

Information About This Service

Offer Description	Internet Express is a business-grade fixed-line internet service delivered over a metropolitan fibre network. It provides symmetrical bandwidth with consistent performance suitable for data, voice, cloud applications, and inter-site communication. The service is designed for organisations that require reliable throughput, low latency, and stable connectivity to support operational systems, remote access, and hosted workloads. It enables high-volume data transfer, real-time collaboration tools, and continuous access to critical business platforms across both on-premises and cloud environments.
Hardware	This service requires a compatible fibre network termination device at the premises. Where an existing termination device is present and operational, it will be used for service delivery. If no suitable device exists, installation of a new termination device may be required as part of the service setup. Customer-supplied routers, firewalls, or switches may be used if they meet the required interface and configuration standards. Managed hardware is not included unless ordered separately.
Standard Installation Requirements	A suitable fibre entry point and internal pathway must be available at the premises. Standard installation uses an existing operational fibre termination point. If no termination point is present, or if additional works are required to reach the customer's preferred equipment location, non-standard installation charges may apply. The customer must provide safe site access during business hours and ensure that required internal cabling, power outlets, and mounting locations are prepared before installation. For more information, please speak to our customer service team on 1300 00 NEXT (1300 006 398).
Exclusions and Limitations	The service does not include new fibre build works, internal cabling beyond the network boundary, or service relocation. Managed hardware, extra IP addressing, and optional add-ons are excluded unless ordered. Performance may be affected by customer equipment, cabling, power, or site conditions. Restoration targets apply only to network faults; issues caused by customer equipment or environment are the customer's responsibility. The service does not guarantee performance for applications needing specialised configuration, traffic prioritisation, or enhanced redundancy unless purchased separately.

Pricing Example

Plan	Internet Express 250/250 Mbps
Minimum Term	36 months
Plan Pricing	\$289 per month + \$1,999 installation
Minimum Cost	\$12,403
More Information	For full details of available packages, pricing, and inclusions, contact our sales team on 1300 722 320.

Early Termination Fee

An early termination fee applies if the service is cancelled before the end of the minimum term. The fee is calculated as the number of remaining months multiplied by the monthly access charge for the selected speed tier. Any outstanding installation, setup, or non-standard works charges remain payable in full.

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

Other Costs

Charges may apply for non-standard installation, new fibre build requirements, internal cabling, or changes to the service after activation. Additional fees may also apply for missed appointments, incorrect fault reporting, or restoration work required due to customer equipment, power issues, or site conditions. Optional add-on services, extra IP addressing, and managed hardware are billed separately.

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