

Our Customer Relationship Agreement

PRICING SCHEDULE FOR FIXED LINE TELEPHONY, BROADBAND & FETCH TV SERVICES

TransACT Victoria Communications Pty Limited ACN 063 024 475

Phone: 13 30 61

1/502 Hay Street, Subiaco WA 6008

17 September 2013

Rules of interpretation and capitalised terms used in this Pricing Schedule are defined either in the General Terms of our CRA, the TransACT Victoria Fixed Line Telephony & Broadband Service Description or the iiNet Group IPTV Service Description.

1. ABOUT THE TRANSACT PRICING SCHEDULE

Our Customer Relationship Agreement

- 1.1 This is the Pricing Schedule that applies to Victorian customers of TransACT's Fixed Line Telephony, Broadband and Fetch TV Services 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 Services.

2. RESIDENTIAL SERVICES

1. Broadband Internet products	
HomeWEB (only available on the TransACT Victoria HFC Network)	
Usage quota	Pricing and inclusions
10GB (5GB peak + 5GB off-peak)	\$40/month
100GB (50GB peak + 50GB off-peak)	\$60/month
200GB (100GB peak + 100GB off-peak)	\$80/month
400GB (200GB peak + 200GB off-peak)	\$100/month
1TB (500GB peak + 500GB off-peak)	\$130/month

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All HomeWEB services include:	Dynamic IP Address 20MB Personal Storage 2 Email Addresses
Speed packs (optional speed upgrades to above services)	
60Mbps download 4Mbps upload	\$15 extra per month
100Mbps download 8Mbps upload	\$30 extra per month

- 2.1 HomeWEB services are only available on the TransACT Victoria HFC Network.
- 2.2 Minimum contract term of 12 months applies.
- 2.3 HomeWEB service speeds are 30Mbps download and 2Mbps upload unless a 'Speed pack' is ordered.
- 2.4 HomeWEB peak times are 7am to 1am the following day. Off-peak times are 1am to 7am daily.
- 2.5 Both uploads and downloads are counted towards HomeWEB Usage quotas. For example, 5M of data downloaded and 2M of data uploaded will count as 7M towards the usage quota.
- 2.6 The speed of HomeWEB services which reach their usage quota is restricted to 64kbps download and 64kbps download in the applicable peak or off-peak period, until the end of the billing period, unless additional data blocks are purchased.
- 2.7 Unused usage quotas are forfeited and cannot be rolled over into the following period.
- 2.8 Speeds specified are the maximum theoretical speed of the service and the real-world performance of the service for accessing Internet content will depend on a number of factors including the number of other HomeWEB customers in the vicinity of the customer using the service at the same time, the performance of the global Internet and the speed and utilization of the Internet connection for the source of the content accessed by the customer.
- 2.9 ADSL services may not be available in all areas.
- 2.10 Minimum contract term of 12 months applies.
- 2.11 ADSL peak times are 7am to 1am the following day. Off-peak times are 1am to 7am daily.
- 2.12 Only downloads are counted towards ADSL Usage quotas. For example, 5M of data downloaded and 2M of data uploaded will count as 5M towards the usage quota.
- 2.13 If an ADSL service reaches its usage quota:

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- (a) If the table above states that rate-limiting applies, the speed of the service will be limited to 64kbps download and 64kbps download in the applicable peak or off-peak period, until the end of the billing period, unless additional data blocks are purchased.
- (b) If the table above states that excess usage is charged, it will be charged at the applicable rate but the service speed will be unaffected.

2.14 Unused usage quotas are forfeited and cannot be rolled over into the following period.

2.15 Speeds specified are the maximum theoretical line speed of the service and the real-world performance of the service for accessing Internet content will depend on a number of factors including the length of the phone line between the Customer’s premises and the relevant Telstra exchange, the characteristics and performance of that phone line, the performance of the global Internet and the speed and utilization of the Internet connection for the source of the content accessed by the customer.

