

SERVICE TERMS AND CONDITIONS

Service Schedule SLA

Voice AI

Service scope, support, incident management and service levels for managed AI Voice Agent services.

Document	Details
Category	Service Schedule
Owner	Cloud Nine Communications Pty Ltd trading as C9 GROUP
Applies to	Production AI Voice Agent services
Version	1.0 - 9 September 2026
Contact	1800 000 299 Sales@c9group.com.au

IMPORTANT

This Service Schedule forms part of the applicable Subscription Plan and Terms of Use. It defines operational service levels only and does not replace the commercial, privacy, compliance, intellectual property, indemnity or liability provisions in the Agreement.

1. Purpose and contractual status

1.1 This Service Schedule describes the supply, support and service levels applicable to production AI Voice Agent services provided by Cloud Nine Communications Pty Ltd trading as C9 GROUP (C9 GROUP, we, us or our).

1.2 This Service Schedule forms part of the Agreement comprising the applicable Subscription Plan, the C9 GROUP Terms of Use and any document expressly incorporated by reference.

1.3 If there is an inconsistency, the order of precedence is: (a) the Subscription Plan; (b) this Service Schedule; and (c) the Terms of Use, unless the parties expressly agree otherwise in writing.

1.4 Capitalised terms not defined in this Service Schedule have the meaning given in the Agreement.

2. Definitions

Term	Meaning
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Term	Meaning
Business Day	A day on which banks are open for business in Victoria, excluding Saturdays, Sundays and public holidays.
Business Hours	9:00 am to 5:00 pm Melbourne time on a Business Day.
Incident	An unplanned interruption to, or material degradation of, a production Voice Agent.
Response Time	Target time to acknowledge an Incident and commence triage.
Target Restoration	Target time to restore service, provide a reasonable workaround, or resolve the Incident, depending on technical feasibility.
Voice Agent	An AI-powered voice automation instance configured and deployed by C9 GROUP, including approved inbound or outbound call handling and associated workflows.

3. Service scope

3.1 Subject to the Subscription Plan, the Service may include:

- provisioning and management of AI Voice Agents;
- outbound outreach automation and inbound call handling;
- voicemail detection and configured email notifications;
- telephony infrastructure, a dedicated telephone number and call recordings where included;
- dashboard access for visibility and reporting;
- monitoring, platform updates, issue resolution, UAT support and go-live support.

3.2 Exact functions, call flows, integrations, bundled usage, channels and commercial inclusions are those stated in the Subscription Plan or agreed scope.

3.3 Self-service control features are available only when released by C9 GROUP and enabled for the Subscription Holder.

4. Service boundaries and dependencies

4.1 The Service depends on Third Party Services, which may include telecommunications carriers, networks, APIs, gateways, model providers, hosting platforms, email or messaging systems and customer systems.

4.2 The Subscription Holder is responsible for its Operating Environment, connectivity, devices, access, data quality, instructions, configuration approvals, lawful authority, notices and consents.

4.3 Unless expressly included, the following are outside the managed service scope and may be separately quoted: custom development, new integrations, material workflow redesign, training, campaign creation, additional revision rounds, data remediation and customer-side system changes.

5. Support and fault reporting

5.1 Production Incidents must be reported through the support channel nominated by C9 GROUP. Only authorised customer contacts should lodge or escalate Incidents.

5.2 Each Incident report must include sufficient information to reproduce and investigate the issue, including where available:

- affected Voice Agent, users and business workflow;
- examples, timestamps, call identifiers and expected versus actual behaviour;
- approximate proportion of calls affected and actual business impact;
- screenshots, recordings, logs or error messages that may assist;
- recent customer-side changes and a contact available for testing.

5.3 Time awaiting customer information, access, approvals, testing or other dependencies is excluded from Response Time and Target Restoration calculations.

5.4 C9 GROUP will manage reported Incidents through triage, investigation, reasonable remediation and closure. A workaround may be used to restore material functionality while permanent remediation continues.

