

Information About This Service

Offer Description	Secure Edge is a fully managed network security service that delivers enterprise-grade protection to your business without the need for specialised staff, expensive projects, or large upfront investment. Customers are buying an integrated security service, <i>not</i> a firewall. We own and manage the hardware, central management platforms, patching, updates. You enjoy the security without the headaches.
Hardware	N/A - Suitable hardware is deployed and monitored as part of the service but remains the property of Comms Group.
Standard Installation Requirements	Secure Edge requires the installation of a Service Provider-owned security appliance at the Customer site. The appliance remains the sole property of the Service Provider and is fully managed by the Service Provider for the duration of the service. Customers must provide suitable power, space, and network connectivity, and must not alter, relocate, or interfere with the appliance without prior written approval. Upon service termination, the appliance must be returned or made available for collection by the Service Provider. For more information, please speak to our customer service team on 1300 00 NEXT (1300 006 398).
Exclusions and Limitations	Secure Edge is a standardised security service built around industry best practices and is intended to provide a consistent, scalable, and cost-effective security solution. To maintain service quality and operational efficiency, the service is delivered using predefined design standards, security policies, and management processes. Customers may request configuration changes throughout the service term; however, requests requiring extensive customisation, bespoke operational processes, or deviations from the standard Secure Edge architecture may not be supported within the service. Such requests will be assessed on a case-by-case basis and may incur additional charges. Customers requiring highly customised firewall services may be better suited to a managed firewall service offering designed specifically for tailored security environments.

Pricing

Secure Edge Product	Upfront (ex-GST)	Per Month (ex-GST)	Total Contract Value
Micro	\$500	\$179	\$2,648
Small	\$500	\$239	\$3,368
Medium	\$500	\$599	\$7,688
Large	\$500	\$799	\$10,088
Extra Large	\$500	\$1,599	\$19,688

Early Termination Fee

Secure Edge is delivered using Service Provider-owned equipment that remains our property at all times. Early termination may result in charges for any unrecovered hardware costs, one month's licensing costs beyond the termination date, and any outstanding fees. All equipment must be returned on termination, or replacement charges may apply.

Other Costs

Requests requiring complex or non-standard configuration changes are individually scoped and, where applicable, delivered as a separately quoted project.

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