

Our Customer Relationship Agreement PRICING SCHEDULE FOR SKYDATA SERVICE

TransACT Capital Communications Pty Limited ACN 093 966 888

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Rules of interpretation and capitalised terms used in this Pricing Schedule are defined either in the General Terms of our CRA or in the Skydata Service Description.

1. ABOUT THE TRANSACT PRICING SCHEDULE FOR SKYDATA SERVICE

Our Customer Relationship Agreement

- 1.1 This is the Pricing Schedule that applies to the TransACT Skydata Service as part of our CRA.
- 1.2 The General Terms of our CRA, and the other documents listed in clause 1.2 of the General Terms, also apply to the Service.

2. CHARGES

- 2.1 All charges are GST inclusive.

Phone and broadband packages	
TalkWEB - Skydata	<ul style="list-style-type: none">▪ \$54.95/month▪ Includes TransTALK AllTime and TransWEB Up to 5Mbps/Up to 1Mbps.▪ Customers must preselect TransACT for their long distance calls at all times.▪ 12- or 24-month contract applies.▪ This package is available in TransACT Skydata Network coverage areas for premises that are not presently in TransACT cabled or ADSL enabled areas.
Phone service, TransACT AllTime - Skydata	
Monthly phone service charge	<ul style="list-style-type: none">▪ \$33.95/month▪ Includes Call Waiting and Caller Number Display features.▪ Customers must preselect TransACT for their long distance calls at all times.▪ 24-month contract applies.▪ Note – this phone plan is only available as part of the TalkWEB 1000 – Skydata package

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Local call rates	<ul style="list-style-type: none"> ▪ Free to other TransTALK and TransBIZ customers. ▪ All other local calls 20 cents per call. ▪ 24.2 cents for calls to 13XX numbers. ▪ 1900 numbers charged by other carriers at a variable rate.
National call rates	<ul style="list-style-type: none"> ▪ 18 cents per minute plus 39-cent connection fee. ▪ \$1.75 for the first hour ▪ \$2.50 for the first two hours ▪ 39-cent connection fee included in 1 and 2 hour call caps
Calls to mobiles	<ul style="list-style-type: none"> ▪ 37 cents per minute plus 39-cent connection fee.
International call rates	<ul style="list-style-type: none"> ▪ Calls to International Call Rates
Calls to satellite services	<ul style="list-style-type: none"> ▪ Calls to satellite services
Other phone features	
Allocation of 6161 TransACT phone numbers	<ul style="list-style-type: none"> ▪ Normal/bronze – no charge ▪ Silver – \$75.00 ▪ Gold – \$1,500.00 ▪ Platinum – \$7,500.00 ▪ Please call 13 30 61 for details.
Call barring	<ul style="list-style-type: none"> ▪ \$3.00/month
Silent number	<ul style="list-style-type: none"> ▪ \$3.00/month
Virtual diversion	<ul style="list-style-type: none"> ▪ \$12.00/month plus call charges (if any)
Reserving a TransACT number	<ul style="list-style-type: none"> ▪ \$20.00/month

Connection charges – current

TransACT Skydata coverage areas	
Standard connection where no previous connection is in place or connection is inactive – 12 month contract	<ul style="list-style-type: none"> ▪ \$299.00 ▪ For residences with no previous skydata connection at all and residences with an inactive connection. ▪ A standard connection consists of the provision of a broadband and telephone service and two outlets. ▪ 12-month contract period applies. ▪ The connection charge is included on the first invoice.
Standard connection where no previous connection is in place or connection is inactive – 24 month contract	<ul style="list-style-type: none"> ▪ \$199.00 ▪ For residences with no previous skydata connection at all and residences with an inactive connection. ▪ A standard connection consists and two outlets depending on services selected. ▪ 12 or 24-month contract period applies. ▪ The connection charge is included on the first

