

Service schedule

Grapevine 2plus plans																									
Plan includes	An ADSL2+ broadband connection (speed shaped to 72Kbps once the monthly download limit is reached).																								
Service region	Customers living anywhere in Australia can apply for a Grapevine ADSL plan on the National Network, including customers in the ACT and Queanbeyan where TransACT cannot provide the service.																								
Service conditions	To be eligible for this Service, you must not be connected or subscribed to TransACT's cable network or TransWEB service. You may only use the service for residential personal use and not for any business, commercial or other purpose.																								
Payment method	Direct debit from a valid credit card (excluding Diners and American Express) or savings/cheque account acceptable to Grapevine. You will receive an electronic invoice via email on the first or second day of the month to provide you with 14 days notice of the payment amount that will be taken out of your account on the due date.																								
Contract term	24 months.																								
Broadband plan prices																									
	<table border="1"> <thead> <tr> <th></th> <th>2plus 1GB</th> <th>2plus 5GB</th> <th>2plus 15GB</th> <th>2plus 30GB</th> <th>2plus 60GB</th> </tr> </thead> <tbody> <tr> <td>Monthly price</td> <td>\$64.95</td> <td>\$69.95</td> <td>\$84.95</td> <td>\$99.95</td> <td>\$114.95</td> </tr> <tr> <td>Data</td> <td>1GB</td> <td>5GB</td> <td>15GB</td> <td>30GB</td> <td>60GB</td> </tr> <tr> <td>Shaped</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> </tr> </tbody> </table>		2plus 1GB	2plus 5GB	2plus 15GB	2plus 30GB	2plus 60GB	Monthly price	\$64.95	\$69.95	\$84.95	\$99.95	\$114.95	Data	1GB	5GB	15GB	30GB	60GB	Shaped	✓	✓	✓	✓	✓
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Speed	Up to 20/800kbps. Actual speeds will vary and may be slower than the maximum speed achievable. Many factors affect speed such as your: distance from the exchange, line condition, hardware and software, the source of your download, and general internet traffic.																								

Download limit per month	See table above. No overrun fees apply.
Acceptable Use Policy	Applies and is available on the Grapevine website.
Service type	Permanent connection to the National Broadband Network.
Service requirements	To use this service you will need an ADSL2+ modem and line filter.
Email accounts	5 mailboxes with 20MB storage each.
Web homepage	1 homepage with 10MB of storage.
Maximum limit for web homepage content transfer	500MB of data per month. Web traffic attributed to the end user web homepage is metered separately to plan download limits.
Churning from another ISP	Grapevine supports fast churn (see below for further details)
Miscellaneous fees and charges	
Cancellation fee	\$150 if cancelled within the 24-month contract period.
New activation/connection	\$149.50
Modems	NB6 single port modem available for \$99. NB6Plus4W modem available for \$199.
Processing fee	\$40 if churning from another ISP
Plan-change fee	\$30 per upgrade/downgrade
Direct debit rejection fee	\$15
Late payment fee	\$5.50

All charges are GST inclusive unless otherwise stated.