Platinum Plan

The TeleSEQ "Platinum" Plan is a pre-paid, or post-paid, month-to-month subscription for cloud-based IP-PBX/telephony services.

The minimum monthly charge payable is $209.95 inc-GST.

Mandatory Requirement:

The TeleSEQ service requires the customer to provide a suitable broadband connection, with a minimum bandwidth of 100 Kbps for each **concurrent** telephone call.

Customers can BYO (Bring Your Own) "Open-SIP" compliant handsets, purchase handsets from TeleSEQ, or utilise soft-phone applications. Please contact us for more information at TeleSEQ - Contact Us.

Plan Inclusions:

1000 Free calls to landlines, per month (See Note 1 below)

Block of 100 "contiguous", externally-facing telephone numbers (See Note 2 below)

Unlimited internal extension numbers	Time Base Routing
Unlimited ACD Queues	Mobility
Unlimited Conference Rooms	Call Forwarding
Unlimited Ring Groups	Fax Over IP
Unlimited Auto Attendants	Voicemail to Email
Call Recording	Queue Wallboards

NOTES:

1. Once your "included" calls are exhausted within the billing period, further calls made within that period will be charged for using TeleSEQ's standard call charges, as detailed in the Outgoing Call Rates section below.
2. If your telephone number requirements are not for a "block of 100", TeleSEQ will work with you to accommodate your preferred telephone numbers up to the same value as a block of 100 (i.e. $79.95 inc-GST/month), using smaller blocks and/or stand-alone numbers. Once you have used all of your "included" telephone numbers, additional numbers can be added to the TeleSEQ Platinum Plan, and will be charged for based on TeleSEQ's standard Number Rental rates, as detailed in the Australian In-Dial Number Rental section below.

Optional Extras:

Mobile Packs

Customers can add "mobile minutes" packs to their subscription, at discounted rates, as follows:

- Mobile Pack 200 – $26.95 inc-GST (calls to mobile phones charged at 13.5 cents/minute)
- Mobile Pack 500 - $62.50 inc-GST (calls to mobile phones charged at 12.5 cents/minute)
- Mobile Pack 1000 - $114.95 inc-GST (calls to mobile phones charged at 11.5 cents/minute)
- Other packs are also available – please contact the TeleSEQ support team, on (07) 5451 7377 or support@teleSEQ.com.au, to find out more.

NOTE: Once your "included" mobile call minutes are exhausted within the billing period, further calls to mobiles made in that period will be charged for using TeleSEQ's standard call charges – see the Outgoing Call Rates section below.

SMS

Each outgoing SMS is charged at 14c inc-GST per message unit (160 characters).

Customers can rent a "dedicated" SMS number at $56.55 inc-GST per month, to allow receipt of incoming SMS messages.

Australian In-Dial Number Rental

TeleSEQ provides phone numbers from 80 different regions across Australia and they can be purchased as a single, block of 10 or block of 100. Numbers are priced as follows:

- **Single number rental** @ $5.35 inc-GST per month
- **Block of 10 numbers rental** @ $30.95 inc-GST per month
- **Block of 100 numbers rental** @ $82.55 inc-GST per month (Platinum Plan includes 100 "contiguous" Numbers, or smaller groups of numbers, value = $82.55/month)

TeleSEQ supports number portability and helps our customers in porting their existing number to us. There is a standard number porting fee which is priced as follows:

- **Single number simple porting charge (CAT A)** of $35.00 inc-GST once off
- **Single number complex porting charge (CAT C)** of $100.00 inc-GST once off
- **2-5 numbers porting charge (CAT C)** of $150.00 inc-GST once off
- **6-20 numbers porting charge (CAT C)** of $200.00 inc-GST once off
- **21-200 numbers porting charge (CAT C)** of $350.00 inc-GST once off

NOTE: If a porting request is rejected, for any reason, the port must be resubmitted, meaning the porting charge will apply again – this applies to both CAT A and CAT C porting requests.

1300/1800 Number Rental

1300 and 1800 numbers are readily available when using TeleSEQ. We can also assist in porting your existing 1300 or 1800 numbers to TeleSEQ, and charges are passed through from Industry Number Management Services Ltd (http://inms.com.au).

There are no additional setup charges when adding a 1300/1800 number to your service and only a monthly rental of **$15.55 per month**.

Incoming Call Rates

The incoming call rate for 13, 1300 and 1800 are as follows:

- Calls from landline @ 7 cents/min
- Calls from mobile @ 10 cents/min

Outgoing Call Rates

TeleSEQ offers highly competitive call charges for all local, national, international as well as 13/1300 calls, as detailed below:

Call Type	Charges (inc-GST)
Local & National calls	12 cents untimed – 1000 calls per month included, valued at $120.00
Mobile calls	15 cents per minute
International calls	Starting from 3 cents per minute, please see International Call Rate Tariff Sheet
13/1300 calls	30 cents untimed

Enquires, feedback and complaints:

We are committed to providing you with excellent customer service. Please contact us by calling 1300 0 TELESEQ (1300 0 54645) or by sending an email to support@teleSEQ.com.au if you have any questions, would like to give feedback or wish to lodge a complaint.

Telecommunications Industry Ombudsman (TIO):

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

If you wish to contact the TIO, you can do so as follows:

Phone: 1800 062 058	Fax: 1800 630 614	Online: www.tio.com.au/making-a-complaint

This CIS is a summary only. Please contact TeleSEQ for further information or visit our website at www.teleSEQ.com.au for full Terms and Conditions.

This summary valid as of 31st March 2023.