

SERVICE TERMS AND CONDITIONS

Critical Information Summary Business nbn Fibre Plans

Key information summary for business nbn fibre plans supplied and supported by C9 GROUP.

Document	Critical Information Summary Business nbn Fibre Plans
Category	Critical Information Summary
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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

Service type	Business nbn fibre connectivity.
Best suited for	Businesses needing managed nbn access and support.
Availability	Depends on nbn technology, address qualification, and service class.
Performance	Speeds vary by plan, technology, equipment, and network conditions.

1. Service Overview

Business nbn fibre plans provide internet connectivity using eligible nbn access technologies and business-grade support options supplied through C9 GROUP.

2. Availability

Service availability depends on nbn address qualification, access technology, service class, lead-in readiness, internal cabling, appointment availability, and any required remediation.

3. Key Inclusions

Inclusions may include monthly internet access, selected speed tier, router or managed router options, activation support, carrier coordination, and support as described in the approved quote or service order.

4. Charges

Charges may include monthly plan fees, setup, router, installation, speed changes, relocation, cancellation, excess usage where applicable, and third-party charges.

5. Important Limitations

Actual speeds can vary due to access technology, network congestion, Wi-Fi, customer LAN, router performance, distance, and upstream network factors. Some services may not be symmetrical.

6. Faults And Support

Fault restoration depends on nbn processes, access technology, appointment availability, site access, and whether the fault is within the nbn network, C9 GROUP managed equipment, or customer environment.

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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Document Status

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