

Critical Information Summary

Information about the service

Service description

The Next Telecom Cloud Business Phone Unlimited plan is a business digital telephone plan with purchased handsets. You will require an internet connection to use this service. This can be supplied by Next Telecom separately if required.

Hardware

You can purchase your approved handsets from Next Telecom. Some BYO hardware/handsets can be used but is not supported.

Key details

Your Cloud Business Phone plan allows you to make and receive phone calls. The plan includes unlimited local and national calls within Australia. Other calls and optional value-added services and any other equipment 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 Cloud Business Phone Unlimited plan to work.

You are required to install any purchased hardware as part of your Next Telecom Cloud Business Phone Unlimited plan. This includes any associated cabling, configuration or your network and any routers and/or switches within your network to allow the Cloud Business Phone 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 00 6398).

Information about pricing

Cloud Business Phone Plan	Monthly Cost	Yealink Handset Inclusion
Unlimited 12 mth	\$25.00	Softphone Only
Unlimited 36 mth	\$30.00	Yealink W76P Cordless/Base Station
Unlimited 36 mth	\$35.00	Yealink T85W
Unlimited 36 mth	\$40.00	Yealink T87W

All rates are ex GST per user. Handset on 36-month term only. Fair Use Policy applies. www.nexttelecom.com.au/policies

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.
- For Plans with included PBX Hardware, The ETF is the monthly access fee X Months remaining in the agreement and all hardware should be returned to Next Telecom at the client's expense in a clean and useable condition within 10 business days of the cessation of the agreement. Unless otherwise specified, if the PBX handset is not returned, a \$99 PBX Handset non return fee will be payable in addition to the ETF.
- A \$99 hardware non return fee is payable in addition to the ETF in the event the agreement is cancelled prior to the completion of the term, and the hardware is not returned in a clean and useable condition at the client's expense.

For full terms & conditions see the [Next Telecom Terms & Conditions](#).

Call rates

Standard Call Type	Call Rate
Local calls	Unlimited *
National calls	Unlimited *
Calls to mobile	Unlimited*
Calls to 13/1300	36c per call

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 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/>

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.

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