

Audio and Video Conferencing

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| Service Description | The Service provides voice, online video and video room conferencing services which are available 24/7, every day of the year. This Service includes vmeet express that allows customers and their guests to join an audio or video conference from anywhere in the world with a phone or internet connection. This Service also offers access to Express.VC (at an additional cost) that allows access to in room video conferencing services. |
| Minimum term(s) | No contract. PAYG monthly invoicing. |
| What is included | <ul style="list-style-type: none"> • Conferencing services are hosted on audio and video bridge infrastructure owned by Express Virtual Meetings which is located in secure data centres in Australia. • Access to 120+ dial in numbers including national 1300 numbers (AUS), local capital city numbers (LCCN), international toll-free (ITFS) and international local city numbers. All are charged per line per minute. Download dial-in numbers. • Unlimited conference duration. • Conference recording and storage for both video and voice. • Operator Connect Service. • 24/7 customer phone support. Online support (via website Live Chat and email) available during business hours (AEST). • Access to a comprehensive list of in-conference keypad controls. • Range of optional free conferencing features activated at an account level. • Vmeet express which is accessed via URL vmeet.express |
| Maximum Early Termination Charges | No Early Termination Charges apply to this Service. |

Information about Pricing (All Prices exclude GST)

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| PAYG Audio dial in charges | <ul style="list-style-type: none"> • Local capital city numbers \$0.08 per line per minute. • National 1300 numbers (AUS) \$0.16 per line per minute. • International toll-free numbers from \$0.26 (band 1) to \$1.26 (band 5) per line per minute. Download international line rates. |
| PAYG Video charges | <ul style="list-style-type: none"> • Online video conferencing (vmeet.express) \$0.16 per user per minute. • Video rooms (Express.VC) which is available on request \$0.95 per user per minute. |
| Other PAYG services | <ul style="list-style-type: none"> • Operator Connect \$5 per connection plus standard line charges. • Recording of voice and video conferencing \$20 per recording. • After hours managed service charge of \$89 for operator connection service. • Prices and charges exclude call connection costs to this service. The cost of a landline or mobile call to our conference dial-in numbers is determined by your provider. • Each conference participant counts towards the total charged conference minutes separately (eg. 60-minute conference x 4 participants = 240 conferencing minutes). |

Information about this Service

Offer Conditions

- This service is intended for business use only.
- Your service may be restricted if you fail to pay your invoice on time.

Offer Limitations

This service supports a maximum of:

- 100 audio lines at any one time.
- 20 vmeet.express lines.
- 10 Express.VC lines
- Vmeet.express and Express.VC video conferencing is dependent on access to the internet. If there is an interruption to your power or internet connection you will not be able to use this service.

Equipment

- There is no special equipment required to use our voice conferencing services.
- You will need video conferencing equipment to be able to use the Express.VC service. Optional video conferencing hardware can be purchased as a one-off cost from Express Virtual Meetings, should customers require it.
- You require an internet connection to join via video conference and a computer or mobile device with access to a web browser.
- We recommend this service be used with a dedicated or shared fixed line broadband internet connection, rather than a wireless internet connection, with a Quality of Service (QoS) enabled modem.

Other Services

Express.VC conferencing service is available on request and at an additional cost.

Billing Information

Billing Date

Your invoice is generated on the first business day of the month and is charged in arrears. Your invoice is sent to your nominated email address free of charge. If you require a paper copy of your invoice to be sent there will be a \$5 charge per invoice.

First Bill Charges

Your first bill will include:

- Any PAYG audio conferencing charges.
- Any PAYG video conferencing charges.
- Any recording charges.
- Any Operator Connect charges.

Payments

- EFT
- Credit card
- Cheques

For further information, please refer to your invoice.

Other Information

Access to audio and video conferencing usage information

To access audio and video conferencing usage, log in to your customer invoicing portal via this [link](#). You can request access to the customer invoicing portal [here](#).

Service Provider

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

Supplier name and Customer Service Information

Express Virtual Meetings Pty Ltd
ABN 42 101 275 852

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 enquiries

Enquiries via email: service@expressvirtualmeetings.com
Emails are responded to during business hours.
[Online Support Centre](#)

How to access our dispute 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/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.