

Express Connect PBX Cloud Phone Service

Service Description	This Service allows you to make and receive calls using an Internet connection rather than the copper phone lines of a Public Switched Telephone Network (PSTN). This is called Voice over IP or VoIP. This Service offers access to the Premium UC application that allows users to make and receive calls from your softphone or desktop computer (at an additional cost) and includes productivity features such as caller groups, voicemail to email, call hold and transfer; suitable for business needs.			
Minimum term(s)	Monthly	12 Months	24 Months	36 Months
Setup Fees (once off charge, excl. GST) per user	\$180	\$180	\$120	\$0
Minimum Monthly Charge	\$30 per user per month.			
What is included	<ul style="list-style-type: none"> • Unlimited calls to standard Australian landline and mobile numbers. • Unlimited calls to 13/1300 and 1800 numbers. • Call handling & basic productivity features (after-hours diversion, voicemail to email). • 1 Auto attendant (as required). • 1 Australian Direct in Dial (DID) number per license. • 1 active phone call at a time. 			
Maximum Early Termination Charges	If you cancel your service within a contract period, you will be charged an Early Termination Charge calculated using the following formula: $\text{Early Termination Charge} = \text{Months remaining in contract} \times \text{Minimum Monthly Charge}$. Where you are on a 1-month Service, if you cancel your Service before the end of a billing period, you will not be credited for any unused days remaining in your billing period.			

Information about pricing (All prices exclude GST)

Number porting charges	<ul style="list-style-type: none"> • You can choose to bring your phone number over from another provider. • Number porting charges start at \$15 per request. See number porting charges here. • DID numbers supplied with this Service may not be exchanged, credited or substituted towards the cost of porting numbers to the service.
International calls	Calls to International numbers are available at pay as you go rates and charged on a per second basis. Download complete list of international dial out rates here .
Access to mobile and desktop softphone (Premium UC)	<p>\$5 per user per month.</p> <p>Links to the Premium UC mobile or computer app will be supplied by the Customer Support team. The Premium UC mobile app may also be downloaded from Apple App Store or Google Play Store.</p>

Information about this service

Offer Exclusions

- Desk phones and phone accessories. These are not optionally available from Express Virtual Meetings at a separate cost.
- Additional Direct in Dial numbers (DID), 1800 and 1300 numbers are available for a separate cost.

Offer Limitations

Emergency calls

- This Service is dependent on access to the internet. If there is an interruption to your internet connection or power outage this Service will not be available. That includes dialling 000 and emergency numbers.
- This service is not suitable for people with life threatening medical conditions that require priority assistance. Priority assistance services can be obtained here: <https://www.telstra.com.au/consumer-advice/customer-service/priority-assist>.

Restrictions

The service does not support calls to:

- Australian or International premium rate numbers
- Some operator-assisted numbers; special service numbers; mobile satellite phone numbers, and international destinations that are in Express Virtual Meetings opinion high risk
- Fax, dial up modem or other analogue data calls (e.g. EFTPOS, HICAPS)

Acceptable use policy

Usage is subject to the Acceptable Use Policy found on the Legal webpage:

<https://www.expressvirtualmeetings.com/en-au/legal#policies>

Equipment

- To use this Service, you need high-speed internet access and a SIP capable device or softphone application. These can be optionally purchased from Express Virtual Meetings at an additional cost.
- Express Virtual Meetings supplied equipment is programmed to operate only in connection with our Express Connect Service.

Billing Information

Billing Charges

Invoices are sent each month to your registered email free-of-charge. Should you want the bill printed and posted; a charge of \$5 applies per bill.

Billing Date

Your bill is generated on the 1st of each month. We will bill you in advance for the minimum monthly charge, and in arrears for calls.

Service Activation Date

Services commence the day they are setup on our system. The Softphone (Premium UC) credentials will be sent to you on the same day should you choose this option.

First Bill Charges

Your first bill will include:

- Charges for part of the month from when you took up your plan until the end of that billing cycle.
- The minimum monthly charge in advance for the next billing cycle.
- Any additional charges for non-recurrent items used during that billing period.

Payments

You will continue to be billed for this Service until you contact us to cancel the Service. Your service will be restricted if you fail to pay your bill on time. For information on payment options, visit <https://www.expressvirtualmeetings.com/en-au/billing-portal>

Offer Conditions

This service is intended for business use only and is not available for telemarketing, call centre functions and similar uses.

Important Recommendation

- When this Service is used with a desk phone or a computer-based softphone, it is not recommended to use on a wireless internet connection. We recommend this Service is used with a dedicated or shared fixed line broadband internet connection and Quality of Service (QoS) enabled modem.
- When using this service on a mobile phone app, it should be used on a mobile having a strong WiFi or 4G/5G data connection.

Service Provider

Symbio Networks Pty Ltd is the principal carrier whose network is used to provide this service. Despite this, its related company, Express Virtual Meetings Pty Ltd is responsible for providing the service to you.

Other Information

Access to call and data usage information

To access call and data usage log in to your customer billing portal via

<https://my.billingplatform.com/express/login.jsp>. You can request access to the customer billing portal by calling, emailing us or via

<https://www.expressvirtualmeetings.com/en-au/billing-portal>.

Supplier name and Customer Service contact details

Customer Service Information:

24/7 customer service phone support

1300 742 024 or +61 3 8687 0548

Live chat available during business hours ([via website](#))

Mon-Fri: 9:00am to 5:00pm AEST

Email: service@expressvirtualmeetings.com

Emails are responded to during business hours.

[Online Support Centre](#)

How to access our complaints resolution process

If you are dissatisfied with any aspect of our service and you wish to make a complaint please visit:

<https://www.expressvirtualmeetings.com/en-au/legal> for more information.

TIO contact details

If you have exhausted all avenues for resolving your complaint within Express Virtual Meetings you can contact the Telecommunications Industry Ombudsman (TIO) by phone on **1800 062 058**. For full contact details, visit:

<http://www.tio.com.au/about-us/contact-us>

Full legal terms and conditions

This document is a summary only, the full legal terms and conditions are available here

<https://www.expressvirtualmeetings.com/en-au/legal>

The above information is based on the standard service offering and is only a summary. On occasion, Express Virtual Meetings, may run special promotions which include additional discounts or other benefits. Where this document has been supplied as part of a special promotion, please refer to the original promotional description for any variations to the above.