

SERVICE TERMS AND CONDITIONS

Critical Information Summary Fixed Wireless

Key information summary for business fixed wireless internet and managed wireless connectivity services.

Document	Critical Information Summary Fixed Wireless
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 fixed wireless connectivity.
Best suited for	Sites where wireless access is practical and available.
Dependencies	Signal, line of sight, equipment location, and carrier coverage matter.
Install	A site check or installation appointment may be required.

1. Service Overview

Fixed wireless internet provides business connectivity using wireless access technology between the customer site and a network access point or carrier service area.

2. Availability And Installation

Service availability depends on location, coverage, signal quality, line of sight, building conditions, equipment placement, and carrier qualification. Installation may require roof, wall, or internal equipment work.

3. Key Inclusions

Inclusions may include service activation, wireless access equipment, router configuration, monitoring where included, and support as described in the approved quote or service order.

4. Charges

Charges may include monthly access fees, installation, equipment, router, data inclusions, excess usage, relocation, cancellation, and any non-standard installation charges.

5. Important Limitations

Performance can be affected by weather, radio interference, building changes, vegetation, power, local network quality, congestion, and upstream carrier conditions.

6. Service Management

C9 GROUP may coordinate with suppliers, perform remote diagnostics, arrange field support where available, and advise on backup or redundancy options for critical sites.

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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