6. Severity classification

6.1 C9 GROUP determines severity acting reasonably, having regard to the proportion of calls impacted, reproducibility, workaround availability and actual business impact.

Severity	Description	Indicative calls impacted	Business impact
Critical	Total or near-total production outage; core call handling unavailable	More than 50%, or core service unavailable	Critical
High	Significant issue affecting many calls without total outage	More than 10%	Severe
Medium	Subset of calls affected or degraded performance	5% to 10%	Moderate
Low	Minor or isolated issue with limited impact	Less than 5%	Low

6.2 A request for a new feature, configuration change, content change, enhancement, advice or training is a service request and not an Incident.

7. Service level targets

7.1 Service levels apply to production Incidents reported in accordance with section 5.

7.2 Targets are measured during Business Hours. Critical and High Incidents may be triaged outside Business Hours only where the applicable managed plan expressly includes after-hours support.

Severity	Response Time	Target Restoration	Communication target
Critical	30 minutes	4 hours	Immediate triage; workaround where feasible; updates every 2 hours
High	1 hour	8 hours	Root-cause investigation; workaround where feasible; updates every 4 hours
Medium	4 business hours	2 Business Days	Scheduled remediation in Business Hours; monitor recurrence
Low	1 Business Day	5 Business Days	Log for maintenance or a future release where appropriate

7.3 Response Time and Target Restoration are targets, not guarantees. Failure to meet a target is not a material breach where C9 GROUP has used reasonable efforts, kept the Subscription Holder informed and continued remediation.

7.4 Restoration may mean full restoration, a reasonable workaround, or resolution, depending on technical feasibility.

8. Communications and escalation

Stage	What C9 GROUP will provide
Acknowledgement	Confirmation that the Incident has been received and logged.
Initial response	Initial triage status, severity and available information about next steps.
Progress updates	Updates at the target cadence for Critical and High Incidents, or on a significant event for Medium and Low Incidents.
Restoration advice	Notification when service is restored or a workaround is available.

Stage	What C9 GROUP will provide
Closure	Closure summary where appropriate, including any follow-up action.

8.1 The Subscription Holder may escalate an unresolved Incident through its designated account manager. Escalation may increase internal priority but does not change a contractual target or create a guaranteed outcome.

8.2 For a significant Incident, C9 GROUP may provide a post-incident summary on reasonable request. Vendor analysis and work outside ordinary Support Services may be subject to availability and additional charges.

9. Planned maintenance and changes

9.1 C9 GROUP may implement updates, modifications, changes or enhancements to maintain security, reliability, legal compliance, performance or functionality.

9.2 C9 GROUP will endeavour to give reasonable notice of scheduled maintenance likely to materially affect availability or negatively impact use.

9.3 Emergency maintenance may be performed without advance notice where reasonably necessary to protect the Service, customers, data or connected systems.

9.4 Customer-requested adds, moves, changes, workflow amendments and scope changes are not Incidents and may be separately scoped and charged.

10. Exclusions

10.1 Service level targets do not apply to an Incident or delay caused by or relating to:

- planned or emergency maintenance;
- beta, preview, trial or unreleased features;
- the Subscription Holder, its personnel, data, instructions, systems or Operating Environment;
- misuse, unlawful use, unauthorised changes, unsupported configurations or failure to follow reasonable instructions;
- Third Party Services, carrier or internet outages, email or messaging delivery failures, model or API provider incidents, power failure or force majeure;
- suspension permitted under the Agreement;
- time awaiting customer information, access, approval, testing, records or other dependencies;
- a service request, enhancement, custom development or work outside the agreed scope.

11. Service credits and remedies

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

11.2 Where a service credit is expressly included, its eligibility, calculation, claim period, exclusions and cap are governed by that commercial schedule.

11.3 To the maximum extent permitted by law, any expressly agreed service credit is the sole financial remedy for the specific service level failure to which it relates, without limiting rights that cannot lawfully be excluded.