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	invoice.
Standard connection where an active connection is already in place	<ul style="list-style-type: none"> ▪ Where a new customer activates TransACT services in a residence with an active skydata connection ▪ \$55.00 account establishment fee ▪ 12-month or 24-month contract period applies. ▪ The account establishment fee is included on the first invoice.
Account establishment charge	<ul style="list-style-type: none"> ▪ \$55.00 ▪ Where TransACT waives any standard connection fees a \$55.00 account establishment charge will apply. ▪ The account establishment charge is included on the first invoice.
TransACT Skydata enabled areas	
Cancelling or rescheduling an installation appointment with less than 24 hours notice	<ul style="list-style-type: none"> ▪ \$55.00 administration fee ▪ \$55.00 administration fee applies if a scheduled installation appointment is cancelled or rescheduled with less than 24 hours notice.
Additional outlets	<ul style="list-style-type: none"> ▪ A quotation for additional outlets can be provided at the time of installation.
Additional work required at time of install	<ul style="list-style-type: none"> ▪ Quotation required ▪ Including roof lifting, tree trimming, risers and other additional work required at time of install.

Billing-related charges – current

Reconnection after non-payment of account	<ul style="list-style-type: none"> ▪ \$55.00 administration fee – if site visit is not required. ▪ Service call-out fee applies if site visit is required.
Paper bill fee	<ul style="list-style-type: none"> ▪ \$1.49 per bill sent

Equipment – current

Replacement of internal cables connecting the modem to the wall socket	<ul style="list-style-type: none"> ▪ Service call-out charge applies.
Replacement of wall sockets or plugs attached to TransACT internal cabling	<ul style="list-style-type: none"> ▪ Service call-out charge applies.

Callout charges – current

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Service call-out	<ul style="list-style-type: none"> ▪ No charge if due to TransACT network or equipment failure. ▪ Minimum \$120.00 call-out fee applies for the first 30 minutes plus \$35.00 per 15 minutes thereafter for non-TransACT faults.
Modem collection fee	<ul style="list-style-type: none"> ▪ \$55 .00

Equipment replacement charges – current

Subscriber Module	\$465 incl GST
Gateway/modem with powersupply	\$275 incl GST

Internet service provider – current

Internet service provider	<ul style="list-style-type: none"> ▪ Please contact your ISP for fees and charges. ▪ Visit http://www.transact.com.au/internet or call 13 30 61 for a list of ISPs available on the TransACT network.
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Changes to services

Cancellation of TransACT services	
Cancellation of services within contract period (standard installation)	<ul style="list-style-type: none"> ▪ \$200.00 plus remainder of installation fees from instalment plan (if applicable) ▪ For any reason including moving house to an ADSL enabled area or non-cabled area. ▪ Fee will be payable regardless of whether a connection fee was charged or not.
Cancellation of services within a two-year contract period (non-standard installation)	<ul style="list-style-type: none"> ▪ \$300.00 – for cancellations within the first year. ▪ \$200.00 – for cancellations within the second year.
Cancellation of services within a three-year contract period (non-standard installation)	<ul style="list-style-type: none"> ▪ \$500.00 – for cancellations within the first year. ▪ \$300.00 – for cancellations within the second year. ▪ \$200.00 – for cancellations within the third year.
Cancellation of services after an installation appointment is made, but before installation takes place	<ul style="list-style-type: none"> ▪ \$55.00 administration fee
Relocation of services	

