

SERVICE TERMS AND CONDITIONS

Service Schedule SLA - Voice

Service level overview for C9 GROUP managed voice, phone system, SIP trunk, inbound, and related calling services.

Document	Service Schedule SLA - Voice
Category	Service Schedule
Owner	C9 GROUP
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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	Voice platforms, numbers, trunks, and call routing support.
Incident handling	Prioritisation based on impact and business severity.
Dependencies	Carrier, internet, power, LAN, and endpoint factors can affect outcomes.
Escalation	Support channels and escalation are documented for customers.

1. Purpose

This schedule describes the support approach for C9 GROUP voice services, including hosted phone systems, SIP trunks, inbound numbers, call routing, and managed voice features.

2. Service Scope

Supported items may include service configuration, number routing, handset or softphone registration, SIP connectivity, voice feature changes, and coordination with upstream carriers where required.

3. Incident Priority

Voice incidents are prioritised according to business impact, number of affected users, availability of workarounds, and whether emergency or primary calling capability is affected.

4. Customer Responsibilities

Customers should maintain power, internet, LAN, firewall rules, approved equipment, accurate user lists, and suitable contact details for support and escalation.

5. Exclusions And Dependencies

SLA outcomes may be affected by customer equipment, third-party networks, power outages, internet access, cabling, building access, upstream carrier faults, or unauthorised configuration changes.

6. Service Requests

Moves, adds, changes, call flow updates, voicemail changes, and feature requests are normally handled as service requests rather than incidents unless a fault is present.

7. Reporting And Escalation

C9 GROUP may provide ticket updates through its support process. Customers can escalate urgent matters through the published support channels or their account contact.

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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