

Service Schedule (effective 26 September 2011)

Grapevine Residential 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). ▪ 2 email addresses, both with 1GB storage, anti-spam and anti-virus email filtering service. ▪ Usage alerts sent to you via your Grapevine email address when you reach 75% and 100% of your monthly download limit. ▪ 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 personal use at your residential premises and not for any business, commercial or other purposes. ▪ 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"> ▪ Residential broadband plans offered on the TransACT Network come with a dynamic IP address. Static IP addresses are available for an additional fee of \$2.20 per month.

	<ul style="list-style-type: none"> Service and Plans may be changed or withdrawn at any time by Grapevine.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	Residential 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 details																									
<table border="1"> <thead> <tr> <th>Plan Name</th> <th>Peak Data (GB)</th> <th>Off-Peak Data (GB)</th> <th>Price (per month)</th> </tr> </thead> <tbody> <tr> <td>GV Resi 1</td> <td>5</td> <td>5</td> <td>\$10</td> </tr> <tr> <td>GV Resi 2</td> <td>50</td> <td>50</td> <td>\$30</td> </tr> <tr> <td>GV Resi 3</td> <td>100</td> <td>100</td> <td>\$50</td> </tr> <tr> <td>GV Resi 4</td> <td>200</td> <td>200</td> <td>\$70</td> </tr> <tr> <td>GV Resi 5</td> <td>500</td> <td>500</td> <td>\$100</td> </tr> </tbody> </table>		Plan Name	Peak Data (GB)	Off-Peak Data (GB)	Price (per month)	GV Resi 1	5	5	\$10	GV Resi 2	50	50	\$30	GV Resi 3	100	100	\$50	GV Resi 4	200	200	\$70	GV Resi 5	500	500	\$100
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<p>All charges are GST inclusive unless otherwise stated. All plans are subject to Grapevine terms and conditions, Copyright Policy, Acceptable Use Policy and Service Schedule. A \$20 connection fee applies to all new Grapevine accounts. If you include your Grapevine plan in an ActewAGL and TransACT bundle you will receive a \$20 account credit when your bundle has been accepted in our system. Bundle terms and conditions and 24-month Bundle Agreement apply. If you reach your monthly download quota for peak or off-peak data, that data type's speed will be slowed to 128kbps for the remainder of the Download Measurement Period. This may cause bandwidth intensive applications such as video streaming to experience degraded performance or be unavailable.</p>																									
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	<p>Peak: 10.00am to 2.00am</p> <p>Off-peak: 2.00am to 10.00am</p> <p>The Download Measurement Period is one month, measured from the</p>																								

	Commencement Date, and then each month thereafter.
Miscellaneous fees and charges	
Payment schedule	<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 10 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>
Payment method	All charges levied are to be paid by direct debit or credit card (excluding Diners and American Express).
Connection fee	<p>\$20</p> <p>If you include your Grapevine plan in an ActewAGL and TransACT Bundle Agreement, a \$20 credit will be applied to your account when your bundle has been accepted in our system</p>
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 fees	<p>Upgrade: free</p> <p>Downgrade: \$20</p> <p>An upgrade is considered to be a change to a plan that's cost is a greater dollar value each month.</p>
Direct debit rejection fee	\$15
Late payment fee	\$5.50

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