

## Service Schedule

<b>Grapevine ADSL broadband Plans on the National Network</b>	
<b>Plan inclusions</b>	<ul style="list-style-type: none"> <li>▪ An ADSL broadband Plan.</li> <li>▪ Five email addresses, each with 20MB storage and an anti-spam and anti-virus email filtering service.</li> <li>▪ Optional usage alert sent to you via SMS when you reach 70% of your monthly download limit.</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 compliant line filter.</li> <li>▪ You may only have one login at a time.</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 \$2.20 per month. If a static IP Plan is required for an existing customer, a \$29 plan-change fee also applies.</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▪ Service and Plans may be changed or withdrawn at any time by Grapevine.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 and setup cost</b>	<b>Contract Length</b>	<b>Connection fee (new connection)</b>			<b>Connection fee (Churn)</b>		
	No contract	\$199			\$129		
	24 month	\$99			\$39		
<b>Broadband Plan prices</b>							
	<b>ADSL 1 plans</b>						
	<b>Gallop 5GB</b>	<b>Gallop 10GB</b>	<b>Gallop 20GB</b>	<b>Gallop 40GB</b>	<b>Gearred 15GB</b>	<b>Gearred 25GB</b>	<b>Gearred 60GB</b>
<b>Monthly price</b>	\$44.95	\$54.95	\$59.95	\$69.95	\$79.95	\$89.95	\$114.95
<b>Included downloads/month</b>	5GB	10GB	20GB	40GB	15GB	25GB	60GB
<b>Speed shaped to</b>	72kbps/72Kbps						
<b>Total minimum cost over 24 months, including \$39 new connection fee (24 month contract)</b>	\$1177.80	\$1357.80	\$1477.80	\$1717.80	\$1957.80	\$2197.80	\$2797.80
<b>Total minimum cost over 24 months, including \$99 new connection fee (24 month contract)</b>	\$1237.80	\$1417.80	\$1537.80	\$1777.80	\$2017.80	\$2257.80	\$2857.80
	<b>ADSL 2+ plans</b>						
	<b>G-force 5GB</b>	<b>G-force 10GB</b>	<b>G-force 20Gb</b>	<b>G-force 40GB</b>	<b>G-force 80GB</b>	<b>G-force 100GB</b>	
<b>Monthly price</b>	\$64.95	\$69.95	\$74.95	\$84.95	\$114.95	\$129.95	
<b>Included downloads/month</b>	5GB	10GB	20GB	40GB	80GB	100GB	
<b>Speed shaped to</b>	72kbps/72Kbps						
<b>Total minimum cost over 24 months, including \$39 new connection fee (24 month contract)</b>	\$1597.80	\$1717.80	\$1837.80	\$2077.80	\$2797.80	\$3157.80	
<b>Total minimum cost over 24 months, including \$99 new connection fee (24 month contract)</b>	\$1657.80	\$1777.80	\$1897.80	\$2137.80	\$2857.80	\$3217.80	

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. After the download limit is reached, connection speed is slowed to 72Kbps/72Kbps for the remainder of the Download Measurement Period. A \$39 connection fee applies to all new accounts for churns on a 24 month contract, or \$129 with no contract. If your current provider does not support fast churn then a new connection fee of \$99 on a 24 month contract, or \$199 with no contract may apply. If Grapevine is included in an ActewAGL/TransACT bundle, 24-month Bundle Agreement and early cancellation fees apply. For bundle terms and conditions visit [actewagl.com.au](http://actewagl.com.au) or call 13 12 93.

<p><b>Connection speed (download/upload)</b></p>	<p><b>ADSL 1 plans</b></p> <p>Gallop: 1.5Mbps/256 Kbps</p> <p>Geared: 8Mbps/384Kbps</p> <p>The ADSL1 infrastructure has a peak download speed of up to 8,000 kilobits per second (or 8 Megabits per second) and a peak upload speed of up to 384 kilobits per second.</p> <p>According to our wholesale access provider around 70% of customers on the ADSL1 network achieve speed of 6 Mbps or higher.</p> <p><b>ADSL 2+ plans</b></p> <p>G-Force: 20Mbps/1Mbps</p> <p>The ADSL2+ access network has a peak download speed of up to 20,000 kilobits per second (or 20 Megabits per second) and a peak upload speed of up to 1,000 kilobits per second (or 1 Mbps).</p> <p>According to our wholesale access provider, about 50% of customers on the ADSL2+ network achieve speed of 10 Mbps or higher.</p> <p>Your actual speed will depend on numerous factors including the quality and length of your phone line, your software and router capabilities and interference.</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>

<b>Churning from another ISP</b>	Grapevine supports fast churn (see below for further details). If your current provider does not support fast churn, then a new connection fee of \$99 may apply (on a 24 month contract).
<b>Miscellaneous fees and charges</b>	
<b>Service price</b>	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 14 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.
<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>Early cancellation fee</b>	\$99 (on a 24 month contract).
<b>Plan-change fee</b>	\$29 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>	\$39 if churning from another ISP (on a 24 month contract). \$129 if churning from another ISP (with no contract).
<b>Relocation fee</b>	\$149 if you transfer your existing Grapevine broadband Service to a new residence within six months of the Commencement Date. \$99 for all relocations after six months of the Commencement Date.
<b>Direct debit rejection fee</b>	\$15
<b>Late payment fee</b>	\$5.50
<b>Modems</b>	NB6 Netcomm single port modem available for \$69.

	NB6Plus4W Netcomm modem available for \$119.
<b>Additional line filters</b>	EM1100 (for speeds up to 12Mbps) \$10. EM 1150 (for ADSL2+ speeds) \$15.

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