Data blocks	
Additional usage quota	Price
1GB	\$10
3GB	\$20
5GB	\$30
20GB	\$60
40GB	\$80

Additional Services	
Additional email accounts	<ul style="list-style-type: none"> • \$6 each per month or • \$50 per month for 10
Additional computers to cable modem	<ul style="list-style-type: none"> • \$10 per month
Extra points	<ul style="list-style-type: none"> • \$66.00 at the time of installation • \$99.00 post installation (ie. Truck roll required)
Extra Cable Leads (up to 6 metres)	<ul style="list-style-type: none"> • \$3.30 per meter

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Bundle discount	
Bundling HomeTALK + HomeWEB	<ul style="list-style-type: none"> • \$10 discount when bundling eligible voice & broadband products
2. Equipment charges	
Cable Modem/Voice	
Arris EMTA	<ul style="list-style-type: none"> • \$120.00 • Purchase Fee / Replacement Fee for damaged or unreturned equipment (as applicable)
Battery for EMTA (2 hours backup)	<ul style="list-style-type: none"> • \$54.95
ADSL	
Netcomm NB6 -USB/Ethernet 1 port	<ul style="list-style-type: none"> • \$99.00
Dynalink 1335 - 4 Port Router/Modem	<ul style="list-style-type: none"> • \$149.00
Netcomm NB6W - 4 Port Router/Modem Wireless	<ul style="list-style-type: none"> • \$209.00
ADSL Central Splitter	<ul style="list-style-type: none"> • \$37.00 • Only One Central Splitter is required for whole house • Filters out ADSL signals to allow simultaneous use of telephone and ADSL service • Can be hard-wired or used with modular connections
ADSL In-line Micro filter	<ul style="list-style-type: none"> • \$19.00 • Filters out ADSL signals to allow simultaneous use of telephone and ADSL service • Includes a pass through jack for modem, removing the need for a double adaptor.
Set-Top Box	
Standard Set-Top Box	<ul style="list-style-type: none"> • \$150.00 • Purchase Fee / Replacement Fee for damaged or unreturned equipment (as applicable)

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3. Connection/installation Charges	
Connection Charges for TransACT Victoria HFC Network	
Standard connection where no previous connection is in place or connection is inactive	<ul style="list-style-type: none"> • 12 month contract \$200.00 • 24 month contract \$0 • For residences with no previous connection at all and residences with an inactive connection. • A standard connection consists of an overhead cable from the pole to the house and one or two outlets depending on services selected. • The connection charge is included on the first invoice.
Non-standard connection	<ul style="list-style-type: none"> • Quotation required – price on application • A non-standard connection consists of an underground connection from the pole to the house and one or two outlets depending on services selected. • Connection price and contract terms are negotiated with TransACT prior to installation. • Site inspection required.
Connection Charges for TransACT Victoria ADSL Areas	
Standard connection	<ul style="list-style-type: none"> • \$99.00 • The connection charge is included on the first invoice.
ADSL Central Splitter	<ul style="list-style-type: none"> • \$37.00 • Only One Central Splitter is required for whole house • Filters out ADSL signals to allow simultaneous use of telephone and ADSL service • Can be hard-wired or used with modular connections
ADSL In-line Micro filter	<ul style="list-style-type: none"> • \$19.00 • Filters out ADSL signals to allow simultaneous use of telephone and ADSL service • Includes a pass through jack for modem, removing the need for a double adaptor.

