



next.<sup>™</sup>  
telecom

Call 1300 00 NEXT

a fresh approach to telecommunications

# CRITICAL INFORMATION SUMMARY

## INFORMATION ABOUT THE SERVICE:

### **Fixed Voice:**

Next Business plans are offered as an Office Phone service for standard phone lines. You can transfer your existing PSTN or ISDN phone service or activate a new service with Next Telecom. Next Telecom uses the Telstra, Optus and AAPT voice networks.

Next Advantage plans are a hosted VoIP solution for business office phone services. You are able to transfer your existing PSTN or ISDN phone numbers to this solution or we can activate new services.

Next MultiLine is an alternative to traditional ISDN 10/20/30 services and provides primary rate ISDN voice services, with each connection supporting between 10 and 30 lines. MultiLine connects your business directly to our wholesale carrier-grade national voice network.

Next Inbound plans are offered as an inbound 13/1300 or 1800 service for business customers wanting to have one phone number available anywhere within Australia. This service can be state or post code routed.

Next Conferencing plans are offered with Arkadin™ Anytime audio conferencing. You can organise your conference calls any time of the day without making a reservation.

### **Mobile Services:**

Next Optus mobile plans are offered over the Optus 3G Mobile Digital Network. You can transfer your existing mobile number or activate a new number with Next Telecom. For Mobile network coverage information visit [www.optus.com.au/mobile-coverage](http://www.optus.com.au/mobile-coverage)

Next Telstra mobile plans are offered over the Telstra 3G Mobile Digital Network. You can transfer your existing mobile number or activate a new number with Next Telecom. For Mobile network coverage information visit [www.telstra.com.au/mobile-coverage](http://www.telstra.com.au/mobile-coverage)

### **Data Services:**

Next ADSL plans are an internet service offered by our wholesale partner using wholesale services supplied to us by Telstra.

You can transfer your existing broadband service or activate a new service with Next Telecom on your existing PSTN service.



a fresh approach to telecommunications

[www.nexttelecom.com.au](http://www.nexttelecom.com.au)

Next Telecom Pty Ltd ABN 77 074 728 724

Level 1, 69 Christie Street

St Leonards NSW 2065



Call 1300 00 NEXT

a fresh approach to telecommunications

Next Ethernet Over Copper plans are a non contended high bandwidth business grade internet or VPN service offered on the Powertel network or if that network is not available, using wholesale services supplied to us by Telstra.

**Minimum Contract Terms:**

Next Business plans 36 Months  
Next Advantage plans 36 Months  
Next Inbound plans 24 Months  
Next Conferencing plans 24 Months  
Next Optus mobile plans 24 Months  
Next Telstra mobile plans 24 Months  
Next ADSL plans 24 Months  
Next Ethernet over Copper 36 Months

**INFORMATION ABOUT PRICING:**

**Next Business plans**

**Next Advantage plans**

Service and Equipment is charged per month.  
Local calls and inbound numbers are a flat rate per call.  
All other calls are charged in per second increments.

**Next Inbound plans**

Service and Equipment is charged per month.  
All calls are charged in per second increments.

**Next Conferencing plans 24 Months**

All calls are charged in per second increments.

**Next Optus mobile plans 24 Months**

**Next Telstra mobile plans 24 Months**

A plan fee is charged per month.  
Included calls are credited against monthly usage.  
All calls are charged in per second increments.  
Excess usage is charged per second.

**Next ADSL plans 24 Months**

**Next Ethernet over Copper 36 Months**

A plan fee is charged per month.  
Included data usage is credited against monthly usage.  
Excess usage is charged per MB.



a fresh approach to telecommunications

[www.nexttelecom.com.au](http://www.nexttelecom.com.au)

Next Telecom Pty Ltd ABN 77 074 728 724

Level 1, 69 Christie Street

St Leonards NSW 2065



Call 1300 00 NEXT

a fresh approach to telecommunications

#### **EARLY TERMINATION CHARGES:**

If you cancel the service within the contact term, Early Termination Fees will apply. These fees are calculated by the Service and Equipment / Monthly Access Fee / Plan Fee multiplied by the number of months remaining on your contract term.

#### **OTHER INFORMATION:**

##### **Full Terms:**

Information and pricing is correct at time of printing. All pricing is exclusive of GST. This information is a summary only. Visit <http://nexttelecom.com.au/terms> and conditions for details of the terms and conditions with which we provide our products and services.

##### **Usage Information:**

For information about your current usage levels please contact Customer Service by calling 1300 00 6398.

##### **Email Billing:**

Next Telecom is committed to reducing our environmental footprint and our standard method for bill delivery is email.

##### **Connection Charges & Connection Lead Times:**

A charge may apply to connect your phone service if there is not already one present and/or depending upon the type of connection required. The timeframe required to connect your phone service will depend on the type of connection required. For details, please contact Customer Service by calling 1300 00 6398.

##### **Contact Us:**

We are dedicated to excellence in servicing our business customers. If you have any questions regarding your service, call our Customer Service team on 1300 00 6398 8.30am – 5.00pm AEST Monday to Friday.

If for some reason you are not satisfied with the service received, please inform us of your issue. If we are unable to resolve your issue to your satisfaction, you can seek assistance from the Telecommunications Industry Ombudsman (TIO). The TIO will only investigate complaints if you have already attempted to resolve your issue with Next Telecom and is an option of last resort. You can contact the TIO by visiting [www.tio.com.au](http://www.tio.com.au) or by calling 1800 062 058.



a fresh approach to telecommunications

[www.nexttelecom.com.au](http://www.nexttelecom.com.au)

Next Telecom Pty Ltd ABN 77 074 728 724

Level 1, 69 Christie Street

St Leonards NSW 2065