C9GROUP

SERVICE TERMS AND CONDITIONS

Critical Information Summary Fibre Internet

Key information summary for business fibre internet services with managed connectivity and support options.

Document	Critical Information Summary Fibre Internet
Category	Critical Information Summary
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Quick Summary

Service type	Business fibre internet.
Best suited for	Businesses needing stable high-capacity connectivity.
Dependencies	Build, lead-in, carrier network, router, and site access may affect delivery.
Options	Backup, managed router, and security services may be added.

1. Service Overview

Fibre internet provides business connectivity using fibre access technology. Services may include dedicated access, business-grade support, managed router options, and selected bandwidth profiles depending on the order.

2. Availability And Delivery

Availability, installation timeframes, bandwidth, and service characteristics depend on address qualification, carrier infrastructure, building access, fibre lead-in, and any required construction.

3. Key Inclusions

Inclusions may include fibre access, router configuration, carrier coordination, monitoring where included, and support as described in the approved quote or service order.

4. Charges

Charges may include monthly access fees, installation, equipment, construction, managed router, bandwidth changes, relocation, cancellation, and early termination charges where applicable.

5. Important Limitations

Performance and restoration can be affected by carrier outages, fibre cuts, building works, power, customer LAN issues, router failure, or third-party configuration changes.

6. Resilience Options

Critical sites should consider backup links, diverse paths, 4G or 5G failover, SD-WAN, managed security, and documented business continuity arrangements.

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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