

CRITICAL INFORMATION SUMMARY

Mobile Plans

PROVIDER

FlexrUC

ABN

27 695 237 953

CONTACT

1300 266 439 | hello@flexruc.com.au | www.flexruc.com.au

This is a summary only. You must read the Full Terms and Conditions at www.flexruc.com.au/terms-and-conditions, together with the Mobile Plans Product Terms & Service Schedule, before making a decision.

DOCUMENT VERSION

DATE	OWNER & NOTES
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Service Description

These are subscription-based plans provided by FlexrUC for mobile services that provide access to parts of the Telstra Mobile Network using mobile phones and mobile devices. Each plan includes unlimited standard national calls, SMS and standard MMS, and a monthly data allowance for use in Australia that is contributed to a shared data pool across your services.

Plans are supplied month-to-month, are billed to your FlexrUC account, and can be used in any compatible unlocked handset or mobile device with a FlexrUC SIM card or eSIM.

Pricing & Inclusions

PLAN	MOBILE 10P	MOBILE 30P	MOBILE 45P	MOBILE 60P
Minimum monthly charge	\$39.00 per month	\$55.00 per month	\$65.00 per month	\$79.00 per month
Minimum term	12 months	12 months	12 months	12 months
Network technology	4G	4G	5G	5G
Monthly data pooled across your services, for use in Australia	10 GB	30 GB	45 GB	60 GB
Standard national talk & text	Unlimited	Unlimited	Unlimited	Unlimited
Standard national MMS standard MMS only*	Unlimited	Unlimited	Unlimited	Unlimited
Maximum data speeds download / upload	100 / 100 Mbps	100 / 100 Mbps	150 / 150 Mbps	250 / 250 Mbps
Standard international talk & text to selected destinations from Australia**	Not applicable	Included	Included	Included
Data pooling shared allowance across services in your pool	Included	Included	Included	Included
2 GB auto bolt-on \$10.00 each, maximum 10 per billing cycle	Enabled			
International roaming not a plan inclusion — additional charges apply	Barred by default. Available on request using a Travel Pack in eligible destinations, or pay-as-you-go roaming rates.			
Set-up charges	\$10.00 SIM card fee per service, plus \$20.00 per number to order a new mobile number or port an existing number to FlexrUC.			
Minimum cost 12 months + SIM + number	\$498.00	\$690.00	\$810.00	\$978.00
Cancellation	A minimum of 30 days' written notice is required. Cancelling within the 12-month term incurs an early termination charge (see below). No pro-rata refund is provided for the remainder of your billing cycle. Subject to your consumer law rights.			

All pricing is exclusive of GST. *Standard MMS means picture and video messages sent to standard Australian mobile numbers; premium, international and content MMS are excluded. **Included international calling and SMS applies from Australia to the included destinations listed below only.

Product & Pricing Information

Pricing shown above is our standard rate card and is exclusive of GST. Where volume, negotiated, or promotional pricing applies, your formal quotation and Accepted Order prevail.

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

For full details of available plans, pricing, and inclusions, contact our Sales team on 1300 266 439.

Included Data & Auto Bolt-Ons

Included data is for use in Australia and is contributed to your data pool. Pool data does not roll over — anything unused at the end of a billing cycle is forfeited.

When your pool allowance is exhausted, a 2 GB data bolt-on is added automatically. When that bolt-on is exhausted, another is added, up to a maximum of 10 per billing cycle. Each 2 GB bolt-on is charged at **\$10.00** and is billed in arrears on your next invoice — a maximum of \$100.00 in bolt-on charges per billing cycle. Once the maximum is reached, data access is restricted for the remainder of the cycle unless you ask us to apply further data. Calls and SMS are unaffected.

Data Pooling

Data pooling combines the monthly data allowances of your services into a single shared allowance. Every service you enrol in a pool contributes its plan data to the pool, and all services in that pool draw from the combined total — so your lighter

users cover your heavier ones. Pooling is included on all plans at no extra cost and replaces data banking, which is no longer available.

