

SERVICE TERMS AND CONDITIONS

Service Schedule SLA - Internet

Service level overview for business internet, fibre, wireless, backup, and managed connectivity services.

Document	Service Schedule SLA - Internet
Category	Service Schedule
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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	Business internet and managed connectivity services.
Restoration	Fault handling depends on access type and carrier commitments.
Resilience	Backup and diverse links may improve continuity.
Customer readiness	Site access and power are essential for support.

1. Purpose

This schedule outlines how C9 GROUP supports business internet and managed connectivity services, including fibre, business nbn, wireless, backup, router, and related network access services.

2. Service Scope

The supported scope may include internet access coordination, router or managed network edge support, carrier fault lodgement, monitoring where included, and restoration coordination.

3. Fault Priority

Connectivity incidents are prioritised by service impact, site criticality, number of affected users, whether a backup path is available, and whether the issue is isolated to customer equipment or an upstream network.

4. Carrier Dependencies

Many internet services rely on carrier infrastructure, building lead-ins, exchange equipment, radio paths, fibre paths, or nbn network elements. Restoration targets may depend on the relevant carrier product and service class.

5. Customer Responsibilities

Customers should provide safe access, power, suitable cabling, approved router placement, contact availability, and timely information about changes at the site.

6. Planned Works

C9 GROUP or its suppliers may need to perform planned maintenance. Where practical, notice will be provided for works that may affect service availability.

7. Resilience Options

Customers with critical operations should consider backup internet, 4G or 5G failover, diverse carrier paths, SD-WAN, or other continuity arrangements.

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Document Status

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