

Service Schedule

Grapevine Commercial 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 with 200MB storage and 5 email addresses with 20MB storage. All with an anti-spam and anti-virus email filtering service. ▪ A static IP address ▪ Usage alerts sent to you via your Grapevine email address when you reach 50%, 75%, 100% and 125% 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 commercial purposes at your commercial 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"> ▪ Commercial broadband plans offered on the TransACT Network come with a static IP address. Additional static IP

	<p>addresses are available for an additional fee of \$2.20 per month.</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 ▪ Service and Plans may be changed or withdrawn at any time by Grapevine.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	Commercial 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																															
	<table border="1"> <thead> <tr> <th></th> <th>GVBiz 5GB</th> <th>GVBiz 10GB</th> <th>GVBiz 25GB</th> <th>GVBiz 50GB</th> <th>GVBiz 100GB</th> <th>GVBiz 200GB</th> <th>GVBiz 400GB</th> <th>GVBiz 600GB</th> <th>GVBiz 1TB</th> </tr> </thead> <tbody> <tr> <td>Data</td> <td>5GB</td> <td>10GB</td> <td>25GB</td> <td>50GB</td> <td>100GB</td> <td>200GB</td> <td>400GB</td> <td>600GB</td> <td>1TB</td> </tr> <tr> <td>Price</td> <td>\$19.95</td> <td>\$29.95</td> <td>\$39.95</td> <td>\$59.95</td> <td>\$99.95</td> <td>\$179.95</td> <td>\$349.95</td> <td>\$499.95</td> <td>\$799.95</td> </tr> </tbody> </table> <p>A \$20 connection fee applies to all new accounts*. If you reach your monthly download quota your speed will be slowed to 72kbps for the remainder of the Download Measurement Period.</p>		GVBiz 5GB	GVBiz 10GB	GVBiz 25GB	GVBiz 50GB	GVBiz 100GB	GVBiz 200GB	GVBiz 400GB	GVBiz 600GB	GVBiz 1TB	Data	5GB	10GB	25GB	50GB	100GB	200GB	400GB	600GB	1TB	Price	\$19.95	\$29.95	\$39.95	\$59.95	\$99.95	\$179.95	\$349.95	\$499.95	\$799.95
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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	No peak or off-peak times apply. All Commercial plans are flat-metered.																														

Miscellaneous fees and charges	
Service price	<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 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 by a valid 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>
Direct debit rejection fee	\$15
Late payment fee	\$5.50

All charges are GST inclusive unless otherwise stated.