

## Service Schedule

<b>Grapevine broadband Plans on the TransACT Network</b>	
<b>Plan inclusions</b>	<ul style="list-style-type: none"> <li>▪ A broadband ISP Plan (a separate TransACT broadband connection is required).</li> <li>▪ 11 email addresses (one with 50MB storage and 10 with 20MB storage) all with an anti-spam and anti-virus email filtering service.</li> <li>▪ Back-up dial-up account<sup>^</sup>.</li> <li>▪ Usage alerts sent to you via your Grapevine email address when you reach 50%, 80%, 110%, 130% and 150% of your monthly download limit.</li> <li>▪ One personal webspace with 10MB storage.</li> <li>▪ Free helpdesk support during business hours.</li> </ul>
<b>Service region</b>	This Service Schedule applies to all internet Services Grapevine provides on the TransACT Network and forms part of our Agreement with you.
<b>Service Conditions</b>	<p>To be eligible for this Service you must meet the following Service Conditions.</p> <ul style="list-style-type: none"> <li>▪ You must have a TransACT broadband connection (separate TransACT broadband connection fees apply). Grapevine makes no guarantee or assurance as to availability on the TransACT Network. Access must be arranged and paid for by you.</li> <li>▪ You may only use the Service for your own personal use at your residential premises and not for any business, commercial or other purposes.</li> <li>▪ You may only have one login at a time.</li> <li>▪ You must not run servers or provide any public information service from a computer utilising the Service.</li> <li>▪ You must comply with Grapevine's Acceptable Use Policy and Copyright Policy.</li> <li>▪ You must not resell the service.</li> </ul>

	<p><b>Other information</b></p> <ul style="list-style-type: none"> <li>▪ Residential broadband plans offered on the TransACT Network come with a dynamic IP address. Static IP addresses are available for an additional fee of \$2.50 per month. If a static IP plan is required for an existing customer, a \$20 plan-change fee also applies.</li> <li>▪ To assist in the protection of all Grapevine End Users, where deemed applicable, Grapevine reserves the right to:             <ul style="list-style-type: none"> <li>▪ limit the size of an email or attachment</li> <li>▪ limit the number of recipients of an email</li> <li>▪ restrict the use of email services where deemed inappropriate.</li> </ul> </li> <li>▪ Service and Plans may be changed or withdrawn at any time by Grapevine.</li> <li>▪ Electronic statements and Grapevine bulletins are sent to your nominated email address. If you don't nominate a preferred email address this information will be sent to your default Grapevine mailbox.</li> </ul>
<b>Service type</b>	Residential broadband connection on the TransACT Network.
<b>Contract Period</b>	No Contract Period applies to your Grapevine Plan, unless you include it in an ActewAGL and TransACT bundle where a 24-month Bundle Agreement applies.

**Broadband Plan prices**

	CAPPED & SHAPED			PAY FOR WHAT YOU USE					
	GV500MB TA	GV1GB TA	GV2GB TA	GV3GB TA	GV5GB TA	GV10GB TA	GV20GB TA	GV40GB TA	GV60GB TA
<b>Monthly price</b>	\$9.90	\$14.95	\$19.95	\$24.95	\$29.95	\$34.95	\$49.95	\$69.95	\$89.95
<b>Off-peak download limit/month</b>	300MB	500MB	1GB	FREE UNLIMITED OFF-PEAK DOWNLOADS (SPEED SHAPED TO 72kbps ONCE YOU REACH 100GB)					
<b>Peak download limit/month</b>	200MB	500MB	1GB	3GB	5GB	10GB	20GB	40GB	60GB

<b>Speed of all traffic shaped to 72kbps at...</b>	500MB	1GB	2GB	100GB (off-peak)					
<b>Overrun charge for excess peak downloads</b>	10c/MB	10c/MB	10c/MB	10c/MB	10c/MB	10c/MB	10c/MB	10c/MB	10c/MB
<b>Capped monthly price</b>	\$39.90	\$64.95	\$119.95	NO CAP					

A \$20 connection fee applies to all plans, unless you include your Grapevine plan in an ActewAGL and TransACT bundle\*.

TransACT connection fees not included. For all Grapevine plans, overrun charges apply when you reach the maximum download limit for your selected plan, up to the overrun limit stated in the relevant Service Schedule. For capped plans, after the overrun limit is reached, downloads are free but connection speed is slowed to 72kbps for the remainder of the Download Measurement Period. For all other plans, connection speed is slowed to 72kbps once you reach 100GB in off-peak downloads. Grapevine provides usage alerts via email to enable you to monitor your download usage. ^Please confirm with your telephone service provider that you will be charged at a local call rate for using 0198 services to access your account from interstate. To use this service your Grapevine home account must be logged off at the time you attempt to connect. \*24-month Bundle Agreement and early cancellation fees apply. For bundle terms and conditions visit [www.actewagl.com.au](http://www.actewagl.com.au) or call 13 12 93.

<b>Connection speed</b>	Based on your TransACT broadband connection plan.
<b>Acceptable Use Policy and Copyright Policy</b>	Apply to these Plans and are available on the Grapevine website.
<b>Peak and off-peak download time periods</b>	Peak: 6.00pm to 6.00am Off-peak: 6.00am to 6.00pm  The Download Measurement Period is one month, measured from the Commencement Date, and then each month thereafter.
<b>Maximum limit for personal webspace content transfer</b>	500MB of data per month. Web traffic attributed to the End User's personal webspace is metered separately to Plan download limits.
<b>Miscellaneous fees and charges</b>	
<b>Service price</b>	Refer to the Plan table above for pricing information.  Charges for the Service are levied in advance on the Commencement Date and on each Invoice Date thereafter. You will receive an electronic invoice via email on the Invoice Date, which will provide you with 10 calendar days notice of the payment amount that will be taken

	<p>out of your account on the Payment Date.</p> <p>Surcharges are charged in arrears.</p> <p>All payments are non-refundable.</p>
<b>Payment method</b>	All charges levied are to be paid by direct debit or by a valid credit card (excluding Diners and American Express).
<b>Connection fee</b>	<p>\$20</p> <p>This fee is waived if you include your Grapevine Plan in an ActewAGL and TransACT Bundle Agreement.</p>
<b>Early cancellation fee</b>	Does not apply, unless you include your Grapevine Plan in an ActewAGL and TransACT Bundle Agreement, where a bundle cancellation fee may apply.
<b>Plan-change fee</b>	\$20 plan-change fee applies to any upgrade, downgrade or adjustment to the Plan, including adding and removing Static IPs.
<b>Direct debit rejection fee</b>	\$15
<b>Late payment fee</b>	\$5.50

All charges are GST inclusive unless otherwise stated.