

SERVICE TERMS AND CONDITIONS

Critical Information Summary Fibre Internet

Clean, readable text edition for website publication.

Document	Critical Information Summary - Fibre Internet
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 - Fibre Internet

Critical Information Summary - Fibre Internet

Key information for fibre internet service plans.

Document

Category

Critical Information Summary-Internet

Owner

Source version

1 January 2022

Contact

1800 000 299 1 Sales@c 9 group.com.au Original document content and source information are retained. C9 GROUP visual branding has been applied for website publication.

C9 GROUP | Critical Information Summary - Fibre Internet Critical information summary

FIBREINTERNETSERVICEPLANS

Equipment Required

Service Description

C9 Fibre Internet Service is a Symmetrical fibre-optic service and includes You'll need a compatible router or firewall at your premises. You can choose our managed router option in which case we will supply and manage the router for

Unlimited Internet

you, or you can choose our unmanaged option in which case we will supply the router for you, but it will be managed by you. We do not provide support for

Fibre Internet Service Speeds

hardware purchased from other vendors C9 Enterprise Fibre 400 delivers symmetrical speed up to 400 Mbps handed off as ethernet.

C9 Enterprise Fibre 1000 delivers symmetrical speed up to 1000 Mbps handed off Availability as ethernet.

C9 Fibre Internet Services bandwidth speeds are denoted as the maximum port: Please Contact our Sales team on 1800 000 C9 X to determine the service availability at your location.

speed, the actual speed you will achieve could vary due to several factors including but not limited to, the performance of your local infrastructure and cabling, your Please note that the availability is limited to our wholesalers on-net building. Your local network equipment used, the source and destination of content accessed on address must be pre-qualified before a formal quotation can be provided. Off-net the internet building will attract additional fibre build cost.

Inclusions

Bundling Discounts

One Static IP address is included in the service.

You may be eligible for a discount on the monthly charge when bundling multiple Unlimited Internet Usage (Acceptable Use Policy applies).

C9 GROUP products and services. Please note any discount applied to the 99.5% carrier backed uptime guarantee (Please refer to SLA document) monthly charge on your account will expire at the end of the term.

The Technician will only install the Network Termination Unit and the customer will be responsible for installing the routers, cabling, switches etc.

Relocation Charges

Service Installation and Restrictions

A Technician will need to attend your premises to install this product; they do You must provide 50 business days advance written notice with details of the new require access inside the property. The Technician may need to attend more than service address. If still in contract, an ETF will apply for the old service along with once. You will not be charged for these site visits unless you change a scheduled additional relocation fees. See applicable charges below.

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

Relocation Type

Price ex GST You must:

• Provide the correct service address

- Supply power for the Network Termination Unit (NTU) Relocation to a new building on the same access \$5000.00*
- Ensure safe entry for the Technician to access the Main Distribution Frame (MDF) network or Socket whichever comes first SPOA**
- Supply a suitable installation location (i.e., communications rack or server rack for Relocation within the same building

the service)

Relocation to a new building on a different access • Inform us if a site induction for the Technician is required

Not Supported

network No guarantee is provided that Fibre Internet services will be installed within a specified timeframe. Provisioning times will depend on the network delivery *This fee does not apply if you are in the final 3 months of your contract. The setup fee, early technology utilised by our wholesaler provisioning times will be outlined by our termination fee, and a relocation charge will still apply.

Relocation charges vary depending on factors such as remaining contract length since service provisioning team on acceptance of the service order.

build requirements at the new location, and engineering fees. A comprehensive quote will be provided upon option.

Any relocation will result in the customer having to pay for a setup fee for the new Cancellation prior to order completion location, early termination fee, and relocation charge. We cannot guarantee that we will be able to provide this service (or a similar service) at your new location. If Orders cancelled or withdrawn prior to notification of service completion incur you move to a location where this service is not available, you will be required to

charges

pay the Early Termination Fees

Cancellation Type

Price ex GST

Minimum Contract Term & Early Termination Fees

Logical Build not yet commenced \$500.00 This service is available either as a 24-month, 36-month or 48-month term.

\$700.00 Logical Build commenced but physical build not yet The C9 Fibre Internet plan supplied to the customer can be terminated by giving a commenced 30 days' notice. On a 24-month, 36-month or 48-month contract term ETF (Early \$5000.00 Physical build commenced Termination fees) is calculated as the monthly charge, multiplied by months remaining on the agreement.

Critical Information Summary BN Information is current as of 01* January 2022 and is subject to change without notice.

Further information: C9 GROUP/fibre-broadband-internet-melbourne/ Critical Information Summary

Information about Pricing (all pricing is ex GST) PLAN

Enterprise Fibre 400

Term

24 MONTHS

36 MONTHS

Up to 400 Mbps

Max Download Connection Speed

\$2000.00

Install Fees

Monthly Charges

\$599.00 \$399.00

Monthly Data Quota

UNLIMITED UNLIMITED

Minimum Total Cost

\$16,376.00 \$16,364.00

Early Termination Charges

monthly charge x no. of months remaining on agreement NA

Upgrade Plan Fee

PLAN Enterprise Fibre 400 GO

Up to 400 Mbps \$0.00 \$0.00

\$699.00 \$499.00 UNLIMITED UNLIMITED

\$16,776.00 \$17,964.00

monthly charge x no. of months remaining on agreement

NA PLAN

Enterprise Fibre 1000

Up to 1000 Mbps \$4000.00 \$4000.00

\$899.00 00669\$

UNLIMITED UNLIMITED \$29,164.00

\$25,576.00

NA Enterprise Fibre 1000 GO PLAN

48 MONTHS

Up to 1000 Mbps

\$0.00 \$0.00 \$0.00 \$1,199.00 \$799.00 \$749.00

UNLIMITED UNLIMITED UNLIMITED

\$28,776.00 \$28,764.00 \$35,952.00

NA Critical Information Summary BN I Information is current as of 01 January 2022 and is subject to change without notice.

Further information: C9 GROUP/fibre-broadband-internet-melbourne/ Critical information summary

Complaints Handling

Customer Service, Support & Billing Enquiries

Customer Service Email: helpdesk@C9 GROUP

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

Phone: 1800 000 C9 X (Option 3)

please 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 The Fibre Internet service critical Information Summary only outlines the critical above process, you may contact the TIO (Telecommunications Industry information for C9 Fibre Internet services and should be read in conjunction Ombudsman) for independent mediation. The TIO can be contacted by calling 1800 062 058 or by visiting the TIO website.

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

Further information: [C9 GROUP/fibre-broadband-internet-melbourne/](#)