

Information About This Service

Offer Description	Reach Fibre is a business-grade, carrier-ethernet service that provides high-performance, point-to-point connectivity over an extensive national fibre network. It offers scalable, symmetrical bandwidth options and supports multiple Classes of Service, making it suitable for voice, data, cloud, and critical enterprise applications. The service is MEF-certified and designed for reliability, with options such as diverse paths and mobile backup to maintain continuity during fibre outages. It is commonly used to link customer sites to data centres, cloud gateways, or provider points of presence, forming a resilient foundation for corporate networks.
Hardware	Services include a standard NTU for monitoring purposes only – all other on-site network equipment such as switches and routers is the customer's responsibility.
Standard Installation Requirements	Site access may be required to complete network upgrades and other works. For more information, please speak to our customer service team on 1300 00 NEXT (1300 006 398).
Exclusions and Limitations	Availability varies by location, so we'll check your address and confirm which service options are available before proceeding.

Pricing Example

Plan	Reach Fibre 200/200 Mbps Standard (on-net) Route 1
Minimum Term	36 months
Plan Pricing	\$449 per month
Minimum Cost	\$16,164
More Information	For full details of available packages, pricing, and inclusions, contact our sales team on 1300 722 320.

Early Termination Fees

If a Reach Fibre service is cancelled, disconnected, or withdrawn during the contract term, an Early Termination Fee (ETF) applies. The ETF is calculated as the monthly access fee multiplied by the months remaining in the contract. Any discounted installation, setup, or build charges may become payable at their full, undiscounted rate upon early termination. Services cancelled after order acceptance but before activation may also incur withdrawal or cancellation charges, depending on how far provisioning or build activities have progressed.

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

Other Costs

A Reach Fibre service may incur additional costs beyond the monthly access fee, including installation or build charges where fibre infrastructure is required, fees for non-standard or out-of-hours installation works, charges for service withdrawals after order acceptance, and optional costs for enhancements such as higher service levels, relocations, or managed network hardware if selected.

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