

SERVICE TERMS AND CONDITIONS

Service Schedule SLA - Hardware

Service level overview for supplied, managed, leased, or supported hardware connected to C9 GROUP services.

Document	Service Schedule SLA - Hardware
Category	Service Schedule
Owner	C9 GROUP
Status	Review-ready sample
Effective date	24 March 2026
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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

Coverage	Routers, handsets, network devices, and related hardware.
Support model	Remote triage first, replacement or onsite support where included.
Customer care	Hardware must be kept safe, powered, and accessible.
Warranty	Manufacturer and supplier terms may apply.

1. Purpose

This schedule describes the support approach for hardware supplied, managed, leased, or supported by C9 GROUP as part of a telecommunications, managed IT, voice, internet, or workplace service.

2. Service Scope

Supported hardware may include routers, switches, access points, phones, headsets, adapters, backup devices, and related accessories where included in the customer order.

3. Support Approach

C9 GROUP will usually perform remote triage first, including configuration checks, restart guidance, network testing, and user validation. Replacement, repair, or onsite attendance depends on the relevant service inclusion and warranty position.

4. Customer Responsibilities

Customers should keep hardware secure, powered, ventilated, protected from damage, and available for support. Unauthorised changes, reset actions, or relocation may affect service operation.

5. Warranty And Replacement

Manufacturer warranty, supplier stock, freight, site access, and configuration requirements may affect replacement timing. Loan, advance replacement, or managed spare options may be available by agreement.

6. Exclusions

Support may exclude accidental damage, misuse, environmental damage, unsupported accessories, third-party hardware, power issues, cabling faults, or devices not supplied or approved by C9 GROUP.

7. Asset Return

Where hardware is leased, loaned, or supplied as part of a managed service, return requirements may apply at the end of the service term or when replacement equipment is issued.

Support And Document Requests

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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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