

next.[®]
telecom
a commsgroup business

Australia's Leading Service Provider

CLOUD COMMUNICATIONS FOR
CORPORATE AUSTRALIA



Australia's leading multiple
award winning service provider



Award Member



Winner 2011



Winner 2012



Winner 2013



Winner 2015



Winner 2016



Winner 2017



Winner 2018



Winner 2013



Winner 2014

Easy to deal with

Quick to deploy, simple to use. As a disruptive technology provider we focus on our customers adopting the solutions we deliver so they realise the maximum benefit.

Carrier Neutral

Pay attention. Carrier neutrality is an essential factor in delivering network availability. We're not burdened by selling our own network like a traditional telco, so we select the best local providers for your solution.

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**Australian Based Support
for Australian Business**

One number - one bill - one contract

Focus on your core business and leave the boring stuff to us. We'll provide secure, reliable network connectivity to enable your business to grow. All on the one bill.

Total cost of ownership advantage

Combine the benefits of hosted voice and collaboration with a turnkey managed network service – and you can comfortably reduce costs.

We make it simple

Simplicity is the essence of everything we do. From solution architecture to customer support; we deliver great outcomes for our customers and a great customer experience.

Cloud Communications for Business

Next Telecom are an Australian based business Telco, ISP and Managed Service provider.

"Cloud Communications for Business" is our tag and its the essence of everything we do. From solution architecture to customer support, we provide cloud services for every business type throughout Australia and Globally.

Our Cloud Business Phone, Global Teams Direct Routing PBX allow Australian and Multi National businesses to optimise costs and improve performance using a single global PBX and Supplier.

We provide a fresh approach using our vendor neutral multi carrier managed network services. We have a market-leading SD-WAN platform providing a cost-effective MPLS and WAN management platform.

Our Global Wholesale Voice platform with over 25 Global network nodes, delivers Carrier Grade Voice services and DIDs in over 100 countries.

Our proven onboarding capability, experience and remarkable service delivery help link you to your customers. All of this allows you to focus on your core business and grow.

Business Phone Systems, Data Networking & Security Services.



**Direct Routing for
MS Teams**



**Cloud Business
Phone**



**4G Mobile
Plans**



**Contact Centre
for Microsoft
Teams**



SIP Trunks



**Inbound
13/1300/1800
Voice Services**



**NBN Internet Plans
for Business**



**Business Fibre
Internet**



SD-WAN



Next Telecom is all about excellence in service

Next Telecom is an established Australian owned telecommunications Service Provider servicing the Medium to corporate business markets in Australia.

Our mission is to provide the most sophisticated service levels available in the industry delivered through an award winning provisioning team and skilled empowered account management.

Established in 2008 and now recognized at the most awarded telecoms and IT provider in Australia.

As winners of multiple Gold Awards for Excellence in Service from the Australian Customer Service Awards, we are continually striving to deliver amazing service to our customers.

Delivery of quality services through our people, systems and a comprehensive array of products to ensure your business only needs to rely on one communications company.

Our commitment

- To back up our first-class services, we respond to any enquiry within a business day.
- Our staff have been instructed to ensure emails, phone calls and written correspondence are responded to within this time frame.
- We offer 100% commitment to service and response from the first point of contact for the life of our client.

Direct Routing & Operator Connect for Microsoft Teams



What is Teams Calling?

Teams Calling is Microsoft's Cloud Based Phone System built in the Microsoft Teams application. It's the Microsoft 365 Phone System in the cloud or sometimes called Microsoft 365 business voice. The Microsoft Phone System can be delivered over Direct Routing or the New Operator Connect platform from mid 2022.

Teams Calling, also known as Direct Routing allows you to port your business phone numbers into the Teams application and make and receive calls from the app.

Microsoft Teams Calling is a full enterprise grade phone system providing a professional call experience with Auto Attendant, Hunt Groups, Call Queues, Voicemail to Email, Video Calls and Conference/ Meetings, Music and Messages On Hold while working in the office, on the road or at home.

Teams Calling Deployment

The Next Telecom team will help you choose the correct Microsoft Office 365 licence type to enable Teams Calling.

We then take care of everything else including setting up your Teams Calling Plan and Manage your number porting. We will get you set up and trained on how to self manage and work with your Microsoft partner to deliver an outstanding Teams Calling Solution.

We know that every business is different, so we work with you to understand how your business works, to develop your customised Teams Calling solution.

Cloud Business Phone



Cloud Business Phone is the Next Telecom Hosted PBX Phone System.

By using the latest IP Telephone VoIP and Unified Communications platforms, together with the latest hardware, you get the best possible Cloud business phone system experience with one of Australia's leading VoIP business Phone System provider, Next Telecom..

