

## Critical Information Summary

### Information about the service

#### Service description

The Next Telecom Cloud Business Phone PAYG plan is a business digital telephone plan with handset included. You will require an internet connection in order to use this service. This can be supplied by Next Telecom separately if required.

#### Hardware

There is no included hardware with the Plan. You can choose to purchase handsets outright or arrange to finance the handsets you need.

#### Key details

Your Cloud Business Phone plan allows you to make and receive phone calls. Calls and optional value added services and any other equipment fees are charged in addition to your Monthly Access Fee.

This service may not be suitable 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.

#### Standard installation requirements

An Internet service with a minimum of 100kbps/100kbps per concurrent call is required for a Next Telecom Cloud Business Phone plan to work.

You are required to install the handset(s) supplied as part of your Next Telecom Cloud Business Phone plan unless you have arranged for and paid for our onsite field engineering service. This includes any associated cabling, configuration or your network and any routers and/or switches within your network to allow the Cloud Business Phone handsets to work. Installation options can be arranged at an additional charge. For more information please speak to our customer service team on [1300 00 NEXT](tel:130000NEXT) (1300 00 6398).

### Information about pricing

Plan	Monthly Cost	Minimum Cost* (24 mths)
<b>PAYG</b>	\$15	\$360

\* Ex GST per user

#### Early Termination Fees

Early Termination Fees (ETFs) apply if the service is cancelled, disconnected or ported to another carrier within the contract terms. Unless otherwise specified, Early Termination Fees are as follows:

- Mobile & Mobile Broadband ETF is \$50 per service at any stage within the first 12 months + any outstanding hardware charges.
- Teams Calling, Hosted PBX, SIP, Voice and Video Conferencing, 13/1300/1800/0800, Business NBN, NBN TC2, Enterprise Ethernet, Business Fibre, Business Internet, SD-WAN, Managed Services, Bundled Services, Cloud Licencing ETF is the monthly access fee/s x months remaining in your agreement.
- Hardware and rental. The ETF is the monthly access fee/s x months remaining in your agreement. Hardware cannot be returned in lieu of ETF payments unless otherwise agreed to by Next Telecom.

For full terms & conditions see the the [Next Telecom Terms & Conditions](#)

#### Call rates - PAYG

Standard Call Type	Call Rate*
<b>Local calls</b>	10c per call
<b>National calls</b>	10c per call
<b>Calls to mobile</b>	15c per min
<b>Calls to 13/1300</b>	33c per call

\* Ex GST

This service has a fair use policy and is not for Call Centres, Telemarketing or other high use purposes. All rates are ex GST unless otherwise specified.

#### Calls to international numbers

Calls to Next Telecom top 25 international destinations are charged from 2c per minute in 60 second blocks.

For international call rates to other locations please see our website.

### Other information

#### Directory listing

If you don't want your name, address or phone number printed in the White Pages® or any other directory product, you can opt for no directory listing.

#### Billing

We will bill you in advance for the minimum monthly charge and features. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle. It is free to receive your monthly bill via email. A print bill charge of \$2.00 applies to printed bills.

## **We are here to help**

If you have any questions, just call us on **1300 00 NEXT** (1300 00 6398) so we can serve you better. Or you can visit us at [www.nexttelecom.com.au](http://www.nexttelecom.com.au) for additional information, including to access information about your usage of the service.

## **Complaints**

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at [www.nexttelecom.com.au/policies](http://www.nexttelecom.com.au/policies) and clicking on 'Customer Complaints Handling Policy'.

You can also contact the Telecommunications Industry Ombudsman on **1800 062 058** or submit an enquiry at <http://www.tio.com.au/>

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