

Critical Information Summary

Information about the service

Service description

The Next Telecom Opticomm Unlimited Plan is an internet service provided over the Opticomm Broadband Network in select enabled areas only.

Hardware requirement

You will require an Opticomm/NBN equivalent compatible modem/router for this service.

Key details

This service is provided on a 24-month contract.

Opticomm Wholesale Broadband Network.

Your Opticomm Speed plan includes unlimited data with typical business speeds listed on the following table. Interface speeds refer to the speed of the technology installed at your premises. They are not necessarily equivalent to the download/upload speeds you will achieve in practice. Actual download and upload speeds will be affected by many external factors which include the number of end-users using the service at the same time, the hardware, the software and software configuration, the connection method within the premises and the type/source of content being downloaded.

Standard installation requirements

Standard Installation is included with your plan. When you take up an Opticomm service, this is generally in areas not serviced by NBNCo Limited's TC4 network.

Information about pricing

Monthly charge, minimum charge and unit pricing (All rates are ex GST unless otherwise specified.)

Plan	Monthly Charge	Included data	Minimum Charge (24 months)	Opticomm Infrastructure
100/40Mbps	\$110	Unlimited	\$2640	FTTP
250/25Mbps	\$119	Unlimited	\$2856	FTTP
1000/50Mbps	\$139	Unlimited	\$3336	FTTP
250/100Mbps	\$149	Unlimited	\$3576	FTTP
500/200Mbps	\$219	Unlimited	\$5256	FTTP
2000/100Mbps	\$279	Unlimited	\$6696	FTTP
1000/400Mbps	\$299	Unlimited	\$7176	FTTP
4000/100Mbps	\$349	Unlimited	\$8376	FTTP
4G Failover including Static IP	\$33	Backup Only	\$792	Coverage Map Dependent

*Ex. GST Pricing

Note that 4G Failover includes Static IP Address and is only available in conjunction with Opticomm Service provided by Next Telecom. 4G Service via Optus Mobile Network.

Installation charges

Standard installation is included at no charge with this plan. If a non-standard installation is necessary, additional charges may apply. Opticomm subsequent installation charge of \$300 applies where more than one Opticomm service is connected at the same address.

If Opticomm deem your property to be a new development, the Opticomm New Development charge of \$300 Ex. GST will apply also.

Early Termination Fees

Early Termination Fees (ETFs) apply if the service is cancelled, disconnected or ported to another carrier within the contract terms. ETF is \$50 to disconnect at any time in the first 12 months. For full terms & conditions see the [Next Telecom Terms & Conditions](#)

4G Backup Option

To improve service reliability, 4G mobile data backup is optionally available with every Opticomm service. For an additional monthly charge of \$33, a 4G backup service can be provided with static IP Address included. This is to maintain connectivity during a short outage. This service can only be made available within the Optus 4G mobile coverage area.

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 \$2.95 applies to printed bills.

Important: Billing for your Opticomm service will commence from the day that the Opticomm activation is completed by Opticomm. Please note that this is not when you plug in the modem and get online. As such we urge you to start using the service as soon as you can as charges will have already commenced.

Broadband speeds

Actual speeds you will receive will vary due to a number of factors such as the number of end-users using the service at the same time, the hardware, the software and software configuration, the connection method within the premises and the type/source of content being downloaded.

If you are not satisfied with the broadband speeds that you can achieve on your Opticomm service, we recommend letting us know as soon as possible. There may be some troubleshooting that we can recommend improving your speeds. If this does not improve things, we can move you to a lower speed plan at no cost. We will also credit the difference in plan fee for the time you were on the higher speed tier (up to a maximum of 3 months). If you are still not satisfied with the speed you can achieve you can cancel the 12-month contract without early termination penalty. We will require any modem supplied free of charge to be returned to us to avoid a hardware non-return fee.

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>.

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**

Other Information

For more information about different internet technologies and to determine what is right for you please see: <http://www.commsalliance.com/BEP>

Usage information

You can monitor your usage at <http://www.nexttelecom.com.au> > **My Account** or by calling us on **1300 00 NEXT** (1300 00 6398).

Service details

This Next Telecom Opticomm service is provided using the Opticomm Broadband network. Next Telecom is responsible for the service to you (the Consumer) and is not affiliated or related to Opticomm.

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.