



Last Updated: 17 March 2026

## UCOM Telecom Pty Ltd ACN 679 170 373 (“UCOM”, “we”, “us”, “our”)

This Service Schedule may be updated from time to time. The current version will always be available on our website. We will provide you with at least 30 days' written notice of any material changes to this Service Schedule that may adversely affect your rights or obligations. Continued use of our Services after the notice period constitutes acceptance of the updated Service Schedule. If you do not accept the changes, you may terminate the Service without penalty by providing written notice to us before the changes take effect.

### Part G – IP Telephony Services Schedule

#### 1. Application

This Service Schedule applies in addition to our Customer Terms, Policies and Critical Information Summaries when we supply you with an IP telephony Service such as SIP trunks and hosted PBX services.

#### 2. Additional Terms

Where we supply you with IP Telephony Services such as Hosted PBX and SIP Trunks:

- (a) While we are committed to maintaining a reliable, high-quality network, we do not warrant that the Services will be free from faults, delays or interruptions, which may be caused by a variety of factors including but not limited to network congestion, maintenance, technical capabilities, geographic factors, and obstructions or interference. However, nothing in this clause limits any rights you may have under the Australian Consumer Law or other applicable consumer protection legislation.
- (b) You expressly acknowledge and agree that it is a condition of this Service that you maintain a suitable Internet connection for the Service to work. Any interruption or degradation to the Internet service this Service is dependent on will result in the Service no longer working, or becoming degraded, until the Internet service has been restored.
- (c) You acknowledge that devices used to supply your Internet service may not be compatible with our Services, and in some cases a different router may be needed for the Service to work properly. You also acknowledge that, subject to our obligations under the Australian Consumer Law, we will not provide support for faults caused by such devices where the fault is not attributable to our Services or Equipment. For the avoidance of doubt, it is your responsibility to ensure that your devices and equipment are compatible with our Services prior to activation.
- (d) You acknowledge that some other services may not be compatible with our Services or may not function properly or may only function if additional equipment is installed. Where additional

equipment is required and we have notified you of this requirement prior to or at the time of entering into this Contract, you agree to install it at your own cost.

- (e) We make no representation or warranty regarding the compatibility of our Services with any third-party equipment, software, or services, and any assessment of compatibility provided during the sales process is indicative only and does not constitute a guarantee.
- (f) You acknowledge and understand that to use the Service, you may have to acquire at your own cost the required hardware, equipment and/or software applications.
- (g) Subject to any applicable consumer guarantees under the Australian Consumer Law, we are not responsible for rectifying any fault or malfunction in the Service where the fault arises in or is caused by your local area network and/or internet service provider, provided that we can reasonably demonstrate that the fault is not attributable to our Services or Equipment.
- (h) You acknowledge that you have relied on your own judgment to evaluate the suitability of the Service for the purpose for which you require the Service, except to the extent that you have relied on any express representations or warranties made by us in writing or any representations that cannot be excluded under the Australian Consumer Law.
- (i) You acknowledge and understand that if any action you take on our self-management portal breaks, pauses, interrupts, or sets up an incorrect configuration or creates a problem in the final service delivery, it is your responsibility, provided that the portal was functioning correctly, you were provided with adequate instructions and warnings, and the issue was not caused by any defect in the portal or our Services. We may charge reasonable costs to rectify problems caused by your misuse of the portal, subject to our obligations under the Australian Consumer Law.