

SERVICE TERMS AND CONDITIONS

Critical Information Summary Mobile Plans

Key information summary for business mobile voice and data plans supplied through C9 GROUP.

Document	Critical Information Summary Mobile Plans
Category	Critical Information Summary
Owner	C9 GROUP
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Contact	1800 000 299 Sales@c9group.com.au

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 mobile voice and data.
Best suited for	Mobile users needing business account support.
Coverage	Depends on carrier network availability and device compatibility.
Usage	Plan inclusions, excess usage, roaming, and premium services may vary.

1. Service Overview

Business mobile plans provide mobile voice, SMS, and data services for eligible devices and users. Plans may include pooled or individual data, SIMs, mobile numbers, and account support depending on the selected offer.

2. Coverage And Devices

Coverage depends on carrier network availability, device compatibility, SIM type, location, building conditions, congestion, and any outage or maintenance activity.

3. Key Inclusions

Inclusions may include mobile access, standard national calls and SMS, data allowance, account management, and support as described in the approved quote or service order.

4. Charges

Charges may include monthly access fees, device repayments, SIM fees, excess data, international calls, roaming, premium services, plan changes, replacement SIMs, and cancellation charges.

5. Important Limitations

Mobile service may not be available everywhere and can be affected by terrain, buildings, device settings, network congestion, outages, or travel outside included coverage areas.

6. Account Management

Customers should manage users, lost devices, roaming requests, spend controls, and security settings promptly. C9 GROUP can assist with service changes through approved account contacts.

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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If you require a document that is not listed on the C9 GROUP terms page, or need assistance understanding these terms, please contact the C9 GROUP support team at 1800 000 299 or Sales@c9group.com.au.

Document Status

This document is provided for customer information and operational clarity. Where this document conflicts with a signed agreement, applicable law, carrier requirement, or approved C9 GROUP service schedule, that higher-order document applies to the extent of the inconsistency.

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