spend Cap is a usage control, not a bill estimate. Actual charges will depend on call volume and duration for the billing period.

Changes to Service

FlexrUC may make changes to service features, models, channels, or integrations in accordance with the General Terms. Customers will be notified where required.

Order Withdrawal

If you withdraw the order prior to activation, a withdrawal fee may apply. This depends 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 licence 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 PO Box 3232, North Turrumurra NSW 2074, 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 your monthly licence 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.

Financial Hardship

If you are having difficulty paying your bill, contact us as early as possible on 1300 266 439 (Monday to Friday, 9:00am–5:00pm AEST/AEDT) or at billing@flexruc.com.au. Eligible customers can apply for free payment assistance under our Payment Assistance Policy, available at flexruc.com.au/policies/payment-assistance. Our priority is keeping you connected — disconnection is always a last resort.

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.

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 Critical Information Summary requirements under the Telecommunications Consumer Protections Code, as registered with the Australian Communications and Media Authority (ACMA).