

Service Schedule

Grapevine business broadband Plans on the TransACT Network	
Plan inclusions	<ul style="list-style-type: none"> ▪ A broadband ISP Plan (a separate TransACT broadband connection is required). ▪ 10 email addresses with 10MB of storage, all with an anti-spam and anti-virus email filtering service. ▪ Back-up dial-up account[^]. ▪ Usage alerts sent to you via your Grapevine email address when you reach 50%, 80%, 110%, 130% and 150% of your monthly download limit. ▪ One webspace with 10MB storage. ▪ Free helpdesk support during business hours.
Service region	This Service Schedule applies to all internet Services Grapevine provides on the TransACT Network and forms part of our Agreement with you.
Service Conditions	<p>To be eligible for this Service you must meet the following Service Conditions.</p> <ul style="list-style-type: none"> ▪ 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. ▪ You may only use the Service for your own commercial use at your business premises. ▪ You may only have one login at a time. ▪ You must not run servers or provide any public information service from a computer utilising the Service. ▪ You must comply with Grapevine's Acceptable Use Policy and Copyright Policy. ▪ You must not resell the service. <p>Other information</p> <ul style="list-style-type: none"> ▪ Business broadband plans offered on the TransACT Network

	<p>come with a static IP addresses.</p> <ul style="list-style-type: none"> ▪ To assist in the protection of all Grapevine End Users, 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 of an email ▪ restrict the use of email services where deemed inappropriate. ▪ Service and Plans may be changed or withdrawn at any time by Grapevine. ▪ 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.
Service type	Business broadband connection on the TransACT Network.
Contract Period	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

	GV Biz 500MB	GV Biz 1GB	GV Biz 5GB	GV Biz 10GB	GV Biz 20GB	GV Biz 50GB	GV Biz 100GB
Price per month	\$21.00	\$29.00	\$39.00	\$49.00	\$59.00	\$79.00	\$109.00
Included downloads per month	500MB	1GB	5GB	10GB	20GB	50GB	100GB
Overrun range	500MB-2GB	1GB-4GB	5GB-8GB	10GB-15GB	20GB-30GB	50GB-80GB	100GB-130GB
Overrun charge for excess downloads	11c/MB	9c/MB	9c/MB	7c/MB	7c/MB	5c/MB	5c/MB
Speed shaped to 72kbps	>2GB	>4GB	>8GB	>15GB	>30GB	>80GB	>130GB

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. After the overrun limit is reached, downloads are free but connection speed is slowed to 72kbps for the remainder of the Download Measurement Period. 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 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

Connection speed	Based on your TransACT broadband connection plan.
Acceptable Use Policy and Copyright Policy	Apply to these Plans and are available on the Grapevine website.
Peak and off-peak download time periods	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.
Miscellaneous fees and charges	
Service price	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 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).
Connection fee	\$20 This fee is waived if you include your Grapevine Plan in an ActewAGL and TransACT Bundle Agreement.
Early cancellation fee	Does not apply, unless you include your Grapevine Plan in an

	ActewAGL and TransACT Bundle Agreement, where a bundle cancellation fee may apply.
Plan-change fee	\$20 plan-change fee applies to any upgrade, downgrade or adjustment to the Plan.
Direct debit rejection fee	\$15
Late payment fee	\$5.50

All charges are GST inclusive unless otherwise stated.