

CRITICAL INFORMATION SUMMARY

Managed Maintenance Services

PROVIDER

FlexrUC

ABN

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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
22/06/2026	ZB – Document Creation & Publication
17/08/2026	ZB – Reformatting for print documents & added pricing example for clarity

Service Description

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, Contact Centre Solutions, and Customer Engagement Platforms.

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

Product & Pricing Information

Managed Maintenance Services are provided on a custom quotation basis.

Pricing is determined based on:

- Supported platform(s).
- Number of users.
- Solution complexity.
- Contract term.
- Professional Services requirements.
- Ongoing support requirements.

A formal quotation will be provided before service commencement. All pricing is exclusive of GST.

Additional hours beyond your included monthly allocation are billed at FlexrUC's standard Professional Services rate.

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

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.

To Use This Service, You Need

- 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 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 will be detailed in your quotation and service agreement.

Service Limitations

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.

Minimum Contract Term

Managed Maintenance Services are available on minimum contract terms of 12, 24, or 36 months. The applicable term will be specified within your quotation and service agreement.

Fair Use Policy

You must comply with our Fair Use Policy and not use your services in an unreasonable or fraudulent manner, or in a way that detrimentally interferes with the integrity of the network. We may take action if you breach the Fair Use Policy, including suspending or cancelling your service. FlexrUC's services are not available for resale or high-volume telemarketing.

Understanding My Bill

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.

Changes to Service

FlexrUC may make changes to service features, routing, or platforms 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 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 PO Box 3232, North Turramurra 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

Where Managed Maintenance Services are 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.

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.

Standard Installation Requirements

- Managed Maintenance Services are primarily delivered remotely.

- Customers must provide appropriate system access and administrative permissions where required.
- Customers must maintain suitable internet connectivity.
- Customers must provide access to relevant personnel and stakeholders, and timely responses to requests for information.
- Delays caused by unavailable stakeholders, lack of access, incomplete information, or postponed project activities may impact delivery timelines.

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).