

SERVICE TERMS AND CONDITIONS

Acceptable Use Policy

Clean, readable text edition for website publication.

Document	Acceptable Use Policy
Category	Policy
Owner	C9 GROUP
Contact	1800 000 299 Sales@c9group.com.au

Original document content and source information are retained. C9 GROUP visual branding has been applied for website publication.

Acceptable Use Policy

Responsible use standards for C9 GROUP telecommunications, internet, voice, cloud, and managed technology services.

Document

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Policy

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Source version

January 2022

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C9 GROUP | Acceptable Use Policy

C9 GROUP's Acceptable Use Policy

ABOUT THIS POLICY

The purpose of our Acceptable Use Policy is to ensure that all our customers:

·can access our services; and

do not use our services in an excessive, unreasonable, or fraudulent manner or in connection with equipment that has not been approved by us).

Such usage may impact the reliable operation of our network and/or the quality or reliability of our services.

Generally, legitimate use of our services for their intended purposes for which they are supplied to you will not breach our Acceptable Use Policy.

C9 GROUP's Acceptable Use Policy applies to all C9 GROUP services, products, and customer accounts.

SERVICES

Services and products mean the services and products that C9 GROUP supplies to its customers. Our or anticipated volumes of transactions.

APPLYING THIS POLICY

This policy will apply if C9 GROUP deems that a customer's use of its services or products is unlawful or unreasonable.

UNREASONABLE USE We consider your use of the service unreasonable if you use it in a manner which is other than it was intended for. Examples of unreasonable use include:

- C9 GROUP believes a customer is reselling, resupplying, or using C9 GROUP services in a manner that falls outside the intent of original agreement (e.g., setting up a call centre using our hosted phone system).

C9 GROUP believes a customer to be using C9 GROUP services and products in an unlawful or fraudulent manner.

C9 GROUP believes a customer is using a device that reroutes calls to/from our network or the network of another supplier.

- A customer's usage and volumes consistently exceed the original intent of the agreement.

A customer's usage of the service affects other customers' access to the network. Determination of unreasonable use by a customer is solely at C9 GROUP's discretion.

using the service in connection with a device that automatically dials numbers either from a list or are generated randomly.

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using the service to make or receive calls on our network for the purposes of resale, resupply, or commercial exploitation; or using the service for continuously call forwarding or multiple simultaneous calling.

using the service for anything which isn't standard person to person communication.

- Auto Dialing, continuous connectivity, fax broadcast, fax blasting, telemarketing (including without limitation charitable or political solicitation or polling), call centre operations, junk faxing, fax spamming.

EXCESSIVE USE Excessive use is a continuing and unreasonably disproportionate use of the service when compared to other customers. Examples of excessive use include:

- A call duration of more than 180 minutes where a flat rate applies
- More than 5% of calls being more than 60 minutes duration
- More than 2,000 minutes of talk time per month

OUR RIGHTS

Where C9 GROUP determines a customer has breached this Acceptable Use Policy, C9 GROUP may contact the customer to discuss changing services or plans to better conform to our Acceptable Use Policy.

If after C9 GROUP has contacted the customer, they continue to be in breach of the Acceptable Use Policy, C9 GROUP may, without further notice to the customer:

- Change the offending service and/or plan to one that conforms to the Acceptable Use Policy
- Suspend or limit the service (or any feature of it) for any period C9 GROUP determines in its sole discretion to be reasonable or necessary
- Terminate the agreement