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<p>Existing customer relocating to a cabled, skydata or ADSL enabled area and immediately signing up for TransACT services</p>	<ul style="list-style-type: none"> ▪ No cancellation fee applies ▪ \$55.00 administration fee for 12-month contract ▪ Free with a 24-month contract. ▪ Non-standard installation fees may apply in the new location. ▪ Note – for technical reasons, not all homes can be connected.
<p>Delayed relocation</p>	<ul style="list-style-type: none"> ▪ That is where the customer is forced to move from property, resides in a temporary residence, and then moves to a home that can be connected to TransACT services. ▪ A cancellation fee will be charged but if the customer signs a new contract within three months of cancelling, the cancellation fee charged will be credited to the customer's account on re-connection.
<p>Cancellation of bundled services</p>	
<p>TransACT and ActewAGL bundle within the contract period</p>	<ul style="list-style-type: none"> ▪ \$50.00 bundle administration fee applies for cancellation of the TransACT component of the bundled services. ▪ Note – \$200.00 cancellation fee may apply if TransACT services are cancelled within the contract period.
<p>Transfer of services</p>	
<p>To another person at the same premise/install address</p>	<ul style="list-style-type: none"> ▪ \$55.00 administration fee plus outstanding instalment fees (if any) ▪ The original account holder will incur this charge. ▪ The new account holder is required to sign a new 12-month contract. ▪ A release notification and signature from the original customer is required.
<p>To a family member at the same premises/install address</p>	<ul style="list-style-type: none"> ▪ No administration fee. ▪ The original account holder is liable for outstanding instalment fees (if any). ▪ The new account holder is required to sign a new 12-month contract. ▪ A release notification and signature from the original customer is required.
<p>Changes to phone numbers</p>	
<p>Request to port an existing (Telstra) phone number to TransACT and removal of the TransACT phone number after installation has taken place</p>	<ul style="list-style-type: none"> ▪ \$55.00 administration fee.
<p>Changes to an active phone number after installation</p>	<p>A phone number change occurs when the customer requests a changeover from a Telstra number to a TransACT number or vice versa, or from one TransACT</p>

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	<p>number to another TransACT number.</p> <ul style="list-style-type: none"> ▪ \$55.00 administration fee applies per change unless the number chosen has any extra fee attached to it for being a Platinum, Gold or Silver number.
Services on hold	
Services put on hold for any period between three to six months	<ul style="list-style-type: none"> ▪ \$55.00 administration fee plus 50 per cent of the normal monthly access fee for services. ▪ Applies from the start of the suspension period. ▪ This service is not available to customers in ADSL enabled areas. ▪ Request for services to be put on hold is not available for any period less than three months or greater than six months.

3. FREE ON NET LOCAL CALLS

3.1 Local calls to other TransTALK and TransBIZ customers by TransTALK Premium, TransTALK AllTime and TransBIZ 1/2/10/20/30 customers are provided free of charge. This includes Local Calls to customers with the following TransACT products:

- (a) TransTALK Premium
- (b) TransTALK Standard
- (c) TransTALK AllTime
- (d) TransTALK Flex
- (e) TransBIZ Flex
- (f) TransBIZ Flex Fax
- (g) TransBIZ Flex ISDN 2
- (h) TransTALK Flex Limited
- (i) TransBIZ Limited
- (j) TransBIZ Flex ISDN 2 Limited
- (k) TransBIZ 1
- (l) TransBIZ 2
- (m) TransBIZ 10, 20,30.

3.2 The following Local Calls made by TransTALK Premium, TransTALK AllTime and TransBIZ 1/2/10/20/30 customers are excluded and will be charged at the local call rate in Schedule 3 – Charges.

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- (a) Calls to any TransSELECT customer including TransSELECT, TransSELECT Gold and commercial TransSELECT products; and
 - (b) Calls to any TransGov customers.
- 3.3 Customers on TransSELECT products including TransSELECT, TransSELECT Gold and commercial TransSELECT products are invoiced for local calls by the carrier providing their local calls.

4. BILLING POLICY

TransACT's Billing Policy for the Services is described in clauses 5 to 9 below.

