

SERVICE TERMS AND CONDITIONS

Critical Information Summary Fixed Wireless

Clean, readable text edition for website publication.

Document	Critical Information Summary - Fixed Wireless
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 - Fixed Wireless

Critical Information Summary - Fixed

Wireless

Key information for fixed wireless internet service plans.

Document

Category

Critical Information Summary-Internet

Owner

Source version

1 January 2022

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C9 GROUP | Critical Information Summary - Fixed Wireless Critical Information Summary

FIXEDWIRELESSSERVICEPLANS

Availability

Service Description

C9 Fixed Wireless Service uses a combination of both Fibre Network and high-speed wireless technologies to enable eligible premises to get symmetrical and subject to an assessment of your premises suitability by a C9 GROUP internet connectivity.

approved Technician.

C9 nbn TM Fixed Wireless Service is a broadband internet service which uses the C9 nbn TM Fixed Wireless service is only available within an NBN Fixed Wireless NBN Fixed Wireless Customer Access Network to deliver internet connectivity at service area. NBN Fixed Wireless availability can be checked using the online the Network Boundary Point at your premises. It's a best effort service coverage checker at: Business | nbn (nbnco.com.au)

Fixed Wireless Speeds

Bundling Discounts

You may be eligible for a discount on the monthly charge when bundling multiple C9 Fixed Wireless Service provides symmetrical speeds of 25 Mbps to 1000 Mbps C9 GROUP products and services. Please note any

discount applied to the depending on the plan you choose.

monthly charge on your account will expire at the end of the term.

C9 nbn 7 M Fixed Wireless Service provides upto 25/5 Mbps.

All connections come with 1 Static IP and Unlimited Data allowance (Acceptable Service Installation and Restrictions Use Policy applies).

A Technician will need to attend your premises to install this product; they do require access inside the property. The Technician may need to attend more than

Minimum Term & Early Termination Fees

once. You will not be charged for these site visits unless you change a scheduled appointment. C9 GROUP is not responsible for these charges as they are Minimum Term is 36 Months.

imposed by a third-party supplier:

The C9 Fixed Wireless service plan supplied to the customer can be terminated by You must:

• Provide the correct service address

giving a 30 days' notice. ETF (Early Termination fees) is calculated as the monthly • Supply power for the Network Termination Unit (NTU) charge, multiplied by months remaining on the agreement.

• Ensure safe entry for the Technician to access the Main Distribution Frame (MDF) or Socket whichever comes first

Equipment Required

• Supply a suitable installation location (ie, communications rack or server rack for

the service)

You'll need a compatible router or firewall at your premises. You can choose our • Inform us if a site induction for the Technician is required managed router option in which case we will supply and manage the router for you, or you can choose our unmanaged option in which case we will supply the Any Installation charges will be advised prior to installation.

router for you, but it will be managed by you. We do not provide support for hardware purchased from other vendors Information about Pricing Alpricingis ex GST) PLAN NAME nbn TM 25/5

25 Mbps

50 Mbps

100 Mbps

500 Mbps

1000 Mbps

UNLIMITED UNLIMITED UNLIMITED UNLIMITED

Monthly Data Quota

UNLIMITED UNLIMITED \$849.00

Monthly Charges

\$89.00 \$299.00 \$399.00 00665\$ \$999.00

25/5 Mbps

Data Speed (Up to)

36 Months

Term

Minimum Total Cost

\$30,564.00 \$35964.00 \$3204.00 \$10,764.00 \$14,364.00 \$21,564.00

monthly charges x no. of months remaining on agreement

Early Termination Charges

Complaints Handling

Customer Service, Support & Billing Enquiries

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 above process, you may contact the TIO (Telecommunications Industry C9 Fixed Wireless Service Critical Information Summary only outlines the critical Ombudsman) for independent mediation. The TIO can be contacted by calling information for Fixed Wireless services and should be read in conjunction with Our Customer Terms Agreement which can be located on the webpage 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/ nbn-fixed-wireless-plans/