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4. Phone Services	
HomeTALK 1 (only available on the TransACT Victoria HFC Network)	
Line Rental	<ul style="list-style-type: none"> • \$20.00
Installation Charge	<ul style="list-style-type: none"> • 12 month contract, \$200 • 24 month contract, \$0
Local Calls	<ul style="list-style-type: none"> • 18 ¢ (untimed)
National Calls	<ul style="list-style-type: none"> • 18¢ per minute (plus 39¢ connection fee) • \$1.75 for the first hour • \$2.50 for the first two hours
Calls to 13xx numbers	<ul style="list-style-type: none"> • 25¢ untimed
Calls to 18 or 18xx numbers	<ul style="list-style-type: none"> • Free
000 calls	<ul style="list-style-type: none"> • Free
International Calls	<ul style="list-style-type: none"> • 39 ¢ connection fee • Please see our website for a full list of international rates

Optional packages (must be purchased with HomeTALK 1 service):

HomeTALK Local Call Pack	
Additional cost	<ul style="list-style-type: none"> • \$10 per month
Local Calls	<ul style="list-style-type: none"> • Free

HomeTALK Local and National Call Pack	
Additional cost	<ul style="list-style-type: none"> • \$30 per month
Local Calls	<ul style="list-style-type: none"> • Free
National	<ul style="list-style-type: none"> • Free

Other phone features	
Voicemail	<ul style="list-style-type: none"> • \$3.30 per month
Extra points	<ul style="list-style-type: none"> • \$66.00 at the time of installation • \$99.00 post install (ie. Truck roll required)

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5. Web hosting and email services	
Plans	
E-Basic	<ul style="list-style-type: none"> • \$9.95 per month • 1 GB monthly data transfer • 500 MB storage space • 15 Email accounts
E-basic-2	<ul style="list-style-type: none"> • \$16.95 per month • 5 GB monthly data transfer • 500 MB storage space • 30 email accounts
Web-1	<ul style="list-style-type: none"> • \$19.95 per month • 10 GB monthly data transfer • 1 GB storage space • 50 email accounts
Web-2	<ul style="list-style-type: none"> • \$27.95 per month • 10 GB monthly data transfer • 1 GB storage space • 100 email accounts
Biz-1	<ul style="list-style-type: none"> • \$39.95 per month • 25 GB monthly data transfer • 2 GB storage space • 100 email accounts
Biz-2	<ul style="list-style-type: none"> • \$49.95 per month • 30 GB monthly data transfer • 4 GB storage space • 100 email accounts
Ent-1	<ul style="list-style-type: none"> • \$89.95 per month • 50 GB monthly data transfer • 10 GB storage space • 150 email accounts

Other charges	
DNS Hosting	<ul style="list-style-type: none"> • \$5.50 per month
Domain Registration	<ul style="list-style-type: none"> • \$60 E-Basic, E-basic-2, Web-1 • \$40 Web-2, Biz-1, Biz-2, Ent-1

6. Cable TV services

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Base Packages	
Bronze Pack	<ul style="list-style-type: none"> • \$19.95 per month • Includes VHM, MTV, MCM, Cartoon Network, Sky Racing, ESPN, Sky News, CNN, BBC World, Bloomberg Television, CNBC, Now TV, Australian Christian Channel, World Fashion and ABC2, NITV.
Silver Package	<ul style="list-style-type: none"> • \$39.95 per month • Includes VHM, MTV, MCM, Cartoon Network, Sky Racing, SAPN, Sky News, CNN, BBC World, Bloomberg, CNBC, Now TV, Australian Christian Channel, World Fashion,, ABC2, Disney Channel, Playhouse Channel, Hallmark, Movie One, Movie Extra, Movie Greats and TCM, NITV.
Gold Package	<ul style="list-style-type: none"> • \$54.95 per month • VHM, MTV, MCM, Cartoon Network, Sky Racing, ESPN, Sky News, CNN, BBC World, Bloomberg, CNBC, Now TV, Australian Christian Channel, World Fashion, ABC2, Disney Channel, Playhouse Channel, Movie One, Movie Extra, Movie Greats, TCM, Hallmark, National Geographic, Animal Plant, Discovery Science, Discovery Real Time, Discovery Travel & Living and Discovery Home & Health, NITV.

