

## Service Schedule

Grapevine web hosting Plans	
<b>Plan inclusions</b>	<ul style="list-style-type: none"> <li>▪ A shared internet hosting service.</li> <li>▪ Provision of space on Grapevine's servers.</li> <li>▪ An access portal to and from the internet for web, email and FTP transfers.</li> <li>▪ Domain name registration services as required.</li> </ul>
<b>Service region</b>	This Service Schedule applies to all web hosting Services Grapevine provides 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 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>▪ Web hosting is a consumer and business service – this means that the end user may use the service for lawful personal, business or commercial purposes.</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 a file, email or attachment</li> <li>▪ limit the number of recipients of an email</li> <li>▪ restrict the use of 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▪ Service and Plans may be changed or withdrawn at any time by Grapevine.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>	Shared internet hosting service.

<b>Contract Period</b>	No Contract Period applies to your Grapevine web hosting Plan.						
<b>Web hosting Plan prices</b>							
	<b>E-Basic \$9.90 per month</b>	<b>E-Biz \$16.95 per month</b>	<b>Geronimo \$19.95 per month</b>	<b>Geronimo \$27.95 per month</b>	<b>Gismo \$39.95 per month</b>	<b>Gladiator \$49.95 per month</b>	<b>Gladiator \$89.95 per month</b>
<b>Storage space</b>	500MB	500MB	1GB	1GB	2GB	4GB	10GB
<b>Monthly data transfer</b>	1GB	5GB	10GB	10GB	25GB	30GB	50GB
<b>Web hosting</b>	x	x	✓	✓	✓	✓	✓
<b>Email inboxes</b>	15	30	50	100	100	100	Unlimited
<b>DIY website builder</b>	x	x	✓	✓	✓	✓	✓
<b>Mailing lists</b>	x	1	2	5	10	20	Unlimited
<b>MySQL Databases</b>	x	x	5	10	20	Unlimited	Unlimited
<b>Subdomains</b>	x	x	5	10	20	Unlimited	Unlimited
<b>Acceptable Use Policy and Copyright Policy</b>	Apply to these Plans and are available on the Grapevine website.						
<b>Miscellaneous fees and charges</b>							
<b>Service price</b>	<p>Refer to the Plan table above for pricing information.</p> <p>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 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>	Online sign up: free Assisted phone sign up: \$49
<b>Early cancellation fee</b>	Does not apply
<b>Other Service fees</b>	Backup recovery: \$50 Domain level email blacklisting: \$22 DVD backup and postage: \$99 Pre-purchased Digital Certificate installation: \$99
<b>Plan-change fee</b>	Does not apply
<b>Direct debit rejection fee</b>	\$15
<b>Late payment fee</b>	\$5.50

All charges are GST inclusive unless otherwise stated.