

SERVICE TERMS AND CONDITIONS

C9 GROUP SFOA

Standard form of agreement overview for C9 GROUP supplied telecommunications, internet, cloud, managed IT, and related services.

Document	C9 GROUP SFOA
Category	Service Agreement
Owner	C9 GROUP
Status	Review-ready sample
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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

Agreement framework	Explains the relationship between proposal, service schedule, and terms.
Customer responsibilities	Sets out account, payment, access, and cooperation expectations.
Service management	Covers provisioning, changes, faults, suspension, and cancellation.
Important note	Review against the final approved C9 GROUP agreement before publication.

1. Purpose

This Standard Form of Agreement summary describes the general commercial and operational terms that may apply when C9 GROUP supplies services to a customer. It is designed as a customer-facing reference and should be read together with any signed proposal, order form, quote, service schedule, and applicable Critical Information Summary.

2. Agreement Structure

A customer engagement may include an approved quote or proposal, a service order, service-specific schedules, carrier or supplier rules, and policies published by C9 GROUP. If documents conflict, the signed order and applicable service schedule usually take priority for the affected service.

3. Service Provisioning

C9 GROUP will use reasonable care and skill to provision services in line with accepted orders and supplier availability. Some services depend on carrier networks, site readiness, third-party access, equipment availability, or customer-provided information.

4. Customer Responsibilities

Customers are responsible for providing accurate information, maintaining account contacts, giving safe site access where required, paying charges when due, protecting credentials, and using services in accordance with law and applicable policies.

5. Charges And Billing

Charges may include recurring monthly fees, once-off setup costs, equipment, usage, excess usage, early termination, transfer, relocation, or third-party charges. Taxes and pass-through supplier costs may apply where stated in the relevant order or schedule.

6. Changes, Suspension, And Termination

Service changes should be requested through the approved C9 GROUP support or account process. C9 GROUP may suspend or restrict services where required for safety, security, non-payment, misuse, supplier direction, or legal compliance. Termination rights and notice periods depend on the relevant order and service schedule.

7. Liability And Service Credits

Any service credit, rebate, limitation of liability, exclusion, or warranty position should be confirmed against the final approved agreement and applicable law. This sample does not replace legal terms approved by C9 GROUP.

8. Privacy, Complaints, And Support

C9 GROUP manages personal information, complaints, and support requests through the relevant published policies and support channels. Customers can 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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