

Service schedule – residential broadband plans on the national network

Plan information

The following table outlines the key variable features of Grapevine residential broadband plans on the national network. These features are to be read in conjunction with the service type, time periods, service description, service price, payment dates, general conditions, and special conditions, together with the terms and conditions of supplying the service, of which this service schedule is part.

Grapevine plans	ADSL 256K 200MB[†]	ADSL 256K 10GB shaped	ADSL 512K 5GB shaped	ADSL 1.5M 5GB shaped	ADSL 1.5M 30GB shaped	ADSL 8M* 15GB shaped	ADSL 8M* 25GB[†]	ADSL 8M* 60GB shaped
Monthly cost	\$24.95	\$49.95	\$44.95	\$54.95	\$89.95	\$74.95	\$89.95	\$114.95
Download speed (kbps)	256Kbps	256Kbps	512Kbps	1.5Mbps	1.5Mbps	8Mbps	8Mbps	8Mbps
Upload speed (kbps)	64 Kbps	64 Kbps	128 Kbps	256 Kbps	256 Kbps	384 Kbps	384 kbps	384 kbps
Speed shaped to 72kbps at...	10GB	10GB	5GB	5GB	30GB	15GB	30GB	60GB



Overrun charge for excess downloads[†]	10c/MB	N/A	N/A	N/A	N/A	N/A	10c/MB	N/A
10x 20MB email boxes	✓	✓	✓	✓	✓	✓	✓	✓
10MB free personal web space	✓	✓	✓	✓	✓	✓	✓	✓
Anti-spam/anti-virus	Free on all Grapevine plans							
Additional mailboxes	50MB mailbox available for \$2.20 per month per email address.							

†Overrun charged for excess data at all times. ‡Acceptable Use Policy applies. *Speeds are theoretical network maximum speeds. Actual speeds may be less due to a number of factors including network configuration, line quality and length, exchange type, member premises interference, traffic and hardware and software.

Terms and conditions apply. All charges are GST inclusive unless otherwise stated. Early cancellation charge of \$120 applies if the service is cancelled within 12 months. All plans are subject to Grapevine terms and conditions and Acceptable Use Policy available at www.grapevine.com.au A \$110 connection fee applies to all new accounts except when a customer is transferring their existing ADSL broadband connection to Grapevine where a \$40 transfer fee will apply. A \$30 plan change fee applies when upgrading/downgrading to a new Grapevine plan. For ADSL 256K/200MB and ADSL 8M/25GB Grapevine plans, overrun charges apply when you reach the maximum download limit for your selected plan. Grapevine provides usage alerts via email to your Grapevine email address so you can monitor your download usage. For shaped 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.

Service information

Service type	<ul style="list-style-type: none"> ▪ Permanent connection to the Grapevine National Broadband Network. ▪ Consumer service – this means the end user may use the service for residential personal and business use.
Time periods	<ul style="list-style-type: none"> ▪ The Download Measurement Period is one month, measured from the commencement date and then each month thereafter.
Service description	<ul style="list-style-type: none"> ▪ The available transmission speeds offered to the end user represent the maximum theoretical transmission speeds achievable under perfect conditions. Actual transmission speeds experienced by each end user may be less than the available transmission speeds as these speeds are affected by many factors beyond Grapevine's control, including (but not limited to) network congestion, internet congestion, packet overhead, supplier service issues, and CPE capability. ▪ For ADSL 256K/200MB and ADSL 8M/25GB Grapevine plans, overrun charges apply when you reach the maximum download limit for your selected plan. For shaped 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.

	<ul style="list-style-type: none"> ▪ The following features are provided with each Grapevine plan. <ul style="list-style-type: none"> ▪ Email accounts – 10, each with 20MB of storage ▪ Anti-spam and anti-virus email filtering software ▪ Back-up dial-up account[^] – 1 ▪ Web homepages – 1 ▪ Storage per web homepage – 10MB ▪ Maximum limit for web homepage content transfer – 500MB of data per month ▪ Free end user support is provided during Grapevine end user support business hours. Refer to www.grapevine.com.au for further information on end user support. <p>[^]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 if using a dial-up connection.</p>
Service price	<ul style="list-style-type: none"> ▪ Fees for these plans are levied according to the standard fee and surcharges for each plan as described in the table above. ▪ Payment methods include direct debit via a valid credit card (excluding Amex and Diners Club) or a bank account acceptable to Grapevine. ▪ A \$110 connection fee applies to all new accounts except when a customer is transferring their existing ADSL broadband connection to Grapevine where a \$40 transfer fee will apply. ▪ A \$30 plan change fee applies to all plan changes after initial sign up.

	<ul style="list-style-type: none"> ▪ Charges are levied monthly in advance for the fixed fee, and in arrears for any surcharges. ▪ Payments of the fixed price per plan are levied and payable in advance starting on the commencement date and on each payment date thereafter. Surcharges are charged in arrears. ▪ Prices are GST inclusive. ▪ All payments are non-refundable. ▪ Additional data transfer per end user web homepage, over and above the included maximum data transfer restriction of 500MB per month, will be charged at 7 cents per MB of transfer or part thereof per month.
Early termination fee	<ul style="list-style-type: none"> ▪ No long-term contract, just a \$120 early cancellation charge if the service is cancelled in the first 12 months.
Modems	<ul style="list-style-type: none"> ▪ NB6 Netcomm modem, single port: \$99.00 ▪ NB6Plus4W Netcomm wireless modem: \$199.00
Additional line filters	<ul style="list-style-type: none"> ▪ EM1120 (for speeds up to 12Mbps): \$15.00 ▪ EM1550 (for speeds up to 24Mbps): \$17.00
Payment date	<ul style="list-style-type: none"> ▪ Will be on the same date each month following the commencement date for all Grapevine plans.
General conditions	<ul style="list-style-type: none"> ▪ Only one login at a time is permitted. ▪ The ADSL plans on the national network come with a dynamic IP address. Static IP addresses are available for an

	<p>additional \$5.50 fee.</p> <ul style="list-style-type: none"> ▪ Running servers or providing any public information service from a computer utilising the service is strictly prohibited. ▪ The end user's use of the service must comply with the Grapevine acceptable use policy. ▪ The end user may not resell the service.
Special conditions	<ul style="list-style-type: none"> ▪ To assist the protection of all Grapevine end users (for example, to reduce the occurrence of spam), where deemed applicable, Grapevine reserves the right to: <ul style="list-style-type: none"> ▪ limit the size of an email or attachment ▪ limit the number of recipients to an email ▪ restrict the use of email services where deemed inappropriate. ▪ Service and plans may be changed or withdrawn at any time by Grapevine. ▪ Payment lodgement notification and messages about Grapevine products and services are sent to your Grapevine email address.