

Information About This Service

Offer Description	<p>Mobile Voice is a business mobile telephony service delivering voice calling, SMS, and mobile data over Australia's 4G and 5G networks. It provides reliable, everyday connectivity for staff who work in the office, remotely, or on the move.</p> <p>The service offers a range of plans with included national calling, SMS, MMS, and generous data allowances, along with selected international direct dialling inclusions on eligible plans. Features such as data banking, optional auto top-ups, and clearly defined speed tiers allow organisations to scale usage predictably while maintaining cost control. Mobile Voice is suited to businesses seeking straightforward, flexible mobile communication backed by consistent coverage and business-grade billing.</p>
Hardware	<p>Mobile Voice is delivered as a SIM-based service and does not require specialised or proprietary hardware. It can be used with compatible, unlocked 4G or 5G mobile devices such as smartphones, tablets, or mobile handsets that support Australian networks. SIM cards are supplied separately, and hardware is not included unless explicitly provided under a separate agreement. Device compatibility and suitability are the customer's responsibility.</p>
Standard Installation Requirements	<ul style="list-style-type: none"> A compatible, unlocked 4G or 5G mobile device The supplied Mobile 4G/5G SIM Mobile number activation or port-in completed (where applicable) <p>For more information, please speak to our customer service team on 1300 00 NEXT (1300 006 398).</p>
Exclusions and Limitations	<ul style="list-style-type: none"> International roaming is not included by default; roaming packs must be activated separately and availability varies by destination International calling is limited to selected countries on eligible plans only Devices and hardware (handsets, tablets) are excluded unless supplied under a separate agreement Service performance, speeds, and coverage depend on mobile network availability and device capability Data banking applies only to eligible plans and may be forfeited on plan changes, suspension, or disconnection Auto top-ups apply only to designated plans and are not available on all variants Charges are not prorated for plan changes, disconnections, or port-outs Services are intended for domestic use; permanent international usage is not supported

Early Termination Fee

If you cancel, disconnect, or port the service out before the end of the contracted term, an Early Termination Fee (ETF) will apply. The ETF is calculated as the Monthly Access Charge multiplied by the number of months remaining in the minimum term. No credit is provided for unused days or remaining inclusions, and charges are not prorated. Any outstanding usage charges, including premium services, international calls, or roaming, will be billed separately.

For full terms & conditions go to [Next Telecom Terms & Conditions](#)

Pricing Example

Plan	Mobile SIM – 4G Unlimited Voice (excluding International) with Data (15GB)
Minimum Term	12 months
Plan Pricing	\$35 per month + \$5 SIM card
Minimum Cost	\$425
More Information	For full details of available packages, pricing, and inclusions, contact our sales team on 1300 722 320.

Call Rates / Other Costs

Standard Call Type	Rate (ex-GST)
Local calls	Included
National calls	Included
Calls to mobile	Included
Calls to 13/1300	Included

Non-standard calls – including premium, international, satellite, special service numbers, and any calls outside included allowances – are charged separately. Contact Services for current rates and charging details before use.

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

Contact Information

Service Area	Phone	Email
Sales	1300 722 320	sales@nexttelecom.com.au
Support	1300 006 398	support@nexttelecom.com.au
Self Service Portal	https://portal.nexttelecom.com.au/portal/	

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'.

If you have a complaint that we cannot resolve, you can contact the **Telecommunications Industry Ombudsman (TIO)**.

- Phone: 1800 062 058
- Website: <https://www.tio.com.au>
- Cost: Free for consumers and small businesses