

## Express Premium Business NBN

<b>Service Description</b>	This is a broadband service which allows access to the internet via the nbn™ network. This Service is intended for business purposes and not residential use.		
<b>Minimum term(s)</b>		12 Months	24 Months
<b>Setup Fees (once off charge, excl. GST) per user</b>		\$99	\$0
<b>Minimum Monthly Charge excl. GST</b>	\$110		
<b>What is included</b>	<ul style="list-style-type: none"> <li>• 1 static IP address (IPv4 or IPv6)</li> <li>• Unlimited download/upload</li> <li>• Standard speeds during work hours (9am to 5pm) is 90 Mbps down / 36 Mbps up.</li> </ul>		
<b>Maximum Early Termination Charges</b>	If you cancel your service within a contract period, you will be charged an Early Termination Charge of \$165 (excl. GST). This is calculated based on the Early Termination Charge of our supplier and a proportion of month's MRC.		

## Information about Pricing (All prices exclude GST)

<b>New Development Charge</b>	If you're in a new development and not already connected to the nbn™, nbn™ co may charge \$300 to connect your premises to nbn™ services. If applicable, the charge will be passed to you through Express Virtual Meetings.
<b>Installation</b>	<ul style="list-style-type: none"> <li>• Standard nbn™ installations are completed without charge to you.</li> <li>• If your installation is non-standard, nbn™ co will discuss and obtain your agreement to any additional charges before starting the work and these charges will appear on your first Express Virtual Meetings bill.</li> </ul>
<b>Additional Charges</b>	Additional charges, including but not limited to subsequent installation, installation of central splitter, relocation, may apply. <a href="#">Click here</a> to know more about additional/other charges.

## Information about this Service

### Offer Exclusions

- This Service is intended for business purposes only.
- Battery backup is not included. Therefore, where there is a power outage your data and linked voice services will be temporarily unavailable.
- Central splitter for FTTB/N in standard installations not included.
- We will deliver your service to the Network Boundary Point (NBP) at your premises, (the physical port or 'UNI' on the nbn™ Network Termination). The cabling required beyond the NBP and the provision of a suitable 240V AC power outlet is your cost and responsibility.

### Offer Limitations

#### Service Availability

- Express Virtual Meetings' nbn™ services are subject to availability and coverage. We can advise availability at your address.

### Offer Conditions

- You must be the owner of the property (or have the owner's consent) before nbn™ is installed.
- Once you take up a service on the nbn™ you cannot move back to services on the existing copper network.

## Broadband Speeds

Broadband speeds vary due to factors including but not limited to, the access technology type used, network capacity, the performance of the local infrastructure and cabling, the number of users in your area, the equipment you use, the source and destination of content you access on the internet. See our Fact Sheet for more information.

## Service Provider

nbn™ co is the principal carrier whose network is used to provide this service. Despite this, Express Virtual Meetings is responsible for providing the service to you and is not affiliated with or related to the principal carrier.

## Billing Information

### Billing Charges

Bills 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 first business day of each month. We will bill you in advance for the minimum monthly charge, usage charges are billed in arrears.

### Service Activation Date

Service Activation Date is the date service is setup on our system.

### 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>

## Acceptable use policy

All Express Virtual Meetings nbn™ plans are subject to the Acceptable Use Policy found in the Terms and Conditions: <https://www.expressvirtualmeetings.com/legal#policies>

### Service Relocation

If there is no Express Virtual Meetings' nbn™ services coverage at your new address, we will offer to provide you with an ADSL service. If you accept our ADSL offer, we will waive the Early Termination Charge. Otherwise, standard termination charges will apply.

## Equipment

- To use the service, you require nbn™ compatible Quality of Service (QoS) enabled router. It can optionally be obtained from Express Virtual Meetings at an additional cost.
- Express Virtual Meetings supplied equipment is programmed to operate only on the Express Virtual Meetings service.

## Other Information

### Access to usage information

To access your usage, please contact Express Virtual Meetings Customer Service.

### Supplier name and Customer Service contact details

Express Virtual Meetings (ABN: 42 101 275 852)  
Customer Service: **1300 742 024**. 24/7 customer service by phone.

### How to access our dispute resolution process

If you are dissatisfied with any aspect of our service and you wish to make a complaint, you can access our complaints policy at: <https://www.expressvirtualmeetings.com/en-au/legal#policies>

### 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.