Cable TV services are only available on the TransACT Victoria HFC Network

7. Miscellaneous Charges	
Billing-related charges	
Reconnection Fee (Cable Broadband, Premium+ Broadband, Cable TV and NC Phone)	<ul style="list-style-type: none"> • \$66.00 • Reconnection fee after suspension (after termination and/or after more than 7 days of suspensions) • If within 7 days of suspension, fee is \$25
Reconnection Fee (ADSL Services)	<ul style="list-style-type: none"> • \$99.00 • You must maintain your active phone service to be able to re-connect this service or you may incur extra costs from your phone service provider.
Callout charges	
Service call-out	<ul style="list-style-type: none"> • No charge if due TransACT Victoria

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	<p>network or equipment failure.</p> <ul style="list-style-type: none"> • \$66.00 call-out fee applies to all other scenarios
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8. Changes to services - Current	
Relocation of services	
Relocation Fee (moving to other premises)	<ul style="list-style-type: none"> • \$99.00 • With regard to ADSL you must maintain your active phone service to be able to re-connect this service or you may incur extra costs from your phone service provider.
Transfer of services	
To another person at the same premise/install address	<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.
To a family member at the same premises/install address	<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.
Administration fee	
Change of plan	<ul style="list-style-type: none"> • A package change administration fee of \$20.00 applies when the dollar value of the monthly access fee for the new contract is less than the old.
Removal of service	<ul style="list-style-type: none"> • A service removal fee of \$50 applies when one or more service is removed from a package within contract

3. BUSINESS SERVICES

1. Broadband Internet products

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BizWEB (only available on the TransACT Victoria HFC Network)	
Usage quota	Pricing and inclusions
20G (10GB peak + 10GB off-peak)	\$50/month
150GB (75GB peak + 75GB)	\$80/month
600GB (300GB peak + 300GB off-peak)	\$130/month
1.2TB (600GB peak + 600GB off-peak)	\$190/month
2TB (1TB peak + off-peak 1TB)	\$270/month
<u>All</u> BizWEB services include	1 static IP address
Speed packs (optional speed upgrades to above services)	
60Mbps download 4Mbps upload	\$25 extra per month
100Mbps download 8Mbps upload	\$40 extra per month

- 3.1 BizWEB services are only available on the TransACT Victoria HFC Network.
- 3.2 Minimum contract term of 12 months applies.
- 3.3 BizWEB service speeds are 30Mbps download and 4Mbps upload unless a ‘Speed pack’ is ordered.
- 3.4 BizWEB peak times are 7am to 1am the following day. Off-peak times are 1am to 7am daily.
- 3.5 Both uploads and downloads are counted towards BizWEB Usage quotas. For example, 5M of data downloaded and 2M of data uploaded will count as 7M towards the usage quota.
- 3.6 The speed of BizWEB services which reach their usage quota is restricted to 64kbps download and 64kbps download in the applicable peak or off-peak period, until the end of the billing period, unless additional data blocks are purchased.
- 3.7 Unused usage quotas are forfeited and cannot be rolled over into the following period

Data blocks

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Additional usage quota	Price
1GB	\$10
3GB	\$20
5GB	\$30
20GB	\$60
40GB	\$80

Bundle discount	
Bundling BizTALK + BizWEB	<ul style="list-style-type: none"> • \$10 discount when bundling eligible voice & broadband products

2. Equipment charges	
Cable Modem/Voice	
Arris EMTA	<ul style="list-style-type: none"> • \$120.00 • Purchase Fee / Replacement Fee for damaged or unreturned equipment (as applicable)
Battery for EMTA (2 hours backup)	<ul style="list-style-type: none"> • \$54.95
ADSL	
Netcomm NB6 -USB/Ethernet 1 port	<ul style="list-style-type: none"> • \$99.00
Dynalink 1335 - 4 Port Router/Modem	<ul style="list-style-type: none"> • \$149.00
Netcomm NB6W - 4 Port Router/Modem Wireless	<ul style="list-style-type: none"> • \$209.00
ADSL Central Splitter	<ul style="list-style-type: none"> • \$37.00 • Only One Central Splitter is required for whole house • Filters out ADSL signals to allow simultaneous use of telephone and ADSL service • Can be hard-wired or used with modular connections

