



CRITICAL INFORMATION SUMMARY

C9 BUSINESS BASIC SIP Plan (No contract, 24 Months & 36 Months Term)

Service Description

C9 Business SIP is a voice telephony service that is supplied over your internet service. The internet service may be supplied by C9 Communications or by another service providers

The Monthly access charge is charged monthly in advance and in arrears for calls via Direct Debit. Non-Direct Debit fees of \$4.50 may apply.

Connectivity & Availability

To access the C9 Business SIP Service, you may need a dedicated fixed line broadband Internet connection, such as NBN, ADSL 2+ or SHDSL.

Each SIP service requires a minimum of 100kbps of uncongested upstream and downstream bandwidth for optimal quality.

Mandatory Components

To use C9 Business SIP service, you will need a highspeed Internet service (broadband), a SIP capable modem/router and a SIP-enabled PBX. Please contact us for further information.

We recommend that the service be accessed with hardware supplied or approved by us. Please contact us for further information.

Exclusions

C9 Business SIP plans do not support 19/1900 number calls, fax, dial up modem or other analogue data calls (e.g. EFTPOS, HICAPS), back to base alarms and other monitoring systems using phone lines, and similar features.

This service may not be appropriate if you require an uninterrupted phone service with access to 000 emergency services. The service will not function in the event of a power failure. Priority Assistance is not available on this service

International Calling

For security reasons, all outbound international calls are turned off. This facility may be activated on customer's request.

Minimum Term & Early Termination Fees

The C9 Business SIP BASIC plan supplied to the customer can be terminated by giving a 30 days' notice. On 24-month and 36-month contract term EFT (Early Termination fees) is calculated as 100% of the monthly cost x no. of channels x no. of months remaining on the agreement. See Minimum Total Cost applicable to each term in the Information & Pricing section.

Information about Pricing

TERM	NO CONTRACT	24 MONTHS	36 MONTHS
Plan	Basic	Basic	Basic
Setup Charge	\$500.00	\$300.00	\$300.00
Monthly Access Charge (per channel)	\$25.00	\$15.00	\$10.00
Local Calls	10c per call	10c per call	10c per call
National Calls	10c per call	10c per call	10c per call
Calls to Mobiles	14c per min.	14c per min.	14c per min.
1300 Number Calls	35c per call	35c per call	35c per call
International Calls	Please refer to International Calling rate card		
Minimum Total Cost	\$325.00	\$660.00	\$660.00
Early Termination Charge	monthly access charge x no. of channels x no. of months remaining		

Customer Service, Support & Billing Enquiries

Customer Service Email:
customerservice@c9communications.com.au
Phone: 1300 230 460 (Option 3)

Technical Support Email:
support@c9communications.com.au
Phone: 1300 230 460 (Option 2)

Complaints Handling

If you have a dispute with C9 Communications and wish to make a complaint, please contact our complaint resolutions team,
Email: complaints@c9communications.com.au

Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling 1800 062 058 or by visiting the TIO website.