All in One Business Phone System Plan with Included handset

Our Hosted PBX platform provides a single 'all included' license in the plan, so there are no extra's such as Hunt Groups or any of those

features that every business needs. It's all included. We have PAYG and Unlimited Calls plans and can assist with Sophisticated or Complex Call Routing requirements. With a Next Telecom Cloud PBX you can have it all.

90% of our support team are Australian based at our Sydney & Melbourne NOCs and we have staff and dealers based Australia wide available for local support if required.

Contact Centre for Microsoft Teams



Interact more effectively with your customers

Our call centre and contact centre solutions for Microsoft Teams come in three varieties. When you need a phone system for a call centre, Next Telecom has a range of solutions to suit with on premises and Cloud solutions including native, semi-native and hybrid contact centre solutions.

Improve enterprise functionality, enhance productivity and add much needed flexibility into your Microsoft Teams calling Contact Centre solution.

Included Call Centre Features:

- Next Telecom Teams IP Voice Failover for enhanced availability
- Lives in the Microsoft Cloud
- World Class Clients for Web, Teams, Windows and Smartphones
- Mobile Agents for Increased Flexibility – Work from Anywhere

SIP Trunks. Things have changed.



SIP – The ISDN alternative for on-premises Phone Systems

SIP provides cost effective voice rates, especially when compared to legacy ISDN. Your SIP voice channels can be combined with existing data and internet access links. SIP trunks will connect directly to on-premises UC and late model PABX systems. Older PABX's can usually interface using gateways too.

Options for older on-premises systems include:

- Used an existing embedded IP card
- Add an IP card
- Add an ISDN gateway

Unlike ISDN, SIP is extremely scalable, and a cost-effective way to ensure your current infrastructure investment is fully optimised. If you're not ready to move to Cloud Business Phone you can maintain your existing PBX and use a Next Telecom SIP Gateway to establish, manage and terminate calls to any network globally.

Connect your new or existing PBX to our SIP channels. The perfect ISDN replacement.

Inbound 13/1300/1800 Voice Services



An inbound 13/1300/1800/0800 service number is a virtual service number connected to any local geographic number.

When users call the inbound number it's automatically redirected to the telephone number of your choice and the caller is charged a single flat fee, or in the case of a 1800 its a free call.

But you can do more with your inbound number. Take a deep dive into customer behaviours with Next Telecom Call Manager and Analytics. Our portal provides you with unrivalled detail when it comes to how your customers interact with your business.

Add intelligent call routing and call handling so calls terminate exactly where you want them to. And if you relocate your business to a new location, your inbound number will follow you like a loyal friend, so your customers can continue to reach you without disruption.

We have International toll free options too!

Call Reporting, Smart Routing Call Manager and Inbound Call Reporting. It's at your finger tips.

NBN Internet Plans for Business



Super fast and reliable NBN Plans for Business customers with Australian based support.

Don't leave your business NBN plan to a residential provider with offshore support. Our NBN Business Internet Plans offer high capacity at a great rate. You can choose from our range of NBN Internet plans for business including NBN TC4 high bandwidth services up to 1000/400Mbps (if on FttP & some HFC sites) or use NBN Enterprise Ethernet for added NBN reliability.

For businesses needing added reliability and with more than a few staff, we recommend NBN Enterprise Ethernet or Business Fibre Internet.



Business Fibre Internet



Fast Fibre Optic Internet for Business

Business Fibre Internet is a premium, high performance business broadband service that provides the speed and bandwidth that is crucial for modern, data hungry businesses.

Delivered using ultra-reliable fibre – and powered by Australia’s largest and most trusted networks – our scalable service offers reliable internet, maximum download speeds, symmetrical bandwidth and unlimited data. Business Fibre Internet at a price that won’t break the bank.

Offering excellent content adjacencies, our Business Fibre internet services connect you more directly to the cloud content and applications you use. And it’s not expensive. If you have 20 staff a Business Fibre broadband service can cost less than \$1 per employee per day.



Gigabit Internet, Fibre 400 and other bandwidths available.

SD-WAN with Security & Secure Web Access



SD-WAN using VMware SASE

Using VMware SD-WAN complex network deployments are a thing of the past. VMware SD-WAN delivers the ability to leverage technology and processes to transform your business and/or the user experience is critical Cloud business’s.

VMware SD-WAN now brings the benefits of Secure Access, Cloud Web Security along with its marketing lead Edge Network Intelligence.

Provide a consistent remote work experience with Secure Access

With VMware Secure access, supporting remote staff working from home, on the road on the branch network is now super simple. VMware as a VPN replacement provides management under single pane of glass.