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ADSL In-line Micro filter	<ul style="list-style-type: none"> • \$19.00 • Filters out ADSL signals to allow simultaneous use of telephone and ADSL service • Includes a pass through jack for modem, removing the need for a double adaptor.
Set-Top Box	
Standard Set-Top Box	<ul style="list-style-type: none"> • \$150.00 • Purchase Fee / Replacement Fee for damaged or unreturned equipment (as applicable)

3. Connection/installation charges	
Connection Charges for TransACT Victoria HFC areas	
Standard connection where no previous connection is in place or connection is inactive	<ul style="list-style-type: none"> • 12 month contract \$200.00 • 24 month contract \$0 • For business premises with no previous connection at all and residences with an inactive connection. • A standard connection consists of an overhead cable from the pole to the premises and one or two outlets depending on services selected. • The connection charge is included on the first invoice.
Non-standard connection	<ul style="list-style-type: none"> • Quotation required – price on application • A non-standard connection consists of an underground connection from the pole to the premises and one or two outlets depending on services selected. • Connection price and contract terms are negotiated with TransACT prior to installation. • Site inspection required.

4. Phone services (Only available in TransACT Victoria HFC areas)	
BizTalk 1	

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Monthly line rental	<ul style="list-style-type: none"> • \$29.90
Installation Charge	<ul style="list-style-type: none"> • 12 month contract, \$198 • 24 month contract, \$0
TransACT to TransACT	<ul style="list-style-type: none"> • Free
Local Calls	<ul style="list-style-type: none"> • 16¢ (untimed)
National calls	<ul style="list-style-type: none"> • 12¢ per minute plus • 10¢ connection fee
Calls to 13 or 13xx numbers	<ul style="list-style-type: none"> • 25¢ untimed
Calls to any mobiles in Australia	<ul style="list-style-type: none"> • 29 ¢ connection fee • 33.3 ¢ per minute, billed per second
Calls to 18 or 18xx numbers	<ul style="list-style-type: none"> • Free
000 calls	<ul style="list-style-type: none"> • Free
International Calls	<ul style="list-style-type: none"> • 25¢ connection fee • Please see our website for a full list of international rates
TransBIZ 2 (Basic rate ISDN digital phone service)	
Monthly line rental	<ul style="list-style-type: none"> • \$58/month • Includes Call Forwarding, Call Waiting, Three-Way Calling and Caller Number Display features. • Customers must preselect TransACT for their long distance calls at all times. • Minimum of 12-month contract applies.
Installation Charge	<ul style="list-style-type: none"> • 12 month contract, \$250 • 24 month contract, \$0
Local call rates	<ul style="list-style-type: none"> • Free to other TransTALK and TransBIZ customers. • All other local calls 16 cents per call.
National call rates	<ul style="list-style-type: none"> • 12 cents per minute plus 10-cent connection fee.
Calls to mobiles	<ul style="list-style-type: none"> • 33 cents per minute plus 25-cent connection fee.
International call rates	<ul style="list-style-type: none"> • 25¢ connection fee • Please see our website for a full list of international rates

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TransBIZ 10/23/30 (ISDN digital phone service)	
Monthly line rental	<ul style="list-style-type: none"> • TransBIZ 10 – \$234 /month • TransBIZ 20 – \$458 /month • TransBIZ 30 – \$654 /month • Minimum of 12-month contract applies.
Installation Charge	<ul style="list-style-type: none"> • 12 month contract, \$1500 - TransBIZ 10 • 24 month contract, \$0 - TransBIZ 10 • 12 month contract, \$2000 - TransBIZ 20 • 24 month contract, \$0 - TransBIZ 20 • 12 month contract, \$2250 - TransBIZ 30 • 24 month contract, \$0 - TransBIZ 30
Local call rates	<ul style="list-style-type: none"> • TransACT to TransACT free. • All other local calls 14 cents per call.
National call rates	<ul style="list-style-type: none"> • 12 cents per minute plus 10-cent connection fee.
Calls to mobiles	<ul style="list-style-type: none"> • 27 cents per minute plus 25-cent connection fee.
International call rates	<ul style="list-style-type: none"> • 25¢ connection fee • Please see our website for a full list of international rates

