

SERVICE TERMS AND CONDITIONS

Critical Information Summary

C9 Voice Agent

Key information for C9 GROUP managed AI Voice Agent plans.

Document	Details
Category	Critical Information Summary
Owner	Cloud Nine Communications Pty Ltd trading as C9 GROUP
Applies to	Starter Plan and Standard Plan
Version	1.0 - 9 September 2026
Contact	1800 000 299 Sales@c9group.com.au

READ THIS FIRST

This summary highlights key commercial and service information. It does not replace the Subscription Plan, Terms of Use or Service Schedule SLA - Voice AI. Those documents contain the full contractual terms and prevail to the extent stated in the Agreement.

Service description

C9 Voice Agent is a managed AI-powered voice automation service configured for approved customer engagement workflows. Depending on the agreed scope, it may support outbound outreach automation, inbound missed-call handling, voicemail detection, email notifications, telephony infrastructure, call recordings and dashboard access.

Each enrolled agent or user receives one Voice Agent unless otherwise agreed in writing. Exact call flows, scripts, integrations and operational settings are confirmed during implementation and testing.

Plans and monthly pricing

Plan	Monthly charge	Bundled airtime	Suitable for
Starter Plan	AUD 300 per agent per month	500 minutes per month	Lower-volume Voice Agent usage
Standard Plan	AUD 500 per agent per month	1,000 minutes per month	Higher-volume Voice Agent usage

Monthly managed plans are billed in advance per enrolled agent. Bundled minutes are measured monthly. Minutes used above the monthly allowance are billed in arrears at the overage rate below.

Other charges

Charge	Amount	How it applies
Implementation fee	AUD 1,100 including GST	One-off fee covering discovery, design, implementation, testing, go-live support and up to three revision rounds within the agreed scope.
Call overage	AUD 0.50 per minute	Applies to usage above the bundled monthly minutes. Billed monthly in arrears.
Optional SMS	AUD 0.10 per SMS	Applies where SMS is ordered, unless otherwise agreed in writing.
Additional work	Separately quoted	Applies to extra revisions, scope changes, custom development, training, integration assistance or work outside managed-plan inclusions.

GST TREATMENT

The implementation fee is stated as including GST. Unless expressly stated otherwise, other amounts are exclusive of GST and applicable taxes.

What is included

- Bundled monthly airtime according to the selected plan.
- One dedicated telephone number per enrolled agent.
- Call recordings and voicemail detection.
- Configured email notifications.
- Dashboard access for visibility and reporting.
- Complementary inbound Voice Agent capability.
- Managed service support, monitoring, updates and issue resolution.
- UAT support and go-live support within the agreed implementation scope.

Self-service dashboard control features will be enabled when released and ready for customer use.

Service requirements and customer responsibilities

To implement and operate the Voice Agent, the customer must provide complete and accurate information, reasonable assistance, approved scripts and prompts, access to relevant systems, test scenarios and timely approvals.

The customer is responsible for:

- its operating environment, connectivity, devices and connected systems;
- the accuracy and lawful use of customer lists, scripts, prompts, recordings and instructions;
- obtaining required consents, notices, permissions and lawful authority;
- maintaining opt-outs, suppression lists and Do Not Call Register screening where applicable;
- reviewing and approving the Voice Agent workflow before production use;
- maintaining suitable human oversight and an alternative method for critical communications where appropriate.

Important AI service characteristics

AI-generated voice interactions are probabilistic. Wording, interpretation and outcomes may vary. C9 GROUP does not guarantee that every call will connect, be answered, be correctly classified, achieve a commercial outcome or be free from transcription, voicemail-detection, carrier, model or integration error.

Material changes to prompts, knowledge, workflows, integrations or customer data may require additional testing and may affect performance. C9 GROUP may require user acceptance testing before a material change is deployed.

Support and service levels

Production incidents must be reported through the support channel nominated by C9 GROUP and should include affected Voice Agents, examples, timestamps, call identifiers, expected versus actual behaviour and actual business impact.