A data pool is created against your account and takes 5 to 30 minutes to become available. A pool can hold up to **300 services**; if you need more, additional pools can be created, though data is not shared between separate pools. All services in a pool must share the same anniversary date, and a pool can only contain services belonging to the same customer account.

Pool data refreshes at the start of each billing cycle and unused pool data is forfeited at the end of it. There is no banking, rollover, or carry-forward. When the pool runs out, 2 GB bolt-ons are added automatically at \$10.00 each, capped at 10 per billing cycle.

By default all members share the allowance freely. You can ask us to set a maximum data limit for an individual service. Once a limit is set it can be raised or lowered but cannot be removed.

Pooled data is for domestic use only. A service in a pool can still roam where roaming is enabled, but roaming data is charged separately and is not drawn from the pool. If a service moves onto a pooling plan, any data it had banked is forfeited. If a service leaves a pooling plan, the data it contributed to the pool is lost. If a service is disconnected or ported away, the data it contributed for the current cycle stays with the pool until the end of that cycle.

Usage notifications are sent to the notification email address nominated for your pool, and pool balances are available from us on request.

Excess Usage Charges

Calls, messages, and services not included in your plan are charged in arrears at our published rates. These include international calls and SMS to destinations outside the included destination list, calls to premium, satellite, and special-rate numbers, premium and content MMS, directory assistance, and international roaming usage outside a Travel Pack.

Current rates for all out-of-plan usage, including international calling and SMS, roaming, and Travel Packs, are set out in the **FlexrUC Mobile Adhoc Rates Card**, which is published on our website at www.flexruc.com.au, or available upon request.

International Calling, SMS & Roaming

Mobile 30P, Mobile 45P, and Mobile 60P include standard international calls and SMS made from Australia to the following destinations: **China, France, Germany, Greece, Hong Kong, India, Ireland, Malaysia, New Zealand, Singapore, South Korea, Thailand, United Kingdom, USA, and Vietnam.**

Calls and messages to any other destination are charged at our standard international rates. Included international calling and SMS is not available on Mobile 10P. The included destination list may change from time to time; the current list is published on our website at www.flexruc.com.au, or available upon request.

International roaming is not a plan inclusion and is barred by default; it can be enabled on request. When roaming, you can either activate a Travel Pack in an eligible destination — by

sending the activation code from the welcome SMS to 179 — or use pay-as-you-go roaming rates. Travel Pack prices, inclusions, validity, and eligible destinations are set out in the FlexrUC Mobile Adhoc Rates Card. Roaming coverage, technology, and speeds are determined by the visited network, and roaming charges may appear on a later invoice.

Network, Coverage & Speeds

Flexr Pty Ltd (ABN 27 695 237 953) uses parts of the Telstra Mobile Network that cover more than 98.8% of the population with 3G and 97% of the population with 4G.

FlexrUC's Mobile 10P, Mobile 30P, Mobile 45P, and Mobile 60P plans provide a 4G coverage footprint of 97% and a combined 4G and 3G coverage footprint of more than 98.8% of the Australian population covering 1.62 million square kilometres.

4G devices will enjoy typical download speeds of 2-50Mbps and upload speeds of 1 to 10 Mbps in 4G coverage areas.

On 3G, typical download speeds are 1.1-20Mbps across more than 85% of the population, 550kbps to 8Mbps across more than 95% of the population, and 550kbps to 3Mbps in remaining coverage areas reaching more than 98.8% of the population. Typical wireless packet data upload speeds on the 3G network are 300kbps to 3Mbps across more than 93% of the population and in remaining coverage areas 300kbps to 1Mbps.*

*End-user speeds will also vary due to factors such as device capabilities, location, distance from the base station, local terrain, user numbers, hardware and software configuration, download source / upload destination and network management measures.

5G speeds require a 5G-capable device within 5G coverage; outside 5G coverage the service falls back to 4G. Maximum plan speeds are network capability limits, not guaranteed speeds.