Other phone features	
Line Hunt	<ul style="list-style-type: none"> • \$1.50/month per service • Only available when taken in conjunction with a minimum of two TransBIZ phone services
Reserving an ISDN 100 number range	<ul style="list-style-type: none"> • \$38.50/month
ISDN in-dial number range	<ul style="list-style-type: none"> • \$25.00/month

5. TV Packages (only available on the TransACT Victoria HFC Network)	
Cable T.V. Public Viewing & Hotel/Motel Packages (standard packages)	
Public Viewing Area (PVA)	<ul style="list-style-type: none"> • \$99.95 per month • Installation charges \$132 dependent on site evaluation • Cartoon Network, Animal Planet, Discovery Channels, MCM, Sound Track Channel, ESPN, Sky News, CNN, CNBC, BBC World, Fashion TV, NITV

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Public Viewing Area Lite (PVA Lite)	<ul style="list-style-type: none"> • \$39.95 per month • Installation charges \$132 dependent on site evaluation • Cartoon Network, Animal Planet, Discovery Channels, Sound Track Channel, ESPN, Sky News, CNBC, Fashion TV, NITV
Motel Pack 1	<ul style="list-style-type: none"> • \$15.40 per room per month • Installation charges dependent on site evaluation • National Geographic, Animal Planet, Now, Discovery Channels, Sound Track Channel, Hallmark, Movie Network, ESPN, Sky News, Deutsche Welle, NITV
Motel Pack 2	<ul style="list-style-type: none"> • \$15.40 per room per month • Installation charges dependent on site evaluation • Disney Channel, Playhouse Disney, Animal Planet, Discovery Channels, Movie Network, ESPN Sky News, NITV
Motel Pack 3	<ul style="list-style-type: none"> • \$10.00 per room per month • Installation charges dependent on site evaluation • Boomerang, Nat Geo, ESPN, NITV
Motel Pack 4	<ul style="list-style-type: none"> • \$15.40 per room per month • Installation charges dependent on site evaluation • Now TV, Hallmark, Movie Network, Sky News, Bloomberg, Deutsche Welle, NITV
Motel Pack 5	<ul style="list-style-type: none"> • \$21.45 Per room per month • Installation charges dependent on site evaluation • Cartoon Network, Disney Channel, Playhouse Disney Nat Geo, Animal Planet, Discovery Channels, Movie Network, ESPN, Sky News, NITV
Motel Pack 6	<ul style="list-style-type: none"> • \$27.50 Per room per month • Installation charges dependent on site evaluation • Boomerang, Nat Geo, Discovery H&L, MCM, Movie Network, ESPN, Sky News, CNN CNBC, BBC World, Bloomberg, NITV

6. Miscellaneous Charges – Current

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Billing-related charges	
Reconnection Fee (Cable Broadband, Premium+ Broadband, Cable TV and Phone)	<ul style="list-style-type: none"> • \$66.00 • Reconnection fee after suspension (after termination and/or after more than 7 days of suspensions) • If within 7 days of suspension, fee is \$25
Reconnection Fee (ADSL Services)	<ul style="list-style-type: none"> • \$99.00 • You must maintain your active phone service to be able to re-connect this service or you may incur extra costs from your phone service provider.
Callout charges	
Service call-out	<ul style="list-style-type: none"> • No charge if due to TransACT Victoria network or equipment failure. • \$66.00 call-out fee applies to all other scenarios

7. Changes to services	
Relocation of services	
Relocation Fee (moving to other premises)	<ul style="list-style-type: none"> • \$99.00 • With regard to ADSL you must maintain your active phone service to be able to re-connect this service or you may incur extra costs from your phone service provider.
Transfer of services	
To another person at the same premise/install address	<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.
Administration fee	
Change of plan	<ul style="list-style-type: none"> • A package change administration fee of \$20.00 applies when the dollar value of the monthly access fee for the new contract is less than the old.

