

Information About This Service

Offer Description	Business Internet is a business-grade fibre service delivering symmetrical bandwidth over a national wholesale network. It provides stable, high-performance connectivity suitable for cloud applications, voice, VPNs, and general business data usage. The service is designed for organisations that require consistent throughput, low latency, and reliable access to support operational systems, remote users, and hosted workloads. It enables high-volume data transfer, real-time collaboration, and continuous access to critical business platforms across both on-premises and cloud environments.
Hardware	This service uses an existing operational fibre network termination device where available. If no suitable termination device is present, a new one may be installed as part of the service setup. Customer-supplied routers, firewalls, or switches can be used if they meet 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 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 excludes new fibre builds, internal cabling beyond the boundary, and relocations. Managed hardware, extra IPs, and add-ons are not included unless ordered. Performance issues caused by customer equipment, cabling, power, or site conditions are the customer's responsibility. Restoration targets apply only to network faults. The service does not guarantee performance for applications needing specialised configuration, prioritisation, or redundancy unless purchased.

Pricing Example

Plan	Fibre Internet 200/200 Mbps Standard Zone 1
Minimum Term	36 months
Plan Pricing	\$399 per month
Minimum Cost	\$14,364 + installation (priced on application)
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 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 post-activation service changes. Fees may also be incurred for missed appointments, incorrect fault reporting, or restoration work required due to customer equipment, power issues, or site conditions. Optional add-ons, 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