To Use This Service, You Need

- A compatible, unlocked handset or mobile device. 5G plans require a 5G-capable device to reach 5G speeds.
- A FlexrUC SIM card or eSIM, activated against your account.
- Mobile network coverage at the location where the service is used.
- An active FlexrUC business account and an Accepted Order.

eSIM is available on request for compatible devices. The SIM card fee applies per service whether supplied as a physical SIM or an eSIM. Replacement SIMs and SIM-to-eSIM swaps may incur an additional fee.

Service Limitations

Mobile services are dependent on:

- Mobile network coverage at the location of use, including in-building and in-vehicle conditions.
- The underlying carrier mobile network and its planned or emergency works.
- Your device, its firmware, and its configuration.
- Visited networks when roaming, and third-party platforms.

Coverage and speeds vary by location, device, terrain, network load, and in-building conditions. Mobile services are not a substitute for a fixed line where guaranteed availability is required, and are not available for resale, wholesale aggregation, high-volume telemarketing, automated dialling, SMS gateway traffic, or machine-to-machine gateway use unless separately agreed in writing. Priority Assistance is not available on FlexrUC mobile services.

Minimum Contract Term

Mobile services are supplied on a minimum 12-month contract term per service. Alternative terms may be available where agreed in writing and specified on the customer order or quotation. Any applicable contract term will be detailed in your proposal, quotation, and service order documentation.

At the end of the minimum term, services continue on a month-to-month basis at the then-current plan pricing unless a new term is agreed or the service is cancelled.

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. Unlimited inclusions are for ordinary business use by a single user on a single service. We may take action if you breach the Fair Use Policy, including barring inclusions, shaping data speeds, applying excess rates, or suspending or cancelling your service. FlexrUC's services are not available for resale or high-volume telemarketing.

Understanding My Bill

Charges and inclusions are metered on a billing cycle running from the 28th of one month to the 27th of the next. Your pool allowance refreshes at the start of each cycle, and unused pool data is forfeited at the end of it.

Your bill is issued monthly in advance for recurring plan charges, and in arrears for usage, bolt-ons, roaming, and any other charges not included in your plan.

Charges for mobile services commence from the date the service is activated following receipt of a valid order.

For the avoidance of doubt, billing commencement is based on the service activation date and not the customer's go-live date, implementation completion date, user adoption date, or first use of the service.

Pro-rata charges may apply where services or add-ons are activated or modified part-way through a billing period. No pro-rata credit or refund is provided where a service is cancelled or terminated part-way through a billing period.

Changes to Service

FlexrUC may make changes to plans, pricing, inclusions, service features, routing, or platforms in accordance with the General Terms. Customers will be notified where required. Where a

change is reasonably likely to cause you material detriment, you may be permitted to cancel the affected service without incurring early termination charges.

You can move between FlexrUC Mobile plans on request, effective from your next billing date unless we agree otherwise. Data allowances are pooled across the services enrolled in your data pool, and pooled data is retained or forfeited on a plan change as set out in the Data Banking section.

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 activation or port date: 1 month of your monthly plan charge will apply per affected service.
- Less than 2 business days before the scheduled activation or port date: 1 month of your monthly plan charge applies per affected service, together with any once-off SIM and number charges already incurred.

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.

You remain liable for charges incurred up to the cancellation date, including usage and bolt-ons billed in arrears, and for any early termination charge where the service is cancelled within its minimum term. If you port your number to another provider, the service is cancelled on completion of the port.

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 the monthly access fee' multiplied by 'the number of months remaining'.

Termination fees are capped as per TCP Code obligations. No pro-rata credit or refund is provided for any part of a billing period in which the service was active prior to cancellation.

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.

Customer Service

Sales and support: 1300 266 439 or support@flexruc.com.au. Standard support is available Monday to Friday, 9:00am-5:00pm AEST/AEDT, excluding public holidays; critical fault support is available 24 × 7 as set out in our Customer Service Level Agreement. Afterhours emergency support is available where subscribed and may incur additional fees.

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).