

## SERVICE TERMS AND CONDITIONS

# Critical Information Summary Small Business nbn

Key information summary for small business nbn internet services and connectivity support.

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|----------------|-------------------------------------------------|
| Document       | Critical Information Summary Small Business nbn |
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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    | Small business nbn internet.                                 |
| Best suited for | Small teams needing dependable business connectivity.        |
| Setup           | Address qualification and site readiness are required.       |
| Add-ons         | Router, backup, phone, and support options may be available. |

## 1. Service Overview

Small business nbn services provide internet connectivity for eligible business premises using nbn access technologies and C9 GROUP support options.

## **2. Availability And Setup**

Availability depends on address qualification, nbn technology, service class, site readiness, appointment availability, and any required internal cabling or equipment work.

## **3. Key Inclusions**

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

## **4. Charges**

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

## **5. Important Limitations**

Actual performance can be affected by nbn access technology, Wi-Fi, customer equipment, internal cabling, network congestion, router placement, and the number of connected devices.

## **6. Business Continuity**

Small businesses that rely heavily on cloud systems, EFTPOS, phones, or remote access should consider backup internet or 4G failover.

## **7. Support Contact**

For questions, support, or full plan details, contact C9 GROUP on 1800 000 299 or [Sales@c9group.com.au](mailto:Sales@c9group.com.au).

## **Support And Document Requests**

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](mailto:Sales@c9group.com.au).

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