Severity	Indicative impact	Response target	Target restoration
Critical	More than 50% of calls affected, or core service unavailable	30 minutes	4 hours
High	More than 10% of calls affected; severe impact without total outage	1 hour	8 hours
Medium	5% to 10% of calls affected, or degraded performance	4 business hours	2 Business Days
Low	Less than 5% of calls affected; minor or isolated issue	1 Business Day	5 Business Days

Service levels apply during Business Hours, defined as 9:00 am to 5:00 pm Melbourne time on Business Days. Critical and High incidents may be triaged outside Business Hours only where the relevant managed plan expressly includes after-hours support.

Targets are not guarantees. Target restoration may mean restoration, a reasonable workaround or resolution, depending on technical feasibility. Time awaiting customer information, access, approvals or testing is excluded.

Service-level exclusions

- planned or emergency maintenance;
- beta, preview, trial or unreleased features;
- customer-caused incidents, misuse, unsupported changes or inaccurate instructions or data;
- the customer operating environment, internet or power failure;
- telecommunications carriers and other third-party services, APIs, gateways, hosting platforms or model providers;
- force majeure or a suspension permitted under the Agreement;
- feature requests, changes, enhancements or work outside the agreed scope.

No automatic service credit, rebate or fee reduction applies unless expressly stated in the Subscription Plan or another written commercial schedule agreed by the parties.

Privacy, calling and recording obligations

The customer is responsible for ensuring each campaign, call list, script, prompt, recording notice, calling window and communication it initiates or approves complies with applicable law. This includes privacy, spam, direct marketing, telemarketing, telecommunications, surveillance, call-recording, consumer protection and data protection requirements.

The customer must maintain evidence of consent and lawful authority, and must promptly honour withdrawals of consent, opt-outs and requests not to be called. C9 GROUP may suspend or refuse a workflow or instruction that it reasonably believes is unlawful, misleading, deceptive, unsafe, abusive, discriminatory, infringing or likely to expose either party to regulatory action.

Data and security

The customer owns its User Data. C9 GROUP may access, host, process, transmit, store, back up and use User Data as necessary to provide, maintain, support and improve the Service, diagnose issues and perform the Agreement.

C9 GROUP will not use identifiable client data for foundation-model training without prior written consent. De-identified and aggregated data may be used for diagnostics, support, service improvement and analytics.

No system is completely secure. Full security, retention, privacy and data-processing terms are contained in the Agreement.

Subscription, renewal and cancellation

Item	Key information
Subscription period	Month-to-month.
Renewal	Automatically renews for a further Subscription Period unless terminated in accordance with the Agreement.
Cancellation	Either party may give written notice, effective at the end of the current Subscription Period.
Immediate termination	Available in circumstances stated in the Agreement, including insolvency or an unremedied material breach.
Non-payment	C9 GROUP may suspend access where an amount remains unpaid or where the Agreement permits suspension.
Refunds	To the maximum extent permitted by law, fees paid are non-refundable unless expressly stated otherwise.

Service limitations and liability

The Service is provided subject to the full warranties, exclusions, liability cap, consequential-loss exclusion, indemnities and non-excludable rights in the Agreement. C9 GROUP does not warrant uninterrupted or error-free operation, continuous availability, complete security, achievement of a particular commercial result or correction of every defect.

Third-party carriers, networks, APIs, gateways, model providers, hosting platforms and customer systems may affect availability or performance. The full Agreement explains how responsibility and risk are allocated.

Customer service, support and complaints

Purpose	Contact
Sales and plan enquiries	Sales@c9group.com.au 1800 000 299
Technical support	Use the support channel nominated by C9 GROUP

Purpose	Contact
Account escalation	Contact the designated account manager
Complaints	Use C9 GROUP's published complaints-handling process

Related documents

- Applicable Subscription Plan or order form.
- Cloud Nine Communications Pty Ltd Terms of Use.
- Service Schedule SLA - Voice AI.
- Privacy Policy and other policies expressly incorporated into the Agreement.

IMPORTANT

This Critical Information Summary is a concise guide only. Customers should read the full Agreement before ordering or using the Service. Rights that cannot lawfully be excluded, including applicable rights under the Australian Consumer Law, are not excluded by this summary.

Document control

Version	Date	Description	Owner
1.0	9 September 2026	Initial Critical Information Summary for C9 Voice Agent plans	C9 GROUP

Drafting note: Prepared from the C9 GROUP standard Voice Agent commercial terms and the existing C9 Phone System Critical Information Summary structure. Obtain qualified Australian legal review before publication or use as a standard-form customer document.