

## Critical Information Summary

### Information about the service

Here's a quick summary of all the important parts about your plan. It covers things like how much you need to pay each month.

In order to access the Service, you will need a dedicated fixed line broadband Internet connection.

You will need an Internet connection to access this service and may need extra hardware depending on your requirements e.g. router and switches.

We recommend that the service be accessed with hardware supplied or approved by us, using an NBN broadband connection or fibre service supplied by us to our specifications.

#### What's Included and Excluded?

Your SIP trunk plan per channel will incur a set-up fee and monthly access fee. Set up fees vary according to contract duration. For more information see [www.nexttelecom.com.au](http://www.nexttelecom.com.au)

No equipment is included in this plan.

Additional charges apply for calls not included in your plan.

Calls to mobiles (any network) are charged in 60 second increments with a first minute minimum call charge of 15c.

On the Unlimited plan, these calls are all included.

#### Equipment

An IP telephone handset (or soft phone) is required in order to use this plan. This is not included in the plan. We recommend purchasing an approved IP handset from Next Telecom. This will be supplied pre-configured which will allow it to be managed remotely. If you choose to use an up-approved IP handset, it is not possible to guarantee quality of service.

### Information about pricing

Plan	Monthly Cost	Minimum Cost*
<b>PAYG</b>	\$10	\$240
<b>Unlimited</b>	\$50	\$1,200

\* Ex GST per user

Set up fees vary according to contract duration. For more information see [www.commschoice.com](http://www.commschoice.com). No equipment is included in this plan. Additional charges apply for calls not included in your plan.

#### Early termination charge

There are no early termination fees associated with this plan.

### PAYG Call rates

Standard Call Type	Call Rate*
<b>Local calls</b>	10c per call
<b>National calls</b>	10c per call
<b>Calls to mobile</b>	15c per min
<b>Calls to 13/1300</b>	33c per call

\* Ex GST

Calls to mobiles (any network) are charged in 60 second increments with a first minute minimum call charge of 15c.

On the Unlimited plan, these calls are all included.

#### Calls to international numbers

Calls to international destinations are charged from 2c per minute. For all international call rates, see [www.nexttelecom.com.au](http://www.nexttelecom.com.au).

### Other information

#### Directory listing

If you don't want your name, address or phone number printed in the White Pages<sup>®</sup> or any other directory product, you can opt for no directory listing.

#### Billing

We will bill you in advance for the minimum monthly charge and features. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle. It is free to receive your monthly bill via email. A print bill charge of \$2.00 applies to printed bills.

#### We are here to help

If you have any questions, just call us on **1300 00 NEXT** (1300 00 6398) so we can serve you better. Or you can visit us at [www.nexttelecom.com.au](http://www.nexttelecom.com.au) for additional information, including to access information about your usage of the service.

#### Complaints

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'.

You can also contact the Telecommunications Industry Ombudsman on **1800 062 058** or submit an enquiry at <http://www.tio.com.au/>

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