

Information About This Service

Service Description

ISDN is a solution that delivers high-speed, digital voice lines to your business. Nextel provides several variants of ISDN services, ISDN2, ISDN10 / 20 & 30 with Group Directory Number (GDN) and Direct in Dial (DID).

Availability

ISDN services are available if your local exchange has the technical capacity to provide the service and your premises are not far from the exchange where the transmission losses are above the level we consider acceptable. Services are also reliant on the copper pairs being available. Please ask for a site qualification of services.

Minimum Term

The contract is for 36 months.

Information About Pricing

Minimum Monthly Charges

Type of service	Minimum monthly charge
ISDN 2 (per service)	\$90.00
ISDN 2 Enhanced (per service)	\$180.00
ISDN 10 channel service (per service)	\$200.00
ISDN 20 channel service (per service)	\$400.00
ISDN 30 channel service (per service)	\$550.00
ISDN 10/20/30 (for every subsequent 10 channels)	

Voice Call Charges in Australia

Call Type	Charge
Local call untimed	10c per call
Intercapital (STD)	8c per min
Calls to all mobile networks	15c per min
13/1300 calls per call	35c per call
18/1800 calls	FREE
Connection fee	NONE
Minimum charge	To the nearest cent

International Calls

International calls rates from your ISDN services in the countries listed on our website.

Early Termination Charge

An Early Termination Charge (ETC) is payable if you cancel the plan before the minimum term had ended. The ETC decreases by equal instalments each month that you remain on the plan and the maximum ETC you'll pay in equal to the service charges that would have been payable until the end of your minimum term.

ACT customers

If the address of the telephone line is within the ACT government areas like Jervis Bay area of NSW, you may be charged an ACT Government Utilities Tax Charge in addition to the Minimum Monthly Charge.

Other Charges

In the future, if any our supplier raises their prices which may result in the cost of the services you be interested. We will inform you about if any such hike in prices occurs.

Connection timeframe

Upon entry of sale we will be advised a timeline for delivery – we will let you know what that is as soon as possible. Changes of that delivery date can occur but we will always advise of any changes.

Transferring to the National Broadband Network (NBN)

On the NBN arriving in your area, you can change to NBN and we will provide you with your NBN access. We will need your agreement and access to your premises for installation purposes. If you don't want to transfer to NBN we will continue to provide your service until and unless we require disconnecting as part of the migration to NBN. We will discontinue your service without any further charges and will provide the details before any changes happen.

Further enquiries

Please call **139 139**

Customer Support

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