

Critical Information Summary

Information About This Service

Description

13/1300/1800 numbers are virtual business numbers that can be called for as low as the cost of a local call. These numbers receive incoming calls and redirect them to an existing phone line ("answer point") such as a mobile or landline.

Smart numbers are distinctive phone numbers that are considered 'the best' 13, 1300, and 1800 numbers available. These inbound numbers come in the form of phone words which spell out your business name or service e.g. 1300 PHONES (1300 746 637), and numbers that come in repeating or sequenced numerical patterns e.g. 1300 50 10 50.

Minimum term

This service has a minimum term of 30 days. In addition, termination and/or transfer charges apply if the service is cancelled within the first 12 months.

Cancellations and port-aways

We require 30 days advance written notice to cancel this service or port away to another provider. Without written instructions from you, we will not approve port out requests from another carrier.

Inclusion

Basic Australia-wide, State-based, and standard time-based routing are provided with your 13/1300/1800 number at no additional charge.

Exclusion

Any phone calls received on your 13/1300/1800 number will be charged at the applicable call rate.

Information About Pricing

All prices exclude GST.

Minimum monthly charge

Minimum monthly charges vary, depending on the selected plan.

Plan	Minimum Monthly Charge
1300/1800 Inbound	\$15
1300/1800 with Inbound Call Manager & Analytics	\$25
13 (6 Digit Number) Government Levy	\$750

Early termination charge

Cancellations or transfers of inbound service is based on remaining months of the contract term (i.e., monthly access fee x months remaining in the agreement) plus any outstanding rental charges consulting fees installation charges or setup fees.

Smart Numbers

Smart Number charges are government controlled and vary from standard number fees.

Setup charges & call rates

Set up charges will vary for complex or multi answer point routing configurations.

Call rates are quoted per minute and billed pro-rata in 1 second increments. No flagfall or call connection charge.

Plan	1300 Inbound	13/1300/1800 with Call Manager & Reporting
Monthly charge	\$15	\$25
One-time setup charge	\$100	\$100
Calls answered on a landline*		
1300 landline calls per min.	5c	5c
1800 landline calls per min.	5c	5c
National landlines per min.	5c	5c
Mobile calls per min.	5c	5c

*Ex GST. Landlines are any fixed line service, including VoIP.

Complex redirection schemes

Region-based, area-based, exchange-based, and barring configurations typically incur additional set-up and monthly charges.

Changes

Changes to answer points and routing for existing services may attract additional charges.

Additional charges may apply

Additional fees and charges may apply, for complex routing services. All rates are ex GST unless otherwise specified.

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Other Information

Managing your service, including usage information

Log in to Next Telecom inbound portal at any time to view your services, track your usage, access reports, and access your bills

Enquiries, feedback, technical support, and complaints

Our expert Support team is here to help.

Contact Details	
Phone	1300 00 NEXT (1300 006 398)
Email	team@nexttelecom.com.au

Next Telecom is not responsible for any calls made to a customer's inbound / DID number and charges incurred because of the following:

- Your number is very similar to another company's phone number
- The caller misdialled the number and was after another company
- Call forwarding error made by another service provider to your DID number
- Number is incorrectly advertised by another business
- Telemarketing calls
- Excessive test calls

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 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 [Next Telecom Terms & Conditions](#)

Telecommunications Industry Ombudsman ("TIO")

You should always contact us first if you experience any problem or are unhappy with our service. We'll do our best to solve your problem during our first contact with you. Note that the services of the TIO are free of charge.

TIO Contact Details	
Phone	1800 062 058
Fax	1800 630 614
Online	http://www.tio.com.au/making-a-complaint

Please refer to our [Complaint Handling Policy](#).

Disclaimer: Call reports are based on your inbound number call records for the calendar month. Return callers are identified as numbers that have dialled you in the past 12 months. More detailed reporting can be viewed by logging into www.nexttelecom.com.au

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