

SERVICE TERMS AND CONDITIONS

Critical Information Summary Small Business nbn

Clean, readable text edition for website publication.

Document	Critical Information Summary - Small Business nbn
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 - Small Business nbn

Critical Information Summary - Small

Business nbn Key information for Small Business nbn plans.

Document

Category

Critical Information Summary-Internet

Owner

Source version

1 January 2022

Contact

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C9 GROUP 1 Critical Information Summary - Small Business nbn Critical information summary Small business nbn TEMPLATES

Equipment Required

Service Description

C9 Small Business nbn service is delivered via the National Broadband Network. If you do not already have the required nbn M infrastructure installed at your (NBNTM) using FTTP, FTTB, FTTN, FTTC or HFC technology to the network boundary premises, you, or an authorised person over 18 years of age will be required to be point of your premises.

at the premises on the day of installation for a technician visit. If we find that you will require a technician visit to perform the installation, we will advise you of the C9 Small Business nbn service is best effort Internet service and comes with no date and time. You need a nbn?M compatible modem to connect your devices to C9 Small Business nbn TM Broadband service.

SAG (service agreement guarantee) and SLA.

This is an unlimited internet service (i.e., there is no restriction on the amount of

Availability

data you upload / download) and is always subject to our Acceptable Use policy.

C9 Small Business nbn M service is available at selected coverage areas and subject to standard service area. Argeae annseui os NBNTM Speeds Typical Business hours Download Speed is measured between 9 am and 5 pm. The

Bundling Discounts

actual speeds for the service may be slower and vary due to many factors including type/source of content being downloaded, hardware and software configuration, You may be eligible for a discount on the monthly charge when bundling multiple the number of users and performance of inter connect ing infrastructure not C9 GROUP products and services. Please note any discount applied to the operated by C9 GROUP. Devices connected by Wi-Fi may experience monthly charge on your account will expire at the end of the term.

slower speeds than those connected by Ethernet cable. For FTTB, FTTN and FTTC customers, we will inform you of your maximum line sync speed once available.

Service Installation and Restrictions

Additional Charges

NBN services are subject to the address entered on the NBN service order being accessible by the broadband access network. We highly recommend you check your service address on the webpage <https://www.nbnco.com.au/business>, for nbn M Co New Development Charge: If your connection has been recognised by confirmation before proceeding with the service order. No guarantee is provided nbn M as within the boundary of a new development, you will be charged \$300 ex.

that NBN services will be installed within a specified timeframe. Provisioning times GST. To check for availability, please use the address checker at <https://www.nbnco.com.au/aas> a jo auede uo uea uosd aaasno qpauno aqm sa qns s pue pasn oua allap oau au uadag Japo The NBN technician will not install any cabling between the MDF and the Internal contractors may need to perform an installation to the premise or building.

Additional charge description Installing network connectivity equipment on roofs, digging up gardens, drilling Price ex GST through walls, and installing network devices into building maybe required. BN Co and its sub-contractors endeavour to take all care as responsibly possible to NBN development charge \$300.00 avoid damage and restore gardens to their original appearance after works. We do not take any responsibility for damage caused by an installation from the NBN Co \$100.00 Late cancellation or missed on-site appointment or its sub-contractors. Actions for damages will be directly with NBN Co. Network delivery types that utilise an existing copper line will result in the associated \$POA On-site non-standard installation services attached to the existing copperline being decommissioned once the NBN \$POA Incorrect callout or no fault found service goes live. FTTN, FTTC and FTTB are service delivery types that utilise an Distribution Frame (IDF). This is client's responsibility.

existing copper line at the service address, further information on the network delivery technology found on the

service

Battery Backup and Power Outages - ABoouyoa-uomgau/ueal/ewoosusqusmmm//:sdh Examples of services attached to copper lines may include but are not limited to;

Your nbn TM service does not include a battery backup. This means your business fax machines, voiceband services, ISDN, ADSL, Telstra special services, and alarm will be unable to access any internet and telephony services provided by nbn" systems. No guarantee is provided that you will get the maximum port speed with Saqnu aas Auaaa o se ue sapnpu sl aeeno amod e uun your selected NBN service. Maximum speeds available to an address are like O 00. Please ensure you have alternate ways of making calls such as a mobile dependent on the technology used to connect the premises to the NBN network.

phone.

They will be the same no matter who you buy an internet plan from. Specifically, FTTN, FTTB and Fixed Wireless may be subject to these maximum speed limitations due to the technology. Our service provisioning team will provide customers with

Minimum Contract Term & Early Termination Fees

performance information by assisting customers to run an internet speed test so they can make informed decisions on which speed plan they want. If there is an Minimum Term is 36 Months.

active NBN connection at the premise a speed test will be run before connection with our service. If there is no existing active connection, we will continue to The C9 Small Business nbn M plan supplied to the customer can be terminated by connect our service if the customer wants to proceed, and contact the customer giving a 30 days' notice. ETF (Early Termination fees) is calculated as the monthly within 30 days to run the internet speed test, customers can then submit a request charge, multiplied by months remaining on the agreement.

to change the speed beginning in the new calendar month if they want to change speeds Critical Information Summary NBN I Information is current as of 01* January 2022 and is subject to change without notice.

Further information: C9 GROUP/small-business-nbn-plans/ Critical information summary Small business nbn TMPLANS Information about Pricing (all pricing is ex GST)

36 MONTHS

TERM

Plan

Ultimate

Superfast

Ultrafast

Essential

Advanced

25 Mbps -

50 Mbps-

100 Mbps-

250 Mbps-

500 Mbps-

Max Download Connection

1000 Mbps

Speed

Typical Speeds are not guaranteed and are confirmed upon connection. Plans above 100 Mbps only available on FTTP

Monthly Charge

\$99.00 \$129.00 \$229.00 \$339.00 \$459.00 UNLIMITED UNLIMITED UNLIMITED UNLIMITED UNLIMITED

Monthly Data Quota

\$3,564.00 \$12,204.00 \$4,644.00 \$8,244.00 \$16,524.00

Minimum Total Cost

Early Termination Charge

monthly charge x no. of months remaining on the agreement

Upgrade Plan Fee

\$50.00 one off \$100.00 one off

Moving Business Fee

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

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 Small Business nbn Critical Information Summary only outlines the critical above process, you may contact the TIO (Telecommunications Industry information for NBN services and should be read in conjunction with Our Ombudsman) for independent mediation. The TIO can be contacted by calling 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.

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