

SERVICE TERMS AND CONDITIONS

Acceptable Use Policy

A plain-language policy covering responsible use of C9 GROUP supplied telecommunications, internet, voice, cloud, and managed technology services.

Document	Acceptable Use Policy
Category	Policy
Owner	C9 GROUP
Status	Review-ready sample
Effective date	24 March 2026
Contact	1800 000 299 Sales@c9group.com.au

Important: This sample is prepared for website document review and should be checked by C9 GROUP before being treated as the final approved document.

Quick Summary

Use services lawfully	No unlawful, abusive, deceptive, or harmful activity.
Protect networks	No attacks, scanning, malware, spoofing, or service disruption.
Communicate responsibly	No spam, scams, phishing, nuisance calls, or false identity.
Maintain security	Use sensible access controls, patching, backups, and incident reporting.

1. Purpose

This Acceptable Use Policy outlines expected standards for use of C9 GROUP telecommunications, internet, voice, managed IT, cloud, and related services. It is intended to help protect customers, networks, systems, and the wider internet community from misuse, security risk, service degradation, and unlawful activity.

2. Who This Policy Applies To

This policy applies to customers, authorised users, employees, contractors, guests, and any person or system using services supplied or managed by C9 GROUP. Customers are responsible for ensuring their users understand and follow this policy.

3. Lawful And Responsible Use

Services must only be used for lawful business or personal purposes. Users must not use the services to commit, facilitate, or encourage conduct that is unlawful, deceptive, abusive, threatening, defamatory, discriminatory, or otherwise harmful.

4. Network Integrity

Users must not interfere with the availability, performance, or security of C9 GROUP services, supplier networks, customer systems, or third-party platforms. This includes denial-of-service activity, unauthorised scanning, credential attacks, spoofing, malware distribution, or attempts to bypass security controls.

5. Messaging, Voice, And Communications

Customers must not send spam, scam messages, phishing content, unlawful marketing, nuisance calls, or communications that breach applicable telecommunications, privacy, consumer, or anti-spam requirements. Caller identity, routing, and sender information must not be falsified or misrepresented.

6. Content And Data

Customers are responsible for the content they create, host, store, transmit, or make available through the services. Prohibited content includes material that is illegal, infringes intellectual property rights, exploits minors, promotes violence, or contains malicious code.

7. Security Responsibilities

Customers should maintain appropriate passwords, access controls, endpoint protection, patching, backups, and user awareness practices. Where customers identify a security incident that may affect C9 GROUP services or other users, they should notify C9 GROUP promptly.

8. Fair Use And Service Management

Some services may be subject to service descriptions, plan inclusions, fair use limits, carrier rules, or supplier policies. C9 GROUP may take reasonable action to manage traffic, protect service quality, investigate abnormal use, or prevent harm to networks and customers.

9. Investigation And Enforcement

If C9 GROUP reasonably suspects misuse, it may investigate, request information, issue warnings, restrict affected services, suspend access, remove harmful content where possible, or take other proportionate action. Urgent action may be taken without prior notice where required to protect people, systems, or networks.

10. Changes And Support

C9 GROUP may update this policy from time to time to reflect service, legal, supplier, or operational changes. For questions about this policy or to report suspected misuse, contact C9 GROUP on 1800 000 299 or Sales@c9group.com.au.

Support And Document Requests

If you require a document that is not listed on the C9 GROUP terms page, or need assistance understanding these terms, please contact the C9 GROUP support team at 1800 000 299 or Sales@c9group.com.au.

Document Status

This document is provided for customer information and operational clarity. Where this document conflicts with a signed agreement, applicable law, carrier requirement, or approved C9 GROUP service schedule, that higher-order document applies to the extent of the inconsistency.

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