

Information About This Service

Service Description

VoIP is a phone call going over the Internet. There are three different ways in which VoIP can be used:

- Making a call over the internet (trunk calls)
- Linking your sites via VoIP over a VPN link for remote users
- Soft client extension on PC / MAC / Android or iOS devices

Direct In-Dial (DID) Numbers

Direct in-dial numbers are phone numbers that your staff use to dial out on your Hosted IP Business VoIP service. Each handset / soft client requires 1 DID. Additional numbers are available for \$3.00 per month.

Minimum Term

Contracts can be made for 12 / 24 / 36 / 48 or 60 months. Depending on the equipment and required feature set.

Your Call Charges

Call rates are charged on per minute. Calls are billed pro-rata basis i.e. 1-second increments. Any fixed line service including phone lines and VoIP is included in Landlines. Calls to Nextel VoIP users are FREE as well as all internal calls (on net)

Information About Pricing

Service Details	IP Hosted Solution
Monthly Charge	@ \$ 29.95 ea pm
Establishment charge (once-off per service)	Dependant on install
Number of Lines (i.e. SIP sessions)	2
Included Direct-In-Dial (DID) phone number	\$ 3.00 ea PM
Included Direct-In-Dial (DID) 100 number range	\$ 45.00 ea PM

Call Type	\$ Charge	Detail
Local	10c	Untimed
National calls	8c	Per min
Calls to mobile	15c	Per min
Calls to 13/1300	35c	Per call
Calls to other Nextel VoIP users		FREE
International calls (per second)	Rate card	Per min

Inclusions

- Internal customised call routing
- Music on hold – pre-recorded .WAV / MP3 are required
- Redundancy call forward for no contact
- Redirection for do not disturb
- No connection charge

Exclusions

- Voicemail can be sent to you via email to your desktop or mobile client – additional charge per user @ \$2.00 per month
- Nightshift can be set to turn the system on 7 off at set times every day required and serve a voice message out of hours if required
- Routers, Firewalls and Other required equipment is not covered in the monthly fee.
- A bespoke set up and delivery fee will be set in all proposals – depending on the time and difficulty of each installation.
- Porting of your numbers is charged if you want to transfer your existing phone number to your SIP Trunk or IP PBX service. \$ 9.00 per PSTN line and \$ 990 per 100 Number range
- A data connection for IP Hosted solutions is required – We provide services for or Hosted connections, However BYO services are otherwise connected in the knowledge that the service is the carrier responsibility for quality and up time.
- Dishonour and Overdue Account Administration charges may also apply if the bills are unpaid.

Cancellation

If any you want to cancel the services, we need a three-month written notice to discontinue your service. If you cancel the following fees apply.

- Monthly fixed charge for each IP handset / SIP and hosted license fee and DDI cost associated with it multiplied by the term left on the contract.
- Call charges will be averaged from the previous months multiplied by the term left to run.

Total Minimum Cost

The Total Minimum Cost for IP hosted telephony is

- Handset + SIP line + License fee + DDI charge + connection fees + associated calls made on that connection

Further enquiries

Please call **139 139** for all questions and enquiries

Customer Support

- Email: complaints@nextel.com.au
- Phone: **139 139**