

MS Teams Direct Routing PAYG Plan

Critical Information Summary

Information about the service

Service description

The Next Telecom Direct Routing for Teams PAYG plan uses the phone system built into Office 365. You will require an internet connection 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 Next Telecom Direct Routing for Teams PAYG plan allows you to make and receive phone calls through O365. 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 Direct Routing for Teams PAYG plan to work.

You are required to install the handset(s) supplied as part of your Next Telecom Direct Routing for Teams PAYG 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 Next Telecom Direct Routing for Teams 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** (1300 006 398).

Information about pricing

Plan	Monthly Cost	Setup fee per user	Minimum Cost per user 24 Month Term
PAYG Minimum 10 Users	\$9	\$20	\$236

* Ex GST per user *10 or less users flat \$500 setup charge applies

Microsoft Teams Direct Routing

Setup (included in Admin Training)

- Creation User & Resource accounts
- Walk through of common features that can be enabled - CLI Masking, Call Park, Call Waiting
- Create Call Flows, Auto Attendants / Queues
- Explain features within AA's / Queues
- Train Admin on Managing AA's / Queues, modifying users, adding holidays, diversions, and other functionality.

Adds, Moves & Changes

\$195 ex GST Per Hour

Changes Include:

- Call Flow Updates
- Change Call Group/Hunt Group
- Add & Remove Users
- Staff & Admin Training

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, 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](#).

Call rates - PAYG

Standard Call Type	Call Rate*
Local calls	10c per call
National calls	10c per call
Calls to mobile	15c per min
Calls to 13/1300	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's international destinations are charged in 60 second increments. For all international call rates, see www.nexttelecom.com.au

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.

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/>

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