12. Customer responsibilities

12.1 The Subscription Holder must:

- maintain authorised contacts and current escalation details;
- promptly report Incidents and take reasonable steps to confirm the issue is not caused by its own environment;
- provide accurate information, examples, access, approvals and timely test results;
- maintain suitable connectivity, systems, security and business continuity arrangements;
- maintain an alternative method for critical communications where appropriate;
- use the Service in accordance with the Agreement and applicable law.

13. Privacy, call recording and regulatory compliance

13.1 Each party must comply with applicable Privacy Laws in connection with this Service Schedule.

13.2 The Subscription Holder is responsible for ensuring that each campaign, call list, script, prompt, recording notice, calling window and communication initiated or approved by it complies with applicable privacy, spam, direct marketing, telemarketing, telecommunications, surveillance, call-recording, consumer protection, employment and data protection laws.

13.3 The Subscription Holder must maintain evidence of consent, lawful authority, suppression lists, opt-outs, Do Not Call Register screening and other compliance records relevant to its use of the Service.

13.4 C9 GROUP may suspend or refuse a campaign, workflow, content or instruction that it reasonably believes is unlawful, misleading, deceptive, unsafe, abusive, discriminatory, infringing or likely to expose either party to regulatory action.

13.5 Privacy, security, confidentiality, User Data and regulatory incident obligations are governed by the Agreement. An operational Incident under this Schedule does not replace any separate notification required under the Agreement or applicable law.

14. AI-specific operating conditions

14.1 AI-generated voice interactions are probabilistic and may vary in wording, interpretation or outcome. The Subscription Holder must review and approve material scripts, prompts, workflows, integrations, escalation paths and compliance settings before production use.

14.2 C9 GROUP does not warrant that every call will connect, be answered, be correctly classified, achieve a commercial result, or be free from transcription, model, carrier, voicemail-detection or integration error.

14.3 Material changes to prompts, knowledge, workflows, integrations or customer data may require testing and may affect performance. C9 GROUP may require UAT before deployment.

14.4 The Subscription Holder remains responsible for human oversight and for deciding whether a use case is appropriate for automated calling or handling.

15. Security and data

15.1 C9 GROUP will use reasonable efforts to store User Data securely and maintain reasonable technical and organisational measures appropriate to the nature of the Service.

15.2 No system is completely secure. Security, storage, retention, processing and permitted analytics are governed by the Agreement.

15.3 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 as permitted by the Agreement.

16. Liability and relationship to the Agreement

16.1 This Service Schedule does not expand C9 GROUP liability beyond the Agreement.

16.2 Limitations, exclusions, liability caps, indemnities, consequential loss exclusions, mitigation obligations and non-excludable rights are governed by the Agreement.

16.3 C9 GROUP is not responsible under this Service Schedule for failure, delay, degradation or interruption attributable to Third Party Services, telecommunications carriers, internet or power failure, the Subscription Holder's Operating Environment, unauthorised changes, inaccurate or incomplete instructions or data, misuse, or events outside C9 GROUP's reasonable control, subject always to rights that cannot lawfully be excluded.

17. Review and variation

17.1 C9 GROUP may review this Service Schedule as the Service evolves. Amendments are made in accordance with the variation provisions of the Agreement.

17.2 A plan-specific or customer-specific variation must be recorded in the Subscription Plan or another written document agreed by the parties.

Schedule A - Service particulars

Item	Service-specific detail
Subscription Holder	As stated in the Subscription Plan
Voice Agent service	As stated in the Subscription Plan and approved scope
Support channel	Channel nominated by C9 GROUP
Business Hours	9:00 am to 5:00 pm Melbourne time on Business Days
After-hours support	Only if expressly included in the managed plan
Service credits	None unless expressly included in the Subscription Plan
Account escalation	Designated account manager
Governing terms	Subscription Plan, this Service Schedule and C9 GROUP Terms of Use

Document control

Version	Date	Description	Owner
1.0	9 September 2026	Initial standalone Service Schedule for Voice AI services	C9 GROUP

Legal review note: This is a commercial drafting document prepared from the existing Voice Agent Subscription Agreement and legacy Voice SLA structure. It should be reviewed by qualified Australian legal counsel before publication or use as a standard customer contract.