

## Service Schedule

<b>Grapevine broadband Plans on the TransACT Network</b>	
<b>Plan inclusions</b>	<ul style="list-style-type: none"> <li>▪ A broadband ISP Plan (a separate TransACT broadband connection is required).</li> <li>▪ 11 email addresses (one with 200MB storage and 10 with 20MB storage) all with an anti-spam and anti-virus email filtering service.</li> <li>▪ Back-up dial-up account<sup>^</sup>.</li> <li>▪ Usage alerts sent to you via your Grapevine email address when you reach 50%, 80%, 100%, 110%, 130% and 150% of your monthly download limit.</li> <li>▪ One personal online data vault with 1GB storage.</li> <li>▪ Free helpdesk support during business hours.</li> </ul>
<b>Service region</b>	This Service Schedule applies to all internet Services Grapevine provides on the TransACT Network and forms part of our Agreement with you.
<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 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.</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>▪ 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.</li> <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▪ Service and Plans may be changed or withdrawn at any time by Grapevine.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>																					
<p><b>Service type</b></p>	<p>Residential broadband connection on the TransACT Network.</p>																					
<p><b>Contract Period</b></p>	<p>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.</p>																					
<p><b>Broadband Plan prices</b></p>																						
<p><b>Shaped plans</b></p> <table border="1" data-bbox="204 1711 1350 1921"> <thead> <tr> <th></th> <th>Get going \$17.95 per month</th> <th>Get going \$26.95 per month</th> <th>Gear up \$34.95 per month</th> <th>Gear up \$47.95 per month</th> <th>Galactic \$72.95 per month</th> <th>Galactic \$114.95 per month</th> </tr> </thead> <tbody> <tr> <td><b>Peak downloads (10.00am to 2.00am)</b></td> <td>2GB</td> <td>10GB</td> <td>20GB</td> <td>40GB</td> <td>80GB</td> <td>200GB</td> </tr> <tr> <td><b>Off-peak downloads (2.00am to 10.00am)</b></td> <td>2GB</td> <td>10GB</td> <td>20GB</td> <td>40GB</td> <td>80GB</td> <td>200GB</td> </tr> </tbody> </table> <p>For shaped plans, once your data quota is reached for peak or off-peak data, that data type will be shaped to 72kbps for the remainder of the Download Measurement Period.</p>			Get going \$17.95 per month	Get going \$26.95 per month	Gear up \$34.95 per month	Gear up \$47.95 per month	Galactic \$72.95 per month	Galactic \$114.95 per month	<b>Peak downloads (10.00am to 2.00am)</b>	2GB	10GB	20GB	40GB	80GB	200GB	<b>Off-peak downloads (2.00am to 10.00am)</b>	2GB	10GB	20GB	40GB	80GB	200GB
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## Usage plans

	Gamma \$9.95 per month	Gamma \$14.95 per month	Globe \$19.95 per month	Globe \$23.95 per month	Gravity \$31.95 per month	Gravity \$44.95 per month	Galaxy \$69.95 per month	Galaxy \$89.95 per month
<b>Peak downloads (12.00pm to 12.00am)</b>	1GB	2GB	6GB	10GB	20GB	40GB	80GB	120GB
<b>Off-peak downloads (12.00am to 12.00pm)</b>	1GB	2GB	100GB	100GB	100GB	200GB	200GB	200GB
<b>Capped maximum monthly fee (including overruns charged at 10c/MB)</b>	\$59.95	\$64.95	\$69.95	\$123.95	\$131.95	\$144.95	\$169.95	\$189.95

For usage plans, once your overrun cap amount is reached, your peak data will be shaped to 72kbps for the remainder of the Download Measurement Period. If your data quota is reached for off-peak traffic, that data type will be shaped to 72kbps for the remainder of the Download Measurement Period.

A \$20 connection fee applies to all new 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. 24-month Bundle Agreement and early cancellation fees apply. For bundle terms and conditions visit [www.actewagl.com.au](http://www.actewagl.com.au) or call 13 12 93. TransACT connection fees not included.  
^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 home account must be logged off at the time you attempt to connect.

### 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

#### Shaped plans

Peak: 10.00am to 2.00am

Off-peak: 2.00am to 10.00am

#### Usage plans

Peak: 12.00pm to 12.00am

Off-peak: 12.00am to 12.00pm

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

	<p>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>
<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>	<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>
<b>Early cancellation fee</b>	Does not apply, unless you include your Grapevine Plan in an ActewAGL and TransACT Bundle Agreement, where a bundle cancellation fee may apply.
<b>Plan-change fees</b>	<p>Upgrade: free</p> <p>Downgrade: \$20</p>
<b>Direct debit rejection fee</b>	\$15
<b>Late payment fee</b>	\$5.50

All charges are GST inclusive unless otherwise stated.