

## Service Schedule

Grapevine ADSL broadband Plans on the National Network	
<b>Plan inclusions</b>	<ul style="list-style-type: none"> <li>▪ An ADSL broadband Plan.</li> <li>▪ 10 email addresses, each with 20MB storage and an anti-spam and anti-virus email filtering service.</li> <li>▪ Usage alert sent to you via SMS when you reach 70% of your monthly download limit.</li> <li>▪ One personal webspace with 10MB storage.</li> <li>▪ Free helpdesk support during business hours.</li> </ul>
<b>Service region</b>	<p>This Service Schedule applies to all internet Services Grapevine provides outside of the TransACT Network, or in TransACT Network areas where TransACT is unable to provide a broadband connection, and forms part of our Agreement with you.</p>
<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 not have a TransACT broadband connection.</li> <li>▪ You must have an ADSL modem and line filter.</li> <li>▪ You may only use the Service for your own personal use at your residential premises and not for any business, commercial or other purposes.</li> <li>▪ You may only have one login at a time.</li> <li>▪ You must not run servers or provide any public information service from a computer utilising the Service.</li> <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>▪ ADSL plans offered via Grapevine's National Network arrangements come with a dynamic IP address. Static IP addresses are available for an additional fee of \$2.50 per month. If a static IP plan is required for an existing customer, a \$30 plan-change fee also applies.</li> </ul>

	<ul style="list-style-type: none"> <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 an email or attachment</li> <li>▪ limit the number of recipients of an email</li> <li>▪ restrict the use of email 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▪ Service and Plans may be changed or withdrawn at any time by Grapevine.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>	Residential broadband connection via Grapevine's National Network arrangements.
<b>Contract Period</b>	12 months.

**Broadband Plan prices**

	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
<b>Monthly price</b>	\$24.95	\$49.95	\$44.95	\$54.95	\$89.95	\$74.95	\$89.95	\$114.95
<b>Included downloads/month</b>	200MB	10GB	5GB	5GB	30GB	15GB	25GB	60GB
<b>Speed shaped to 72kbps at...</b>	10GB	10GB	5GB	5GB	30GB	15GB	30GB	60GB
<b>Overrun charge for excess downloads</b>	10c/MB	N/A	N/A	N/A	N/A	N/A	10c/MB	N/A
<b>Total minimum cost over 12 months, including \$110 connection fee<sup>^</sup></b>	\$409.40	\$709.40	\$649.40	\$769.40	\$1,189.40	\$1,009.40	\$1,189.40	\$1,489.40

<sup>^</sup>A \$110 connection fee applies to new accounts except when a customer is transferring their existing broadband connection to Grapevine, where a \$40 transfer fee will apply. If your current provider does not support fast churn then the new activation/connection fee may apply. 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 SMS to registered mobile numbers so you can monitor your download usage. For shaped plans, after the download

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

<p><b>Connection speed (download/upload)</b></p>	<p>256K: 256Kbps/64 Kbps 512K: 512Kbps/128 Kbps 1.5M:1.5Mbps/256 Kbps 8M: Up to 8Mbps/384Kbps</p> <p>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.</p>
<p><b>Acceptable Use Policy and Copyright Policy</b></p>	<p>Apply to these Plans and are available on the Grapevine website.</p>
<p><b>Download time periods</b></p>	<p>No peak or off-peak time periods apply.</p> <p>The Download Measurement Period is one month, measured from the Commencement Date, and then each month thereafter.</p>
<p><b>Maximum limit for personal webspace content transfer</b></p>	<p>500MB of data per month. Web traffic attributed to the End User's personal webspace is metered separately to Plan download limits.</p>
<p><b>Churning from another ISP</b></p>	<p>Grapevine supports fast churn (see below for further details).</p> <p>If your current provider does not support fast churn, then a new connection fee of \$110 may apply.</p>
<p><b>Miscellaneous fees and charges</b></p>	
<p><b>Service price</b></p>	<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 14 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>	\$110
<b>Early cancellation fee</b>	\$120
<b>Plan-change fee</b>	\$30 plan-change fee applies to any upgrade, downgrade or adjustment to the Plan including adding and removing Static IPs.
<b>Fast churn processing fee</b>	\$40 if churning from another ISP.
<b>Relocation fee</b>	<p>\$199 if you transfer your existing Grapevine broadband Service to a new residence within six months of the Commencement Date.</p> <p>\$99 for all relocations after six months of the Commencement Date.</p>
<b>Direct debit rejection fee</b>	\$15
<b>Late payment fee</b>	\$5.50
<b>Modems</b>	<p>NB6 Netcomm single port modem available for \$99.</p> <p>NB6Plus4W Netcomm modem available for \$199.</p>
<b>Additional line filters</b>	EM1120 (for speeds up to 12Mbps) \$15.

All charges are GST inclusive unless otherwise stated.