

## Critical Information Summary

### Information about the service

#### Service description

The Next Telecom Direct Routing for MS Teams Unlimited plan uses the phone system built into Office 365. You will require an internet connection in order to use this service. This can be supplied by Next Telecom separately if required.

#### Hardware

You can purchase your approved handsets from Next Telecom. BYO hardware can be used but is not supported.

#### Key details

Your Direct Routing for MS Teams Unlimited plan allows you to make and receive phone calls. The plan includes unlimited local and national calls within Australia. Other calls and optional value added services and any other equipment are charged in addition to your Monthly Access Fee.

This service may not be suitable if you require an uninterrupted phone service with access to 000 emergency services. The service will not function in the event of a power failure. Priority assistance is not available on this service.

#### Standard installation requirements

An Internet service with a minimum of 100kbps/100kbps per concurrent call is required for a Next Telecom Cloud Business Phone Unlimited plan to work.

You are required to install any purchased hardware as part of your Direct Routing for MS Teams Unlimited plan. This includes any associated cabling, configuration or your network and any routers and/or switches within your network to allow the Direct Routing for MS Teams handsets to work.

Installation options can be arranged at an additional charge. For more information please speak to our customer service team on **1300 00 NEXT** (1300 00 6398).

### Information about pricing

Direct Routing for Teams Plan	Monthly Cost	Set up fee per user	Minimum Cost* (24 months)
<b>10-24 users</b>	\$30.00	\$50.00	\$7,700.00
<b>25-99 users</b>	\$20.00	\$50.00	\$13,250.00
<b>100+ users</b>	\$15.00	\$30.00	\$41,000.00

#### \* Ex GST

This is a summary only. Please contact us for further information or visit our website for full terms and conditions. Summary valid as of January 2020

#### Early Termination Fees

Early Termination Fees (ETFs) apply if the service is cancelled, disconnected or ported to another carrier within the contract terms. Unless otherwise specified, Early Termination Fees are as follows:

- Mobile & Mobile Broadband ETF is \$50 per service at any stage within the first 12 months + any outstanding hardware charges.
- Teams Calling, Hosted PBX, SIP, Voice and Video Conferencing, 13/1300/1800/0800, Business NBN, NBN TC2, Enterprise Ethernet, Business Fibre, Business Internet, SD-WAN, Managed Services, Bundled Services, Cloud Licencing ETF is the monthly access fee/s x months remaining in your agreement.
- Hardware and rental. The ETF is the monthly access fee/s x months remaining in your agreement. Hardware cannot be returned in lieu of ETF payments unless otherwise agreed to by Next Telecom.

For full terms & conditions see the the [Next Telecom Terms & Conditions](#)

#### Call rates

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

\* This service is not available for resale or high volume telemarketing purposes. Ex GST.

Timed calls are charged in 60 second increments. All rates are ex GST unless otherwise specified.

#### Calls to international numbers

Calls to Next Telecom's international destinations are charged in 60 second increments. For all international call rates, see [www.nexttelecom.com.au](http://www.nexttelecom.com.au)

### Other Information

#### 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 \$2.95 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 **Error! Hyperlink reference not valid.** for additional information, including to access information about your usage of the service.

### **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](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/>