



VINE NETWORKS
connecting people faster

CRITICAL INFORMATION SUMMARY

| Vine Networks Fibre Plans | | | | |
|--|-----------------|------------------|-----------------|-----------------------|
| | Small Data Plan | Medium Data Plan | Large Data Plan | Extra-Large Data Plan |
| Monthly Price pre-paid Month to Month | \$59.00 | \$69.00 | \$99.00 | \$199.00 |
| Download speed | 25M | 50M | 100M | 250M |
| Upload speed | 10M | 20M | 50M | 100M |
| Monthly downloads | Unlimited | Unlimited | Unlimited | Unlimited |
| Connection fee | \$99.00 | \$99.00 | \$99.00 | \$99.00 |
| Wi-Fi* | | | | |
| Minimum Cost (based on 1 month connection) | \$158.00 | \$168.00 | \$198.00 | \$298.00 |

Minimum cost includes Connection Fee. The service is a month to month service, cancel any time with 30 days' notice. Gst inclusive.

*Wi-Fi - Vine Networks is a Fibre provider. The customer is responsible for their internal network, including Wi-Fi.

**BYO modem - customers may opt to connect their own NBN compatible modem to the existing hardware

Information about the service

Your plan includes: A Fibre Broadband service

Minimum term

This Fibre Service is available as a month-to-month pre-paid plan.

Service availability

This service is not available in all areas or to all premises; Vine Networks is only available in premises which can be connected to the Vine Network. There may be technical or commercial reasons that affect our ability to provide a service at your location. Until Vine Direct successfully installs your service, we cannot guarantee that the service can be connected at your address. To find out whether Vine Direct Fibre is available at your address contact Resident@vinenetworks.com.au

Data usage

Your data usage includes both uploads and downloads. There are no additional charges for data as the data is unlimited, unless you upgrade to a larger plan. Any data you don't use during the month is forfeited.

Loaned or in-building equipment

Any equipment that is loaned to the customer (equipment which the customer is not required to pay for), remains the property of Vine Direct. Any in-building or in-apartment equipment supplied either fixed or loose to provide service (equipment which the customer is not required to pay for), remains the property of Vine Networks.

Should the equipment become lost, misplaced, stolen or damaged, the customer will be responsible for the full cost of replacing the equipment, cables and any labour costs associated with the repair or replacement.

Payment Terms

Initial invoice will be a pro-rated amount based on service connection date. Standard invoice date is first of each month with 7-day payment terms applicable to all residential services. Vine Networks supports Visa/MasterCard payments as well as debit from your bank account. This can be setup as an AutoPay each month or you may access your My Account each month to arrange online payment.

Understanding Broadband internet

To better assist you in understanding your Broadband service, the Communications Alliance Ltd have a Broadband Education Package <https://www.commsalliance.com.au/BEP>

Disability Services - Equipment Needs Integration

Please let us know if you intend to use equipment such as disability or medical services or a back-to-base alarm. Some equipment may require an alternative service or additional equipment be purchased. We will advise you if we are not able to support the equipment.

Vine Direct Fair Use Policy and Legal Use of Service

The Fair Use Policy ensures that all our customers can access our services, and do not use our services in a manner that we consider 'unacceptable', including, but not limited to 'no ordinary' or 'commercial purpose use' of this plan. The policy also sets out your responsibilities when you use the internet, including any content which you publish online or by email. It also confirms steps we may take to ensure and monitor compliance with this policy as well as setting out our responsibilities to comply with directions from regulatory and other law enforcement bodies. Should Vine Networks become aware that the service is used for illegal purposes, Vine Direct is required to notify the authorities.

Customer Support

You can contact our customer service support team via email at Resident@vinenetworks.com.au or call +61 7 5405 2500 for assistance 8:30am to 5:00pm Monday to Friday. <https://vinenetworks.com.au>

Customer complaints

You can contact our complaint resolution area by calling us on +61 7 5405 2500. We encourage you to contact us first so that we can try to resolve your complaint straight away. If you're not happy with the outcome, you may also contact the Telecommunications Industry Ombudsman on 1800 062 058.

| Additional Fees | |
|---|--|
| Paper Invoices | Vine does not provide paper invoices - download and print your own invoices via your My Account portal https://myaccount.vinenetworks.com.au |
| Late Payment Fees | Payments not received by the due date will incur an administrative fee of \$5.00 |
| Plan changes/migration | NO COST to upgrade/downgrade your service. 30 days' notice required. |
| Cancellation of service | No cancellation fee on month-to-month services. 30 days' notice required. |
| Additional Charges | |
| 5Ghz Wi-Fi router | \$99 |
| Professional Installation | \$120 |
| non-standard installation | quote to be provided |
| New Development co-charge | \$300 |
| Should you cancel your month-to-month service, the remaining cost must be paid out. | |