

# Critical Information Summary

## Next Advantage - MS Teams Calling

### Information about the service

MS Teams Calling enables Office365 users to make calls via the MS Teams client on PC and Mobile as well as any certified MS Teams Handset.

Teams Calling requires an Office365 'E' Series license. Office365 licensing is supplied by the customer via Microsoft/Customer's IT/MSP etc.

Next Telecom is providing the SIP Channels and Numbers to allow calling from Office365. Below pricing does not include any Office365 licensing required.

Implementation of initial SIP Trunk requires 2-hour setup. This is per customer domain (E.g. @nexttelecom.com.au) and not per site/office/branch.

The Customer/IT/MSP is responsible for Hunt Group and IVR changes via Office365 Admin portal.

All Pricing is Exclusive of GST

SIP Channels enable calling between Office 365 and Next Telecom – to have 10x concurrent calls this would be \$150 per month.

### Information about pricing - All Pricing is Exclusive of GST

License	Monthly Cost
SIP Channel PAYG – Per Channel	\$15.00
Capped Plans. Calls to mobile, Local, National included. IDD calling and calls to 1300/13 not included. Please refer to tariff sheets	\$34.00

Yealink Handsets		Outright Purchase
Model	Ethernet Speed	
T55A	Gigabit	\$220
T56A	Gigabit	\$350
T58A	Gigabit	\$350
CP960	Gigabit	\$700

Yealink Accessories	Outright Purchase
CPW90 Wireless Extension Mic for CP960	\$300

# Critical Information Summary

**Minimum Term:** 36 Months

## Information about this service

### Installation Costs

#### Handset Setup and Training

Site Audit	\$200 <i>To determine any customer has sufficient network cabling / switches</i>
1-10 Handsets	\$500 per site
11+ Handsets	\$49 per handset per site
Self-Installation	\$9 per handset configuration fee
Ethernet	\$POA <i>Indicative cost of \$350 for first 2 hours, and \$90 for each subsequent</i>

#### Teams Deployment and Professional Services

Trunk Creation and engineers. Implementation	\$500 for 2-hour remote implementation session with MS Teams certified
Complex	\$500 for 2-hour remote consultation / call flow

#### Number Ranges:

A direct indial number is requires for each MS Teams user. Next Telecom recommends selecting a suitable sized number range for each office otherwise additional numbers ordered later may have a different prefix.

Numbers	Minimum Monthly Cost
1	\$4 per number
10	\$15 per range of 10 numbers
50	\$30 per range of 50 numbers
100	\$40 per range of 100 numbers

## Critical Information Summary

<b>Porting Submission Charges -</b>	
CAT A (Simple) Port – Single Number only	\$20
CAT C (Complex) Port: 1-5 Numbers	\$150
CAT C (Complex) Port: 6-100 Numbers	\$280
CAT C (Complex) Port: 101-999 Numbers	\$300

<b>Porting Reversals and Emergency Returns –</b>	
If the customer requests a porting date to be scheduled and then either requests a reschedule of the appointment either prior or post port completion the following charges will apply -	
CAT A (Simple) Port	\$100
CAT C (Complex) 1-5 Numbers, Emergency Return (Per Number)	\$100
CAT C (Complex) 100 Number Range, Emergency Return	\$2000

<b>Out of hours porting –</b>	
Business Hours porting is available Monday to Friday 8am to 5pm. If the customer requests a porting date to be schedule outside of this timeframe the following charges will apply -	
CAT C (Complex) Port: 1-5 Numbers	\$400
CAT C (Complex) Port: 6-20 Numbers	\$500
CAT C (Complex) Port: 21-100 Numbers	\$600
CAT C (Complex) Port: 101-200 Numbers	\$700
CAT C (Complex) Port: 200+ Numbers	\$1500
Labour charge – 10pm to 7am	\$250 per hour

# Critical Information Summary

## Pricing

Information and pricing is correct at the time of printing.

All pricing is exclusive of GST and call pricing is in minutes, charges per second.

## Minimum Term

The minimum term is 36 months

## Minimum Total cost

The total minimum cost for each service of each components minimum monthly cost multiplied by the contract period, multiplied by the total number of users.

(SIP Trunk access + Number ranges) x contract period

## Early Termination Fee

Early termination fees apply to services that are cancelled or ported away to another provider with the contract period.

Early termination fees are calculated as the number of months remaining in contract by the minimum monthly cost.

## Usage information

Unbilled usage can be viewed on the View my account at [www.nexttelecom.com.au](http://www.nexttelecom.com.au) with your account username and password

## Billing

Billing is calculated monthly from the 1<sup>st</sup> of each month.

All service and equipment charges are billed 1 month in advance and the call charges billed 1 month in arrears.

We are committed to reducing our environmental footprint; therefore billing is sent via email only.

## Payment terms

Our trading terms are 14 days from the receipt of the invoice. Our payment options are listed on page 2 of our invoice.

## Contact Us

We are dedicated to excellence in servicing our customers.

If you have any questions regarding your service, our customer service team is available 8.30am-5.00pm AEST Monday to Friday on 1300 006398

## Complaints Handling

If for some reason you are not satisfied with the service you have received, please inform us of your issue. If we are unable to resolve your issue to your satisfaction you can seek assistance from the Telecommunications Industry Ombudsman (TIO).

The TIO will only investigate complaints if you have already attempted to resolve the issue with Next Telecom and should be used as an option of last resort.

You can contact the TIO by visiting [www.tio.com.au](http://www.tio.com.au) or by calling 1800 062 058

## Full Terms

This is a summary only. Visit [www.nexttelecom.com.au/guides-and-documentation](http://www.nexttelecom.com.au/guides-and-documentation), details of the terms and conditions with which we provide our service

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