5. BILLING AND PAYMENT

Bills

- 5.1 We may bill you:
- (a) for any additional charge to install the Service if we need to perform work beyond the usual scope of work required for similar installations;
 - (b) for recurring or fixed charges, in advance (for example, line rental charges);
 - (c) for variable charges, in arrears (for example, call charges - call charges can take up to 6 months to appear on your invoice);
 - (d) for installation or set-up charges, after installation;
 - (e) for any equipment you purchase or Rent from us;
 - (f) for any other charges set out in your Application or the Pricing Schedule, in accordance with the Pricing Schedule or the Service Description.
 - (g) using another invoice in the same month for billing alignment purposes where applicable; and
 - (h) for any amount owing to any iiNet Entity in accordance with 5.13.
- 5.2 All charges applicable to the Services are specified in this Pricing Schedule, or as otherwise notified to you (including as stated in your Application).
- 5.3 Bills will be calculated by reference to data recorded, logged or received by our Suppliers and us. You acknowledge that in calculating charges we need only look at that data as recorded, logged, or received by our Suppliers or us.
- 5.4 We try to include all charges relating to a billing period on that bill. Where that does not happen, bills may include charges from previous billing periods. We will not bill for charges older than 160 days from the date the charge was incurred.
- 5.5 Our records are sufficient evidence of the existence and amount of any charge owed by you to us.
- 5.6 You must pay the charges in accordance with tax invoices issued by us.

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5.7 You are responsible for all charges incurred in the use of the Service, even if someone other than you incurs those charges without your knowledge or consent.

5.8 All charges are GST inclusive unless otherwise stated.

5.9 TransACT's standard billing method is electronic billing. Bills will be sent to you electronically to the email address set out in your application form or another email address nominated by you. You can also opt to receive your bill by post, sent to an address nominated by you. This incurs a fee of \$1.49 (inc GST per bill sent). TransACT will provide bills without charge to pensioner customers. Electronic bills may be adversely affected by equipment or conditions beyond TransACT's control.

5.10 We may change or offer new methods of communicating or delivering your bill to you. If we do so, we will notify you by a bill message and via our Website.

Non payment

5.11 If you do not pay the full amount owing by the due date, we may:

- (a) take action to enforce our legal rights;
- (b) recover debt collection costs and commission;
- (c) suspend Network Access and impose a reconnection fee only after giving you at least 5 business days' notice; and
- (d) report you to a credit reporting agency.

Right of set-off

5.12 You must pay the charges without any set off, counter claim or deduction.

5.13 We may set off any amount payable to you against any amount payable by you to us.

Credit card and direct debit payments

5.14 If you choose to pay by direct debit or credit card you acknowledge and agree that:

- (a) you must give us at least 14 days prior notice if you no longer wish to pay by direct debit or credit card;
- (b) you must provide to us current and valid credit card or direct debit details;
- (c) your credit card or direct debit account will be debited on the due date of a bill unless your payment for that bill is made by other means and is received by us prior to that date; and
- (d) payment by credit card may attract a credit card processing fee and this fee may differ depending on the type of card you use, as noted on your bill or on our Website from time to time, and

you may be charged additional fees in accordance with clauses 5.11 and 5.15 if your payment is late or dishonoured as a result of you not complying with this clause 5.14.

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5.15 If you make payment on a bill:

- (e) by direct debit and there are insufficient funds in the account or your account details are not current and valid;
- (f) by cheque and the cheque is dishonoured; or
- (g) by credit card and the payment is charged back,

we reserve the right to pass on to you any decline fee.

6. SECURITY BOND

6.1 We may impose a credit limit or require you to provide a security bond in an amount nominated by us.

6.2 You authorise us to make deductions from any security bond for any charges that are owing to us.

6.3 We agree to refund your security bond in full when we stop providing the Services, except to the extent that we have made deductions for charges that are owing to us by you.

7. BILLING DISPUTES

7.1 If you wish to dispute a charge or fee in a bill, you must follow our complaint handling process described on our Website at: <http://www.transact.com.au/en-ACT/support/accounts/complaints>.

8. CONSEQUENCES OF SUSPENSION

8.1 If the Service is suspended by reason of any of the circumstances referred to in clause 12.3 of the General Terms, or at your request under clause 12.9 of the General Terms, you must pay a reconnection fee as set out in the Pricing Schedule prior to the expiration of the suspension and recommencement of the Service.

9. CONSEQUENCES OF CANCELLATION

9.1 If the Service is cancelled for any reason you still have to pay all charges incurred before cancellation. We will refund any overpayment on your account and any money that you have paid in advance for the cancelled Service on a pro-rata basis to you. However, we can deduct from your refund any amount that you owe to us, such as charges you have incurred before cancellation or any applicable Break Fee.