

SERVICE TERMS AND CONDITIONS

Customer Service Guarantee Waiver

Customer information document for circumstances where a Customer Service Guarantee waiver may be requested for eligible telecommunications services.

Document	Customer Service Guarantee Waiver
Category	Service Agreement
Owner	C9 GROUP
Status	Review-ready sample
Effective date	24 March 2026
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

Scope	Applies only where a waiver is relevant to a service.
Customer choice	Customers should understand the effect before agreeing.
Service delivery	Allows business-grade service arrangements to be documented clearly.
Support	C9 GROUP can explain options before acceptance.

1. Purpose

This document explains the purpose of a Customer Service Guarantee waiver where it may be relevant to selected telecommunications services. It is intended to help customers understand the operational effect of agreeing to alternative service arrangements.

2. When A Waiver May Apply

A waiver may be requested where a customer chooses a business service package, custom support model, managed service arrangement, or other service structure that is different from default consumer-style timeframes or remedies.

3. What The Customer Should Consider

Before accepting a waiver, customers should consider service criticality, redundancy, support inclusions, target response times, business continuity requirements, and whether any service level commitments are documented in the relevant order or schedule.

4. No Waiver Without Understanding

C9 GROUP should give customers reasonable information about the service and any waiver before acceptance. Customers may ask questions before agreeing and should retain a copy of the accepted documentation.

5. Related Documents

This document should be read with the relevant order, service schedule, Critical Information Summary, complaints policy, and any support or SLA document that applies to the service.

6. Assistance

Customers can contact C9 GROUP on 1800 000 299 or Sales@c9group.com.au if they need help understanding this document or the effect of a proposed waiver.

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.

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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