

SERVICE TERMS AND CONDITIONS

Critical Information Summary C9 phone system

Key information summary for C9 GROUP hosted phone system services, users, calling features, and managed voice support.

Document	Critical Information Summary C9 phone system
Category	Critical Information Summary
Owner	C9 GROUP
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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	Hosted phone system and managed voice service.
Best suited for	Businesses needing managed calling, routing, and user features.
Dependencies	Requires suitable internet, LAN, power, and compatible devices.
Support	C9 GROUP provides support according to the selected plan.

1. Service Overview

C9 phone system is a managed business voice service that may include hosted calling, extensions, voicemail, call routing, user features, handsets, softphones, and support depending on the selected plan.

2. Minimum Requirements

Customers need suitable internet connectivity, local network readiness, power, compatible devices, and any required firewall or router configuration. Call quality can be affected by congestion, Wi-Fi quality, site cabling, and upstream network conditions.

3. Key Inclusions

Inclusions may include user setup, number routing, call groups, voicemail, support, call features, and selected hardware or software access as described in the approved quote or service order.

4. Charges

Charges may include monthly user or service fees, handset or device costs, call charges, number charges, setup fees, porting fees, changes, and any usage outside plan inclusions.

5. Important Limitations

Emergency calling, power failure operation, number porting timeframes, third-party internet access, and customer equipment can affect service operation. Customers should maintain suitable continuity arrangements for critical calling needs.

6. Cancellation And Changes

Plan changes, user changes, number porting, cancellation, or hardware return requirements may be subject to the relevant order, service schedule, and minimum term.

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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