

## 1. Scope of Service

1.1 This schedule covers the supply of Hosted PBX, Voice Origination, and Termination services over IP connections, as well as SMS services. It applies to UX Technologies Pty Ltd ("UX Communications") and its customers as outlined in corresponding Service Orders.

## 2. Prerequisites for Service Provision

2.1 The customer must accept UX Technologies' Terms and Conditions, including those detailed in this schedule.

2.2 Customers need to arrange connection to UX Technologies' SIP servers either via the internet or a private IP service.

2.3 UX Technologies provides initial configuration support; however, customers are responsible for physical setup at their premises unless on-site installation has been selected.

## 3. Service Delivery and Interconnect Options

3.1 UX Technologies will deliver the service via standard SIP protocol over either public or private IP connections, depending on the customer's arrangement.

3.2 Service reliability for public IP connections is limited to equipment within UX Technologies' network.

## 4. Parties

4.1 This Schedule applies between UX Technologies Pty Ltd ("UX Communications") and the Customer identified in the Service Order ("Customer"); Service Orders can be submitted via online web form, email or via phone.

## 5. Number Allocation and Compliance

5.1 Customers must comply with Australian Communications and Media Authority (ACMA) guidelines on numbering. UX Technologies reserves the right to audit and terminate services for regulatory non-compliance.

## 6. Term and Commencement

6.1 The Voice Service and SMS Service will be supplied for the term specified in the Service Order and relevant CIS.

6.2 On completion of the ordering of services UX Communications will notify the Customer of Service Completion via email. The date of this email forms the service start date.

6.3 The term commences on the service start date, which is the first day by which the services are available for use by the Customer

## 7. Fault Reporting

7.1 Before reporting a fault to UX Communications, the Customer must take all reasonable steps to ensure that the fault is not a fault in any Customer equipment or within the customer's administrative domain.

7.2 Customers who rely on UX Communications supplied equipment ("CPE") must specifically ensure that UX Communications equipment is receiving power as required to be operational.

7.3 As soon as the Customer has confirmed the fault is related to the Voice Service and/or SMS Service supplied by UX Communications, that fault must be reported to UX Communications by phone or email to the following address:

[helpdesk@uxcommunications.com.au](mailto:helpdesk@uxcommunications.com.au) or 1300 000 892

7.4 If UX Communications determines the fault is a direct result outside the scope of UX Communications services, UX Communications will reserve the right to invoice the customer a reasonable amount (not to exceed \$500) for the time spent diagnosing the Customer's fault.

## 8. Service Level Agreement

8.1 UX Communications provides the voice service with the following service levels: Service availability (%) 99.90% (Per month).

8.2 Should in any given month the Voice Service not perform to the Service Level Agreement (SLA), UX Communications will provide the Customer with a Service Level Rebate provided the Customer reported the fault.

Aggregate Outage Minutes in Month during business hours 0900 – 1700 (AEST) Mon-Fri	<45 Min	<135 Min	<300 Min	>300 Min
% of Monthly Recurring Charges Rebated	No Rebate	5%	10%	15%

8.3 A service rebate is only redeemable as a credit to the Customer's account for use towards future UX Communications service charges and usage.

8.4 A service rebate is capped at 15% of the monthly recurring service charges for the affected service only.

8.5 To be eligible for a service rebate, the Voice Service must fail to meet its SLA.

8.6 In situations where the Voice Service fails to meet their respective SLAs, the service rebate can also be extended to include SMS service Monthly Recurring Charges. No rebate is applicable in cases if only the SMS Service fails to meet its SLA while the Voice Service meets its SLA.

8.7 A Service Rebate Claim (SRC) must be submitted in writing within 5 Business Days from the date on which the fault was restored. UX Communications will not be required to consider any claims submitted after 5 Business Days.

8.8 The Customer will not be entitled to claim a rebate if UX Communications determines the fault was due to or to the extent caused directly or indirectly by:

- Act or omission of the Customer.
- Failure of the Customer's equipment.
- Failure of services supplied by the Customer to the UX Communications server
- Was entirely a result of a third-party supplier to UX Communications.
- During a maintenance session.
- You have claimed a Service Rebate related to this outage under a different Service Schedule.
- Permitted suspension by UX Communications of the service.
- Was the result of a "force majeure" event.

8.9 Service Claims must be submitted via email to [accounts@uxcommunications.com.au](mailto:accounts@uxcommunications.com.au).

8.10 The Service Level Rebates contained herein shall be the Customer's sole remedy for any downtime in the Voice Service and SMS Service.

8.11 The Customer may request a service outage report for outages that last longer than 15 minutes. Service outage reports (when requested) will be emailed to the Customer within 5 business days from the date requested.

## 9. Incident Response & Resolution Targets

9.1 The priority assigned to an incident will determine the response and resolution targets of UX Communications standard support

Standard Support Plan: We aim for 95% of Incidents to be responded to and resolved as per the following table

Priority	Description	Response Target	Resolution Target	Recommended Contact Method
Priority 1^	Major outage or service degradation that affects the entire organisation or a significant portion of users, causing major business disruptions.	15 Mins	8 Hours	Phone
Priority 2	Major outage or service degradation for an individual user that prevents them from performing critical tasks.	15 mins	16 hours	Phone
Priority 3	Partial service degradation that affects some functionalities but does not halt major business operations.	4 hours	24 hours	Phone or Email
Priority 4	Issues that cause inconvenience but do not significantly affect business continuity.	8 hours	24 hours	Email
Priority 5	Minor issues or requests that have little to no immediate impact on the users or the business i.e. general enquiries/feature requests	8 hours	48 hours	Email

^ Reserved for Major Incidents Only