

Service schedule

Grapevine gvTV personal video recorder	
Product includes	<p>A Beyonwiz DP-P2 personal video recorder (PVR), available when you sign up to a Grapevine broadband plan.</p> <p>For information about your Grapevine broadband plan, please refer to the relevant Services Schedule for the Plan you have selected.</p>
Service region	Customers living anywhere in Australia.
Service conditions	<p>To be eligible for this service you must meet the following Service Conditions.</p> <ul style="list-style-type: none"> ▪ You may only use the service for your own personal use at your residential premises and not for any business, commercial or other purposes. ▪ You may not resell the service. ▪ Service and Plans may be changed or withdrawn at any time by Grapevine. ▪ If you are a Grapevine customer purchasing a gvTV on a payment plan, electronic statements and Grapevine bulletins are sent to your Grapevine nominated email address. If you don't nominate a preferred email address this information will be sent to your Grapevine mailbox. ▪ New gvTV customers that also wish to sign up to a Bundle Agreement may choose to include their Grapevine ISP plan in their Bundle. However, the Beyonwiz PVR is not an eligible service to include in a Bundle Agreement. ▪ Existing bundle customers that have Grapevine included in their Bundle Agreement can sign up to a gvTV package but they must sign a new contract for the service. The customer's current bundle discount and agreement period will not be affected. ▪ Existing Grapevine customers that purchase a gvTV package must sign a new 12- or 24-month Grapevine contract.

<p>Service type</p>	<p>Beyonwiz DP-P2.</p> <p>More information on the product features is available at: http://www.beyonwiz.com.au/DP_P2_overview.asp</p>
<p>Payment term option and Plan contract term</p>	<p>The 12- or 24-month gvTV payment term option is only available if customers also sign up to a Grapevine broadband plan with the equivalent contract term.</p>
<p>Warranty</p>	<p>The Beyonwiz DP-P2 has a one year return-to-base manufacturer warranty. Details are included inside the packaging of the Beyonwiz PVR. All warranty requirements must be adhered to and followed. For more information, please read all Beyonwiz documentation carefully.</p>
<p>Return policy</p>	<p>Exchange or refund on the Beyonwiz DP-P2 PVR will only be offered if the item is faulty, significantly different from what was shown to you, not functioning as described in marketing communication, or where otherwise required by law. Exchange or refund is not available for a change of mind.</p> <p>If one or more of the above conditions apply, an exchange or refund will be offered if satisfactory proof of purchase is provided and the goods are in unmarked, original condition, complete with all instruction books and accessories. All returns must be accompanied by a sales docket.</p> <p>If a Beyonwiz DP-P2 PVR is believed to be faulty, it may be necessary for the item to be returned to the manufacturer for assessment to determine whether or not an exchange, refund or repair can be provided.</p> <p>Returns can be made at the following stores.</p> <ul style="list-style-type: none"> ▪ Homeconnect: City Walk, Civic or ground floor, Westfield Woden ▪ 360° living: The Marketplace, Gungahlin.

gvTV PVR pricing

12-month outright purchase option

- gvTV PVR outright cost: \$799

12-month instalment option

- gvTV PVR monthly cost: \$66.58, total cost over 12-months \$798.96

24-month instalment option

- gvTV PVR monthly cost: \$33.29, total cost over 24-months \$798.96

The cost for the gvTV PVR is separate from and in addition to your Grapevine broadband plan. Refer to the relevant Service Schedule for the costs associated with your Grapevine broadband plan.

Total cost of minimum broadband plan, including connection fee and PVR in a gvTV package		
Grapevine broadband	12 months	24 months
\$9.95/month plan on TransACT network	\$938.36	\$1,057.76
\$24.95/month plan on National network	\$1,208.36	\$1,507.76

Miscellaneous fees and charges

Service price

Refer to the plan table above for pricing information.

Charges for the fixed monthly broadband Plan fee 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.

Surcharges are charged in arrears.

All payments are non-refundable.

Payment method	All charges levied are to be paid by direct debit or by a valid credit card (excluding Diners and American Express).
Direct debit rejection fee	\$15
Late payment fee	\$5.50
Cancellation fee	<p>Only applies for leasing options.</p> <p>12-month leasing option</p> <ul style="list-style-type: none"> ▪ gvTV PVR monthly cost: \$66.58 multiplied by the number of months remaining on your gvTV payment term. <p>24-month leasing option</p> <ul style="list-style-type: none"> ▪ gvTV PVR monthly cost: \$33.29 multiplied by the number of months remaining on your gvTV payment term. <p>A separate cancellation fee may apply for your Grapevine broadband plan. Refer to the relevant Service Schedule for the Plan you have selected.</p>

All charges are GST inclusive unless otherwise stated.