

## Critical Information Summary

## Nexgen Cloud Voice Plans

### INFORMATION ABOUT THE SERVICE

#### Service Description

Nexgen Cloud Voice Plans are a voice telephony service. An active internet connection will be required for the Nexgen Cloud Voice service to work on. The internet service may be supplied by Nexgen Australia Group Pty Ltd (Nexgen) or by another service provider of your choice.

#### Installation Requirements and Availability

For a Nexgen Cloud Voice handset to work, it requires an active internet connection. The handset will require a direct Ethernet connection to your network or modem/router. Each call received or made from the handset or softphone requires a minimum of 100kbps of upstream and downstream bandwidth to ensure the call is of high quality. The handset will also require power for it to operate. Nexgen will deliver the handsets and devices to site only and not connect these to the site's infrastructure. Should you do require an on-site installation, installation fee's will apply.

#### Minimum Term

Nexgen Cloud Voice Plans have a minimum contract term of 36 months.

#### Features Included with The Product

Nexgen Cloud Voice Plans include either a handset or a softphone application. Each handset will be provided with a direct number. Nexgen Cloud Voice Plans include unlimited standard local and national calls, unlimited standard calls to Australian mobiles as well as a range of included features including voicemail-to-email and call waiting. Number portability (ability to keep your current advertised number) and new numbers are available with each plan.

#### Exclusions

Nexgen Cloud Voice is to be used purely for voice only. Devices such as back to base alarms, EFTPOS, outbound faxing and any other analogue devices are not supported with NexGen Voice Cloud. Calls to 19/1900 are also not supported.

### INFORMATION ABOUT PRICING

#### Monthly and Once-off Charges

Nexgen Cloud Voice Plans available are listed below, outlining; monthly plan fee; handset included (where applicable) and the minimum total costs. Also noted are the monthly call inclusions. There is an additional delivery fee of \$10 per handset.

#### Early Termination Fees

If you decide to cancel the service before the end of the agreed contract term, early termination fees will apply. Termination fees are calculated as the monthly recurring charge multiplied the remainder of the contract term. (E.g. if your minimum monthly charge for a plan is \$45 and you decide to cancel the plan with 8 months remaining, the early termination fee will be calculated at \$45 multiplied by 8). To cancel a plan Nexgen will require 30 days written notice from the authorised contact. You will also be required to deliver the handset back to the advised location otherwise the monthly plan fee will continue to be charged.

#### Additional Features and Equipment

Additional equipment and features are available with the Nexgen Cloud Voice Plans; User Features and Software; hardware such as door phones and headsets. You can contact NexGen on 1300 02 04 02 to discuss pricing or visit [www.nexgen.com.au/cloud](http://www.nexgen.com.au/cloud)

### OTHER INFORMATION

#### Billing and Payment Information

Nexgen's method of bill delivery is via email. NexGen can email one or multiple email addresses the monthly invoice. Invoices can be viewed online at [www.nexgen.com.au](http://www.nexgen.com.au). Customers can email our billing team at [billing@nexgen.com.au](mailto:billing@nexgen.com.au) or contact us on 1300 02 04 02.

Payment for the phone account is strictly by direct debit only. Customers can choose a bank account or credit card.

Credit card direct debits will incur a fee per transaction. Fees are currently charged at 1.5% for all Visa and Mastercard payments and 2.0% for all American Express payments. Late payment fees of \$35 (ex GST) will apply where invoices are not paid by the due date.

### Contacting Nexgen

Customers can contact Nexgen on 1300 02 04 02 to discuss any billing, support or hardware enquiries. You can also email our billing department at [billing@nexgen.com.au](mailto:billing@nexgen.com.au).

If you are not satisfied with the outcome or service provided to you, you can email [support@nexgen.com.au](mailto:support@nexgen.com.au).

If you are still unsatisfied with the actions by Nexgen and the resolution, you may contact the Telecommunications Industry Ombudsman (TIO) on 1800 062 058 to assist you further.

## PRICING SCHEDULE

Hosted Plans	Mobility App	Soft Phone (PC)	DECT Cordless	Office Phone 1	Office Phone 2	Executive Phone	Elite Phone	WiFi Phone	Conference Phone
Pricing	\$ 35.00	\$ 35.00	\$ 45.00	\$ 45.00	\$ 50.00	\$ 55.00	\$ 64.00	\$ 64.00	\$ 85.00
Standard local and national calls included	✓	✓	✓	✓	✓	✓	✓	✓	✓
Unlimited calls to Australian mobiles	✓	✓	✓	✓	✓	✓	✓	✓	✓
Calls to 13 and 1300 Numbers	46 cents per call	46 cents per call	46 cents per call	46 cents per call	46 cents per call	46 cents per call	46 cents per call	46 cents per call	46 cents per call
Voicemail to email	✓	✓	✓	✓	✓	✓	✓	✓	✓
Hunt group	✓	✓	✓	✓	✓	✓	✓	✓	✓
Call forward	✓	✓	✓	✓	✓	✓	✓	✓	✓
Night message	✓	✓	✓	✓	✓	✓	✓	✓	✓
Call Waiting for up to 4 Calls	✓	✓	✓	✓	✓	✓	✓	✓	✓
Three-Way Calling	✓	✓	✓	✓	✓	✓	✓	✓	✓

Call Rates for ATA and PSTN lines	Rate	Increment
Local	\$ 0.11	Flat rate
Aus National Calls	\$ 0.11	Per Min
Australian Mobiles	\$ 0.22	Per Min
Calls to 13	\$ 0.46	Flat rate

Additional Services	Monthly Fee	Initial Set Up Fee	Minimum Total Cost - 36 Months
Fax - ATA/PSTN	\$ 29.95		\$ 1,078.20
Fax - ATA/PSTN and fax to email bundle	\$ 34.95		\$ 1,258.20
Eftos - ATA/PSTN	\$ 29.95		\$ 1,078.20

Additional add on features and products are available such as headsets, music on hold and auto attendants. Prices will depend on the options you select, you can refer to these pricing on our additional features pricing.

- Pricing schedule listed above includes GST
- New PSTN lines ordered will incur a fee of \$299 Plus GST connection fee
- Plan minimum term is 36 months.
- Priced on a per month schedule.
- Calls to 13 is \$0.46 per call.
- International rate schedule can be provided on request or visit [nexgen.com.au](http://nexgen.com.au)
- Prices exclude internet service charges and any other cloud add-on and hardware features.
- CONFERENCE UNIT: This plan is only available when Nexgen Cloud Voice Plan has been selected
- Delivery fee of \$10 per handset applies
- Music on Hold\* - Generic Message only
- Pro Message Recording (280 words\*) - Price indicated to maximum of 280 words.
- Port-in Existing Numbers\* - porting fees may apply