

Critical Information Summary

Information about the service

Service description

This mobile phone service is a "SIM-Only" service for use with an existing mobile phone handset. This service is provided with no lock in contract and has a 1-month minimum term.

Hardware requirement

You will require an unlocked mobile phone to use this service. Our service is SIM only and does not include a mobile phone.

Key details

What's Included?

- All calls to mobile phones and standard fixed phones within Australia
- All SMS & MMS within Australia
- Voicemails
- Calls to 13,1300 and 1800 numbers
- An amount of mobile data in line with the plan inclusion – please see below.
- Unlimited International calls to select countries on some plans.
- E-Sim available upon request

What's not included?

- Call forwarding, international calls, international SMS/MMS, MMS video and international roaming.

Information about pricing

Monthly charge, minimum charge and unit pricing

Plan Per Month Ex GST	Data	International Calls
\$30 (4G)	15GB	PAYG
\$35 (5G)	29GB	Unlimited
\$50 (5G)	40GB	Unlimited
\$60 (5G)	65GB	Unlimited
\$65 (5G)	100GB	Unlimited
\$75 (5G)	120GB	Unlimited
\$90 (5G)	180GB	Unlimited

The minimum charge for this service is equivalent to 1-month charge. Excess data top ups will automatically add to a service at a cost of \$10 for a 2Gb Top Up. A maximum of 5 x 2GB data top ups can be added to a service in a calendar month.

As default all calls to international destinations are charged in addition to charges outlined here. For details of call costs to specific international destinations please see the mobile section of our website for full international call charge

information: <https://www.nexttelecom.com.au/5g-mobile-phone-plans>

International Calling from Australia

Included minutes to selected countries Plan – Minute (**5G plans only – not available on 4G plans – PAYG only**) M, L, XL, XXL Plans include (Unlimited Minutes) of calls to the following destinations per month; China Landline & Mobile, France Landline & Mobile, Germany Landline & Mobile, Greece Landline & Mobile, Hong Kong, Hong Kong Landline & Mobile, India Landline & Mobile, Ireland Landline & Mobile, Malaysia Landline & Mobile, New Zealand Landline & Mobile, Singapore Landline & Mobile, South Korea Landline & Mobile, Thailand Landline & Mobile, United Kingdom Landline & Mobile USA Landline & Mobile, Vietnam Landline & Mobile

Other Information

Usage information

You can monitor your usage at www.nexttelecom.com.au > [My Account](#) or by calling us on **1300 00 NEXT** (1300 00 6398). You can check your remaining data balance at any time by calling ***159#** from your mobile handset. There is no charge to check your remaining data balance.

International roaming & roaming travel packs

Using your phone overseas can be significantly more expensive than using it at home. Charges you incur abroad are not included in your monthly value and may not appear on your bill in the same billing period you incurred them. It is possible to add an international travel pack to your mobile service for use overseas.

Roaming Bolt On travel pack Roaming Packs are available upon request with varying Data and call inclusions.

The roaming travel packs are only available for use in the following countries: Austria, Belgium, Brazil, Bulgaria, Cambodia, Canada, Chile, China, Colombia, Croatia, Czech Republic, Denmark, Egypt, Estonia, Fiji, Finland, France, Germany, Greece, Hongkong, Hungary, India, Indonesia, Ireland, Israel, Italy, Japan, Kenya, South Korea, Latvia, UK Channel Island (Guernsey), Lithuania, Luxembourg, Macao, Macedonia, Malaysia, Mexico, Netherlands, New Zealand, Nigeria, Norway, Papua New Guinea, Philippines, Poland, Portugal, Qatar, Romania, Russia, Samoa, Saudi Arabia, Singapore, Slovak Republic, Slovenia, South Africa, Spain, Sri Lanka, Sweden, Switzerland, Taiwan, Thailand, Tonga, Turkey, UAE, UK, USA, Vanuatu, Vietnam, Isle of Man

Coverage

Next Telecom acts as a reseller and uses parts of the 4G and 5G mobile network and capabilities of Telstra Wholesale mobile network. See coverage maps in the mobile section of our website for full information:

<https://www.nexttelecom.com.au/5g-mobile-phone-plans>

Service details

This mobile plan uses parts of the Telstra Wholesales 4G and 5G mobile network. Next Telecom is responsible for the service to you (the Consumer) and is not affiliated or related to Telstra or any other reseller or third party.

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 \$3.50 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 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 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/>

Data Banking

Data banking is available on any new plan from September 2025 Existing services can elect to swap onto an eligible Data Banking plan.

Data Banking allows any unused data on an individual service will be banked into following months up to a maximum of 1000Gb. Unused data will accrue for any number of months up until the 1000Gb limit is reached. Any unused data over 1000Gb will be forfeited.

Banked Data cannot be transferred between other services. It is limited to a single service.

If a client changes their plan to a plan that is not eligible for data banking (eg a Fleet Plan) their data bank will be forfeited.

If a service is suspended it will retain its banked data but will not accumulate additional data.

If a service ports away or is terminated all bank data will be forfeited.

Users can check their data bank balance by dialling *159# on their phone.

Spend Management

A spend management tool is available to all Next Telecom customers free of charge via the member portal at: www.nexttelecom.com.au > [My Account](#)

This is a summary only. Please contact us for further information or visit our website for full terms and conditions. Summary valid as of September 2025