

SERVICE TERMS AND CONDITIONS



Critical Information Summary 4G Backup

Key information for 4G Backup service plans.

Document	Critical Information Summary - 4G Backup
Category	Critical Information Summary - Internet
Owner	C9 GROUP
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Original document content and source information are retained. C9 GROUP visual branding has been applied for website publication.

4G Backup Service Plans

CRITICAL INFORMATION SUMMARY

Service Description

C9 4G Backup service is delivered over the Optus 3G/4G Plus mobile network.

4G Backup supports Internet access and IP Voice calls during periods of a failed primary internet connection or as an interim service whilst waiting for a primary service to be connected.

Availability

C9 4G Backup service is available at selected coverage areas and can only be purchased as bundle with a C9 fixed Internet service.

C9 4G Backup provisioning is only available via a modem/router provided by C9 GROUP that is linked to an eligible C9 GROUP fixed Internet service (i.e., active on the same account) and used at the same address.

4G Backup Speeds

It is important to understand that some data (streaming for example) can demand a lot of bandwidth. To maximise the performance of critical data business activity (including voice), non-essential traffic should be avoided.

Fax and Voiceband data services, such as dial-up EFTPoS or HiCAPS, may not work on this service. Alternative solutions should be considered for these and back-to-base alarm services.

On Essential plan, 4G data traffic for Internet access is speed shaped to 12/1 Mbps.

Bundling Discounts

You may be eligible for a discount on the monthly charge when bundling multiple C9 GROUP products and services. Please note any discount applied to the monthly charge on your account will expire at the end of the term.

Limitations

If you have inbound port address translations configured for remote access to servers on an office network, these will cease to function when the primary internet service is not available and the 4G Backup service kicks in.

In the event of a primary service outage, the IP Sec tunnel and Port Forwards will also not be established and will need to be re-setup.

Pricing and Support

All pricing is ex GST

Minimum Term & Early Termination Fees

Minimum Term is 24 Months.

The C9 4G Backup service plan supplied to the customer can be terminated by giving a 30 days' notice. On 24-month contract term EFT (Early Termination fees) is calculated as the monthly charge, multiplied by months remaining on the agreement.

PLAN NAME	Essential	Ultimate
Monthly Data Quota	1GB	30GB
Monthly Charges	\$15.00	\$59.00
Data Speed	Shaped at 12/1 Mbps	Variable (No Shaping)
Term	24 Months	24 Months
Minimum Total Cost	\$360.00	\$1,416.00
Early Termination Charges	monthly charges x no. of months remaining on agreement	

Customer Service, Support & Billing Enquiries

Customer Service Email: helpdesk@c9group.com.au

Phone: 1800 000 299 (Option 3)

Technical Support Email: helpdesk@c9group.com.au

Phone: 1800 000 299 (Option 2)

Complaints Handling

If you have a dispute with C9 GROUP and wish to make a complaint, please contact our complaint resolutions team.

Email: complaints@c9group.com.au

Additional Information

C9 4G Backup Service Critical Information Summary only outlines the critical information for 4G Backup services and should be read in conjunction with Our Customer Terms Agreement which can be located on the webpage c9group.com.au/service-terms-and-conditions/

Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling 1800 062 058 or by visiting the TIO website.

Information is current as of 01 January 2022 and is subject to change without notice. Further information: c9group.com.au/4g-backup-plans/