

CRITICAL INFORMATION SUMMARY

Teams Calling

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

Service Description

FlexrUC's Teams Calling services are VoIP telephony services delivered over an internet connection.

The following service types are available under this product:

- **Teams Calling - Operator Connect.** This service does not include a Teams Phone Standard licence and cannot independently make or receive calls without the compatible Microsoft licence.
- **Teams Calling - Direct Routing.** This service does not include a Teams Phone Standard licence and cannot independently make or receive calls without the compatible Microsoft licence.

These services may be used with compatible handsets, desktop applications, web clients, or mobile applications connected via the internet. Additional internet, equipment, and network services may be required.

Product & Pricing Information

Pricing for Teams Calling is determined based on customer requirements, selected licence types, user quantities, implementation requirements, and any applicable promotional or negotiated commercial arrangements.

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.

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

All pricing is exclusive of GST. Calls are charged per second unless otherwise indicated.

Pricing Example

Plan	Teams Calling - Operator Connect, Per Channel
Minimum Term	24 / 36 months
Plan Pricing	\$45.00 per channel, per month
Minimum Cost	\$8,100.00 minimum 5 channels × \$45.00 × 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:

- High-speed broadband internet (100/100 Kbps per concurrent call).
- A compatible internet and network environment capable of supporting VoIP and Cloud PBX services. FlexrUC may supply compatible equipment and networking services at an additional cost.

Service Limitations

Teams Calling services are VoIP-based and are not equivalent to traditional fixed-line telephony. Service performance depends on:

- Internet connectivity.
- Customer network configuration.
- Power availability.
- Third-party services and platforms.

Minimum Contract Term

The minimum contract term is 24 months, though a longer term of 36 months may apply where agreed as part of your contract. Your contracted term is set out in your quotation. Termination

fees may apply once the service is ordered.

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 service charges, and in arrears for any additional usage or charges not included in your service.

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

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 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 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

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 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

- Standard installations (if performed by FlexrUC) are available for an additional charge.
- Non-standard, additional, or subsequent installations, including but not limited to professional installs, may require you to pay additional charges.
- Any cabling required in your premises beyond the Network Boundary Point is your responsibility.
- If you require continuity during a power outage, you must maintain appropriate backup power (e.g. battery/UPS).

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).