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4. FETCH TV SERVICE

Service Options

iiNet TV with Fetch	Cost (Rent the Set Top Box)	Cost (Purchase Set Top Box)
Monthly Cost	\$5.00 per month	\$5.00 per month
Setup Fee	\$0.00	n/a
Set Top Box	\$5.00	\$299.00
Total cost per month	\$10 per month	\$5.00 per month

Additional Hardware & Other Fees

Description	Cost
Non Return Fee (equal to the Set Top Box Purchase Price minus the refurbishment cost)	Generation 1 Set Top Box: \$309.00 Generation 2 Set Top Box: \$299.00
Replacement Fee	Generation 1 Set Top Box: \$309.00 Generation 2 Set Top Box: \$299.00
Remote replacement	\$29.95
5-meter Ethernet cable	\$9.95
iiNet Wireless Bridge Device	\$119.00

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Break & Downgrade Fees

For Hired Set Top Boxes only	Cost	
	Contracts prior to 26 February 2013	Contracts from 26 February onwards
Less than 21 days after service activation	\$110	\$110
22 days to Month 6	\$430	\$400
Month 7 to 12	\$310	\$300
Month 13 to 18	\$190	\$200
Month 19 to 24	\$60	\$100
Downgrade Fee	\$29	\$29

Video On Demand Content Fee

Video on Demand Content	Cost
Library Titles	\$3.95
Standard Definition Titles	\$5.95
High Definition Titles	\$6.95

Subscription Packages

Subscription Packages	Monthly Cost
Entertainment Plus Pack	\$19.95
Taj Mahal	\$24.95
The Great Wall	\$19.95
Tiger Pack	\$19.95
Pinoy Pack	\$19.95
Korean Pack	\$9.95
Ovation	\$4.95
Setanta	\$14.95
TVB Cantonese Pack	\$49.95

**IINET GROUP CRA – TRANSACT VICTORIA PRICING SCHEDULE FOR
FIXED TELEPHONY, BROADBAND & FETCH TV SERVICES**

Subscription Packages	Monthly Cost
Sun South Indian	\$29.95

5. BILLING POLICY

5.1 TransACT’s Billing Policy for the Services is described in clauses 6 to 10 below.

6. BILLING AND PAYMENT

Bills

- 6.1 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 clause 6.19.
- 6.2 All charges applicable to the Services are specified in this Pricing Schedule, or as otherwise notified to you (including as stated in your Application).
- 6.3 The charges are determined by the options you select on your Application.
- 6.4 The charges may also be affected by any change to the options selected on your Application or any change to the Service.
- 6.5 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.
- 6.6 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.
- 6.7 Our records are sufficient evidence of the existence and amount of any charge owed by you to us.

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- 6.8 All payments are to be made by direct debit unless otherwise agreed, and you must ensure that the credit card or bank details we have on account are valid and current at all times.
- 6.9 We may use a billing agent to issue your bill.
- 6.10 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.
- 6.11 We may round charges up or down to the nearest whole cent.
- 6.12 All charges are GST inclusive unless otherwise stated.
- 6.13 Subject to clause 6.6, we will provide you with a bill detailing all applicable charges on your account for each Billing Period to either:
- (a) your email address (if requested in your application); or
 - (b) your billing address.
- 6.14 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.
- 6.15 We will provide you with replacement copies of your bills upon your request, however, there may be a charge for this service.

