

SERVICE TERMS AND CONDITIONS

Critical Information Summary C9 Phone System

Clean, readable text edition for website publication.

Document	Critical Information Summary - C9 Phone System
Category	Critical Information Summary
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.

Critical Information Summary - C9 Phone System

Critical Information Summary - C9 phone

system Key information for C9 X hosted phone system plans.

Document

Category

Critical Information Summary-Voice

Owner

Source version

1 January 2022

Contact

1800 000 299 1 Sales@c 9 group.com.au applied for website publication.

C9 GROUP | Critical Information Summary - C9 phone system Critic alin for mat ion sum mary C9 X-HOSTEDPHONESYSTEMPLANS

Service Description

Features Included

C9 X is our cloud hosted Vol P PBX (phone system) service with unified C9 X is a scalable and flexible hosted PBX and has following features included by communications for business customers, that delivers basic telephony and default - enterprise-grade features over the internet. The service is hosted in a fully Voicemail to Email (for each extension and After-hours voicemail) redundant environment housed in the Vocus facility in Melbourne, Australia.

IVR (Phone menu options e.g.: press 1 for sales) Basic Call Config(1 Ring Group, 1 Call Queue 1 Night Mode, Call Diversion) Customers can choose a calling plan which allows them to make unlimited calls to Speak to our sales team on 1800 000 C9 X for a quote on a bespoke phone system local, national, and mobile numbers in Australia.

solution.

Equipment & Service Requirement

Calling Plan

We offer a range of telephone handsets including conference phones, video Calling Plan must be nominated against your C9 X system. Only one Call Plan can phones, door phones and headsets for purchase that are not network locked.

be assigned to Trunk of your service. Channels assigned to system Trunk are Please speak to our sales team on 1800 000 C9 X for pricing. We do not provide bidirectional, represent ing a single inbound or outbound call.

Price below are ex support for hardware purchased from other vendors, and we cannot guarantee GST.

the operation and compatibility of phones not purchased through C9 GROUP.

CALLING PLAN BASIC ULTIMATE Monthly Charge (per channel) \$45.00 \$20.00 Customer will need an active C9 Business Internet plan (not included in the cost of Minimum Total Cost (per channel) \$720.00 \$1620.00 C9 X and must be ordered separately) 10 c per call*

Included*

Local Calls

10 c per cal*

Standard National Calls

Customer is responsible for any associated cabling, network configuration and any 14 c per min**

Standard Callsto Mobiles

routers and/or switches within your network to allow the services to work. Please 35 c per cal*** 35 c per cal***
Calls to 1300 Number note C9 GROUP can provide all these services at additional cost.

*Our Acceptableusage policy applies.

*Outbound calls lace dar eh aged innesecndinements, with no flag fal o Extensions and Channels connection charges applying.

*Cas to detinaions e charged at elfedrate nd are

Untimed

Extensions mean the number of users on the system. Extensions can be setup on a desk phone, or via our unified communications softphone on desktop and mobile.

Features such as Line Rental, Line Hunt and Caller ID are included in the cost above.

By default, access to international numbers is blocked For International Callrates or eligible countries see C9 GROUP/internationalcalls MONTHLY CHARGE (ex GST) EXTENSION TYPE Extension (Desk phone only)* \$10.00

Mobile App

Additional \$5.00

Number Hosting Charges

Desktop App

Additional \$7.50

Plese note that minimum of 3 extensinsisrequired toquolfy for our C9 X prodct.

Customer can either port their existing Geo numbers (Read more about porting Channels mean the number of digital lines provisioned on the system. Customers number fees on C9 GROUP/number port ing) on our C9 X service or can choose one of our calling plans based on their requirement. C9 x is a very get new numbers. The following monthly charges applies - flexible platform and allows the customer to scale the number of extensions without increasing the number of channels.

Additional charge description Price ex GST E.g: a customer can have 20 extensions but only 5 channels This would allow a business to have 20 users on the system allowing them to have 5 simultaneous external calls charged at

Single Number

\$5.00 per month their opted calling plan at any given point in time however, they have as many internal

10 Number Range

calls as possible.

\$15.00 per month \$45.00 per month

100 Number Range

Additional Features

Service Limitations and restrictions

ADDITIONAL FEATURES MONTHLY CHARGE (ex GST)

Conference Bridge

\$25.00 Quality of voice on C9 X service is dependent on customer's internet Call Recording (per extension) \$10.00 connection to C9 X network. It is recommended that your internet service \$10.00 Additional IVR (per IVR) provides a minimum of 100 Kbps uncontended bandwidth per voice channel Call Queues (per queue) \$10.00 in each direction to improve your Service voice quality.

CRM Integration (per extension) C9 X does not provide access to Premium call services such as 1900 numbers \$7.50 Basic Call routing By default, access to international numbers is blocked to prevent bill shock.

\$25.00 You can request access to international numbers by calling our sales team on

1800 000 C9 X

Please note setup fees apply to all additional feature requests. A comprehensive quote will be provided before deployment.

other emergency services. The service will not function in the event of a power failure.

For more information: C9 GROUP/cloud-based-phone-system/ Critical Information Summary C9 X-HOSTED PHONE SYSTEM PLANS Add Moves and Changes

Setup Fees & Professional Onsite Install

Customer will be charged a one-off fee to design and deploy a bespoke C9 X We provide full system maintenance and support to our customers at an additional telephone system for their business. A comprehensive quote can be provided by charge. Alternatively, the customer can opt to make changes themselves via the our sales team on 1800 000 C9 X.

online portal.

Professional Onsite Install will incur additional charges.

Bundling Discounts

Call Recording

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.

It is a legal requirement that you inform callers before they are recorded that you will be recording the phone call so that the caller has had the opportunity to either end the call or else ask to be transferred to another line where recording does not take place. The caller must be given sufficient opportunity to do so, otherwise the

Minimum Term & Early Termination Fees

call must not proceed.

Minimum Term is 36 Months.

The C9 X Service plan supplied to the customer can be terminated by giving a 30

Customer Service, Support & Billing Enquiries

days' notice. ETF (Early Termination fees) is calculated as the monthly cost,

Customer Service Email: helpdesk@C9 GROUP

multiplied by months remaining on the agreement.

Phone: 1800 000 C9 X (Option 3)

Technical Support Email: helpdesk@C9 GROUP

Complaints Handling

Phone: 1800 000 C9 X (Option 2)

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

Email: complaints@C9 GROUP

Additional Information

The C9 X service plan Critical Information Summary only outlines the critical information for C9 x - Hosted phone system service and should be read in conjunction with Our Customer Terms Agreement which can be located on the webpage <https://www.c9group.com.au/service-term-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.

Critical Information Summary NBN | Information is current as of 01 January 2022 and is subject to change without notice. Further information: [C9 GROUP/cloud-based-phone-system/](#)