

SERVICE TERMS AND CONDITIONS

Critical Information Summary Business nbn Fibre Plans

Clean, readable text edition for website publication.

Document	Critical Information Summary - Business nbn Fibre Plans
Category	Critical Information Summary
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.

Critical Information Summary - Business nbn Fibre Plans

Critical Information Summary - Business

nbn Fibre Plans Key information for Business nbn Fibre plans.

Document

Category

Critical Information Summary-Internet

Owner

Source version

1 January 2022

Contact

1800 000 299 1 Sales@c9group.com.au applied for website publication.

C9 GROUP | Critical Information Summary - Business nbn Fibre Plans Critical Information Summary
BUSINESSnbn TMFIBREPLANS

Equipment Required

Service Description

You'll need a compatible router or firewall at your premises. You can choose our direct fibre service from end-user premises back to NBN Fibre Access Node (FAN), managed router option in which case we will supply and manage the router for you, with bandwidth starting from 10 Mbps to close to 1000 Mbps symmetrical service.

Due to equipment and network limitations actual speeds may not reach this for you, but it will be managed by you. We do not provide support for hardware bandwidth, e.g., for 1000 Mbps actual speed is capped at 952 Mbps purchased from other vendors

Availability

Class of Service

Please Contact our Sales team on 1800 000 C9 X to determine the service availability C9 nbn** Enterprise Ethernet supports two NBN Co S levels: Low and High.

at your location.

Only available in nbn M enabled areas. Your address must be pre-qualified before a Low Co S delivers traffic as Excess Information Rate (EIR) and as such is *best formal quotation can be provided.

efforts" only. Speeds include best effort contention and are not guaranteed. This is best for Web Browsing, File Transfer, E-Commerce, and E-mail.

Bundling Discounts

High Co S delivers traffic with a Committed Information Rate (CIR) only, intended speeds as usual so you may be eligible for a discount on the monthly charge when bundling multiple services are guaranteed to the network boundary point. This is best for VOIP/Hosted Voice C9 GROUP products and services. Please note any discount applied to the and interactive video monthly charge on your account will expire at the end of the term.

More

information on the C9s found be 1 e <https://www.nbnco.com.au/business/product-and->

Service Installation and Restrictions

technician for installation/enterprise-ethernet/speed A Technician will need to attend your premises to install this product; they do

Inclusions

require access inside the property. The Technician may need to attend more than once. You will not be charged for these site visits unless you change a scheduled One Static IP address is included in the service.

appointment. C9 GROUP is not responsible for these charges as they are imposed by a third-party supplier:

Unlimited Internet Usage (Acceptable Use Policy applies) (see up to you if you agree to the terms and conditions)

The Technician will only install the Network Termination Unit and the customer

• Provide the correct service address

- Supply power for the Network Termination Unit (NTU) will be responsible for installing the routers, cabling, switches etc.
- Ensure safe entry for the Technician to access the Main Distribution Frame (MDF) or Socket whichever comes first. Supply a suitable installation location (i.e., communications rack or server rack for

Relocation and Service Charges

the service)

- Inform us if a site induction for the Technician is required. You must provide 50 business days advance written notice with details of the new service address. If still in contract, an ETF may apply for the old service along with No guarantee is provided that Business nbn M Fibre Internet services will be additional relocation fees. See applicable charges below.

installed within a specified timeframe. Provisioning times will depend on the Aq pauno aq lm saw ujuosiod wuqu q pasn oupa Aallap xuomau

Relocation Type

Price ex GST our service provisioning team on acceptance of the service order.

\$POA

Relocation of Service

Cancellation prior to order completion

Service Changes

\$350.00 Jnou uoalduoo auas jo uoeou o joud umepum jo paljaue sapio

Service Changes requiring labor & materials

\$POA charges.

Price ex GST

Cancelation Type

Minimum Contract Term & Early Termination Fees

\$500.00 Logical Build not yet commenced Minimum Term is 36 Months.

50% of ETF Logical Build commenced but physical build not yet Aq paeujsa aq ue jaosno au o paddns ued auql! wuqu ssauisng 6 commenced giving a 30 days' notice. 36-month contract term ETF (Early Termination fees) is calculated as the monthly cost, multiplied by months remaining on the Physical build commenced 85% of ETF agreement.

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Further information: C9 GROUP/business-nbn-fibre-plans/ Critic alin for mat ion sum mary BUSINESSnbn TMFIBREPLANS Information about Pricing (Al pricing is ex Gs T) Pricing is based on Metro Zone. Other Zones are POA LOWCo S

Term

36 MONTHS

1000 Mbps

100 Mbps

250 Mbps

500 Mbps

Max Download Connection Speed

Monthly Data Quota

UNLIMITED UNLIMITED UNLIMITED UNLIMITED

Monthly Charges

\$399.00 \$499.00 \$759.00 \$959.00

Minimum Total Cost

\$17,964.00 \$27,324.00 \$14,364.00 \$34,524.00 monthly charge x no. of months remaining on agreement

Early Termination Charges

Upgrade Plan Fee

NA HIGH Co S

\$529.00 \$659.00 \$999.00 \$1359.00 UNLIMITED UNLIMITED UNLIMITED UNLIMITED

\$19,044.00 \$23,724.00 \$35,964.00 \$48,924.00

monthly charge x no. of months remaining on agreement

NA ESSENTIAL ULTIMATE

SUPPORT LEVELS

STANDARD 99% uptime

SAG (Service Agreement Guarantee)

dn %5666

e SLA (Enhanced Service Level

12 hr 8 hr 4 hr

Agreement)

\$120.00 \$220.00 \$0.00

Customer Service, Support & Billing Enquiries

Complaints Handling

If you have a dispute with C9 GROUP and wish to make a complaint, please

Phone: 1800 000 C9 X (Option 3)

contact our complaint resolutions team,

Email: complaints@C9 GROUP

Technical Support Email: helpdesk@C9 GROUP

Phone: 1800 000 C9 X (Option 2)

Telecommunications Industry Ombudsman

Additional Information

If you are dissatisfied with the outcome of your complaint after following the above The Business nbn M Fibre service critical Information Summary only outlines process, you may contact the TIO (Telecommunications Industry Ombudsman) for the critical information for C9 Business nbn TM Fibre and should be read in independent mediation. The TIO can be contacted by calling 1800 062 058 or by conjunction with Our Customer Terms Agreement which can be located on the visiting the TIO website.

webpage <https://www.c9group.com.au/service-term-conditions> Critical Information Summary BN I Information is current as of 01* January 2022 and is subject to change without notice.

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