

Critical Information Summary

Information About This Service

Here's a quick summary of all the important bits about your plan.

This plan is for a business grade up to 2000Mbps/2000Mbps Internet service.

Minimum Term

This plan has a 36-month minimum term.

What's Included and Excluded?

Your Fibre 2000Mbps Internet service includes:

- Static IP Address

You receive an Unlimited Data Allowance each month. There are no peak or off peak restrictions on your use and no excess usage charges. The speed of the Internet service is up to 2000Mbps/2000Mbps.

Information about pricing

All rates are ex GST unless otherwise specified.

Contract term	Connection charge	Monthly charge	Minimum amount you'll pay
36 months	\$0	\$999.00	\$35,964

*Ex GST

Connection Charge

A connection fee may be applicable for this service if service is not currently available in an "OnNet" building.

Early Termination

If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an early termination fee (ETF) comprised of your minimum monthly commitment multiplied by the months remaining in your contract. You must provide 30 days' notice to us to disconnect a service.

Other Information

Availability

This service is not available everywhere. This service is delivered using AAPT & TPG fibre and is only available in AAPT/TPG fibre connected buildings.

It is important that a service qualification test is performed before ordering this service.

Ethernet Speeds

Actual speeds you will receive will vary due to a number of factors such as your distance from the exchange, the network connecting the exchange, your equipment, software and internet traffic.

Download speeds on devices connected via a Wi-Fi modem or network extender may be slower than on devices connected by a fixed Ethernet cable.

Equipment

You may use your own router provided it is compatible with our service; however, this means that you will be responsible for the configuration and management of the router. Ask us for information on approved routers. Alternatively, you may purchase your router from us. If you do purchase a router from us, we will support, monitor and manage the router on your behalf. We recommend Managed Router such as Ubiquiti or Managed Firewall with SFP Port, which can be supplied if required at additional cost.

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.

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](#)

For instructions on how to access the member portal please just call us on **1300 00 NEXT** (1300 00 6398) so we can serve you better

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 [Next Telecom Terms & Conditions](#)

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