

SERVICE TERMS AND CONDITIONS

Critical Information Summary 4G Backup

Key information summary for 4G backup and failover services supporting business internet continuity.

Document	Critical Information Summary 4G Backup
Category	Critical Information Summary
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Quick Summary

Service type	4G backup or failover connectivity.
Purpose	Provides a secondary path if the primary internet service fails.
Dependencies	Mobile coverage, signal strength, plan limits, and router setup affect performance.
Usage	Designed for continuity, not usually full-time primary access.

1. Service Overview

4G backup provides a secondary internet path that can help maintain basic connectivity if a primary internet service is unavailable. It may be delivered through a compatible router, SIM, antenna, or managed failover configuration.

2. Minimum Requirements

Customers need suitable mobile coverage, signal strength, compatible hardware, power, router configuration, and a service plan appropriate for expected backup usage.

3. Key Inclusions

Inclusions may include a mobile data service, failover configuration, router or SIM setup, monitoring where included, and support as described in the approved quote or service order.

4. Charges

Charges may include monthly SIM or backup service fees, hardware, setup, data usage, excess usage, antenna work, relocation, and cancellation charges.

5. Important Limitations

4G backup performance depends on mobile coverage, congestion, building materials, antenna placement, data inclusions, carrier conditions, and the number of users or applications active during failover.

6. Recommended Use

4G backup is usually best for essential cloud apps, payment systems, email, and limited operational continuity. High-volume workloads may require fibre diversity, SD-WAN, or another dedicated backup service.

7. Support Contact

For questions, support, or full plan details, contact C9 GROUP on 1800 000 299 or Sales@c9group.com.au.

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