

### Information About This Service

<b>Offer Description</b>	Cloud Phone is a secure, cloud-hosted PBX solution that delivers enterprise-grade voice calling without the complexity of on-premises infrastructure, enabling organisations to make, receive, and manage calls from desk phones, mobiles, and softphones through a single platform. It includes core PBX capabilities such as auto attendants, hunt groups, call queuing, voicemail, and remote user support, while offering high availability, scalability, and centralised management. SIP Channels are also available for purchase in both PAYG and Unlimited version.
<b>Hardware</b>	You can purchase approved handsets from Next Telecom. A wide range of alternative desk phones, wireless devices, and accessories are also available. If you have specific functional, ergonomic, or deployment requirements, please contact sales to discuss the most suitable handset options for your environment.
<b>Standard Installation Requirements</b>	An Internet service with a minimum of 100kbps/100kbps per concurrent call is required for a Next Telecom Cloud Business Phone plan to work.  You are required to install the handset(s) supplied as part of your Next Telecom Cloud Business Phone 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 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 <b>1300 00 NEXT</b> (1300 006 398).
<b>Exclusions and Limitations</b>	A limited set of BYO hardware/handsets can be used but is not supported.

### Pricing Example

<b>Plan</b>	Cloud Phone – PAYG User (softphone only)
<b>Minimum Term</b>	12 months
<b>Plan Pricing</b>	\$15 per user per month + \$20 setup
<b>Minimum Cost</b>	\$200
<b>More Information</b>	For full details of available packages, pricing, and inclusions, contact our sales team on 1300 722 320.

### Early Termination Fees

Early Termination Fees (ETFs) apply if a service is cancelled, disconnected, or ported to another carrier during the contract term. Unless otherwise specified, ETFs apply as follows:

- Mobile & Mobile Broadband: \$50 per service if cancelled within the first 12 months, plus 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 Licensing: Monthly access fee x months remaining in the contract.
- Hardware and rentals: Monthly access fee x months remaining in the contract. Hardware cannot be returned in lieu of ETF payments unless otherwise agreed by Next Telecom.

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

### Call Rates / Other Costs

Standard Call Type	Unlimited*	PAYG
<b>Local calls</b>	No charge	10c per call
<b>National calls</b>	No charge	10c per call
<b>Calls to mobile</b>	No charge	15c per minute
<b>Calls to 13/1300</b>	33c per call	33c per call

All prices are xx GST.

\*This service is not available for resale or high-volume telemarketing purposes. Fair use policy applies.

#### 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](http://www.nexttelecom.com.au)

### Contact Information

Service Area	Phone	Email
<b>Sales</b>	1300 722 320	<a href="mailto:sales@nexttelecom.com.au">sales@nexttelecom.com.au</a>
<b>Support</b>	1300 006 398	<a href="mailto:support@nexttelecom.com.au">support@nexttelecom.com.au</a>
<b>Self Service Portal</b>	<a href="https://portal.nexttelecom.com.au/portal/">https://portal.nexttelecom.com.au/portal/</a>	

### 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](http://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