Simplify branch networking and dramatically reduce costs

Managed Services

Next Telecom Managed Services are suitable for any business wanting to transform their network to drive productivity.

Next Telecom delivers solution designs that focus on enabling your business and increasing productivity - without the pain of engaging multiple vendors.

We know that more CIOs are being asked to solve deep productivity issues rather than mundanely maintaining uptime - so it makes sense to consider flexible managed network services, leveraging our experts to help drive productivity and innovation.

But the managed network services market is changing, and IT leaders need to respond and re-assess sourcing strategies to ensure they are getting optimum value.

Understanding that businesses today demand more, providers are evolving beyond the network to include aspects such as Unified Communications as a Service and Public Cloud. Then there's the question of Cloud Web Security.

So, whether you want to move in to new markets or use resources more efficiently, Next Telecom can make it happen at a controlled cost.



Partners

Telco Voice & Data Partner Reseller

The Next Telecom Global Partner Program provides an opportunity to create new recurring revenue streams with a partner committed to your success. Our ongoing support, training, future-proof suite of products and fresh approach makes us the partner of choice.

Join our Team as a Next Telecom Global Business Partner and you will gain access to our full suite of products and services.

Why we're the partner of choice

- Future proof product suite
- Comprehensive training
- Collaborative sales & marketing initiatives
- Pre-sales support
- Sales tool kit & marketing collateral

Add trailing revenue to your business with the latest range of Telecommunications and Data products

Global Wholesale SIP, Teams Calling & Call Termination Partners

We understand what you need from a wholesale voice solution. We have the solution you need to drive growth.

Our core network hosts millions of endpoints and DID numbers. The platform is hosted in 25 locations around the world – covering countries across APAC (including China), India, Europe, North and South America. This provides much greater flexibility than the incumbent Telcos – and true global collaboration through a unique integrated platform, regardless of your distributed locations.

Global DID Availability

DID porting from over 80 countries. New DIDs available from over 100 Countries. PSTN porting almost everywhere.

Global Teams

Our global network of Teams Direct Routing nodes allows us to deploy Microsoft Teams Calling into over 100 Countries removing the burden of having to deal with conflicting PBX technologies & multiple suppliers across multiple countries and time zones.

Global SIP

It's a dream of many Global PBX network managers. To have their Global PBX platform with a single provider, using a single uniform technology and a single point of contact.

Using our Global SIP platform allows your business to manage SIP traffic with a single provider to over 100 countries. Join your follow the sun Contact Centre Operations or global operations onto a single integrated voice network.

Global Wholesale Call Termination Services (CTS)

Next Telecom CTS gives you the ability to transit and terminate voice calls to fixed and mobile carriers using premium CLI routes to over 100 countries worldwide.

We have interconnections to the world's largest and most trusted Tier 1 carriers with multiple back-up routes in place for overflow.

With 25 global hubs, we've built our voice platform for reliability, quality and reach.

Great Phone System & Data Supplier



(Next Telecom) are awesome to deal with because (they) give us the needed answers, quotes & specs in real-time which helps us to convince and close Business Phone Systems & Business Fibre Internet deals with our clients. Great job.

Subu Ra | IT Manager
Wridgways Australia

Fast internet and excellent after sales service



Next Telecom's support staff are professional, helpful and always available, either online or over the phone. We recommend Next Telecom as a company that provides fast internet and excellent after sales service.

Susan | Practice Manager
153 Phillip Barristers

Fast Business NBN Connection



It's refreshing to receive such prompt and trustworthy support and service advice.

So, thank you to you and your team. We appreciate your support.

Jess | Office Manager
HAAA

You have good rates & overall better package



Helped me get NBN business Internet with a bit of negotiation as well. You have good rates overall better package than others as well.

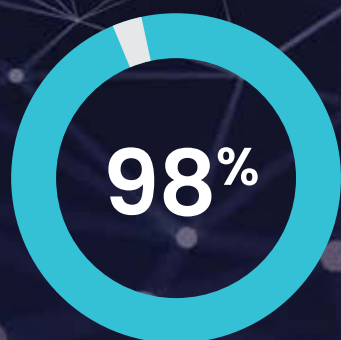
Carl Rowe
Powa Group

Great job with our Hosted Phone System



I just wanted to give some quick feedback with regards to our new Hosted Phone System installation and training – as managed and run by Martin Sliwo. Martin did a great job, he really looked after us and we're all very happy with how things have gone so far.

Chris Brimble | Knowledge & Information Manager
Pacific Trade Invest



of our customers say
they would recommend
Next Telecom

*Customers responses live to service department for the month of August 2019.

Speak with one of our Australian based solutions experts today on **1300 722 320**

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