

Information About This Service

Offer Description	Call Services is an integrated set of voice capabilities supporting unified communications solutions such as Cloud Phone and Microsoft Teams Calling. It combines inbound numbers (13/1300/1800), call reporting and recording, and centralised call analytics to provide intelligent call handling, visibility into call performance, and secure, compliant insights across users, queues, and the wider organisation.
Hardware	Call Services is primarily a cloud-delivered capability and does not require mandatory on-premises hardware. Where needed, it can be supported by standard IP handsets, softphones, and certified headsets used with Cloud Phone or Microsoft Teams Calling. Optional on-site network equipment (such as routers or switches) may be required depending on the customer's network design.
Standard Installation Requirements	<ul style="list-style-type: none"> An active Cloud Phone or Microsoft Teams Calling service Provisioned inbound numbers (13, 1300, or 1800) where inbound services are required Reliable IP data connection with sufficient bandwidth and low latency to support voice services Access rights for administrators and users to reporting, analytics, and recording portals Agreement to recording and compliance settings, including storage and retention policies, in line with regulatory requirements <p>No specialised on-premises installation is required, beyond standard user devices and network readiness.</p> <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"> Not a standalone service; requires Cloud Phone or Microsoft Teams Calling End-user devices, network connectivity, and customer LAN/WAN are excluded Call recording and analytics features may be licence-, configuration-, or regulation-dependent Recording storage, retention, and access are service-tier dependent Performance depends on customer network quality Third-party or non-supported integrations are out of scope unless agreed separately

Pricing Example

Plan	Call Recording - Core - per user
Minimum Term	12 months
Plan Pricing	\$19.95 per user per month
Minimum Cost	\$239.40
More Information	For full details of available packages, pricing, and inclusions, contact our sales team on 1300 722 320.

Early Termination Fee

Early termination fees may apply if Call Services are cancelled before the end of the agreed minimum term. Fees are typically calculated based on the remaining contract period and any discounted or committed charges associated with the service, including linked inbound numbers, call recording, or analytics licences. Specific early termination arrangements are defined in the customer contract or service order.

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

Other Costs

- Inbound call charges, including per-minute usage on 13/1300/1800 numbers
- Additional licences for call recording, analytics, or advanced reporting features
- Increased storage or extended retention for recorded calls
- Setup or change fees for number provisioning, routing changes, or feature modifications
- Professional services for complex configurations, integrations, or custom reporting
- Third-party costs related to Teams, compliance tools, or external integrations where required

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