Late or non payment

- 6.16 You must pay the charges in accordance with any bills issued by us by the due date. The due date will not be less than 14 days after the date of the Bill.
- 6.17 If you do not pay the full amount of any charges owing by the due date, or you pay by a cheque or other means that is dishonoured, we may:
- (a) recover from you debt collection costs and any other costs associated with your non-payment;
 - (b) suspend the Service(s) and charge you a reconnection fee, only after giving you at least 5 business days' notice, and

we reserve the right to pass on any bank decline or dishonour fee.

Right of set-off

- 6.18 You must pay the charges without any set off, counter claim or deduction.
- 6.19 We may set off any amount payable to you against any amount payable by you to us.

7. CREDIT LIMITS AND SECURITY BOND

- 7.1 We may set Credit Limits for you or require you to provide a security bond.

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- 7.2 If we set a Credit Limit we will advise you whether the Credit Limit is a guideline for Credit Management Action or an Absolute Credit Limit. Credit limits may be changed from time to time with reasonable notice provided to you.
- 7.3 You may request us to place an Absolute Credit Limit on your account.
- 7.4 If you exceed your Credit Limits, we may restrict or suspend your service only after giving you at least 5 business days' notice.
- 7.5 In accordance with our Assessment Policies we may require you at any time to pay a security bond or Advance Payment.
- 7.6 We will return your security bond to you upon termination of your account (subject to you having paid us all amounts owing under our CRA) or earlier at our discretion.
- 7.7 If you have made an Advance Payment it will be credited towards your next and subsequent bills until the Advance Payment has been used in full. If you pay us a security bond we may use the security bond to pay any outstanding charges on your account.
- 7.8 For the avoidance of doubt and for the purposes of our CRA, any security bond provided in accordance with this clause, is not subject to GST.

8. BILLING DISPUTES

- 8.1 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>.

9. CONSEQUENCES OF SUSPENSION

- 9.1 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.

10. CONSEQUENCES OF DISCONNECTION OR TERMINATION

- 10.1 If you terminate the CRA prior to the expiry of the applicable Minimum Term for a Service supplied under our CRA, you must immediately pay:
- (a) all Charges that are or will be due and owing up to the date of termination; and
 - (b) the Early Termination Payment, which is:
 - (A) specified in this Pricing Schedule for the Service(s);
 - (B) specified in the Application; or
 - (C) in the absence of an amount specified in accordance with (A) or (B) above, 100% of the monthly fee for the applicable Service(s), multiplied by the remaining months of the applicable Minimum Term.

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10.2 If you disconnect any Service(s) prior to the expiry of the applicable Minimum Term specified in the Application for that Service, you must immediately pay:

- (a) all Charges that are or will be due and owing up to the date of disconnection;
- (b) the Early Termination Payment for each of the disconnected Service(s), which is:
 - (A) specified in this Pricing Schedule for the Service(s);
 - (B) specified in the Application; or
 - (C) in the absence of an amount specified in accordance with (A) or (B) above, 100% of the monthly fee for the applicable Service(s), multiplied by the remaining months of the applicable Minimum Term; and
- (c) all other Charges (including Charges for all Services that have not been disconnected) as set out in our CRA.

10.3 If we:

- (a) disconnect any Service(s) prior to the expiry of the applicable Minimum Term specified in the Application for that Service; or
- (b) terminate our CRA prior to the expiry of the applicable Minimum Term for a Service supplied under our CRA;

and the disconnection or termination was due to your breach of our CRA, you must immediately pay:

- (c) all Charges that are or will be due and owing up to the date of disconnection;
- (d) the Early Termination Payment for each of the disconnected Service(s), which is:
 - (A) specified in this Pricing Schedule for the Service(s);
 - (B) specified in the Application; or
 - (C) in the absence of an amount specified in accordance with (A) or (B) above, 100% of the monthly fee for the applicable Service(s), multiplied by the remaining months of the applicable Minimum Term.