

## Cable Internet

### Information about the service

#### Service Description

MOCS Cable Internet uses CityCable's network to provide FTTB broadband service, an alternative to NBN.

#### Service Plan Information

Plan	Cable-Silver	Cable-Gold
Typical downloading speed	100mbps	200mbps
Typical uploading speed	40mbps	40mbps
Monthly fee	\$55.00	\$65.00
WiFi router – optional	\$99.00-\$120.00	\$99.00-\$120.00
Data allowance	Unlimited	Unlimited
Static IP – Optional (if available)	\$10.00	\$10.00

- Postage fee of \$20.00 inc. GST applies for hardware delivery.
- New Development Charge of \$300.00 inc. GST may apply to the newly developed area.

#### Minimum Contract Term

One (1) month.

#### On-site Installation

Technician of MOCS Internet and its contractor may or may not need to attend onsite to your apartment for service activation.

We provide complimentary onsite service for initial service activation. Any subsequent onsite installations necessitated by issues on your end may result in additional charges.

In the event that you request onsite service during the service term and the connectivity issue is found to be attributed to your actions, a fee of \$110.00 inc. GST per hour will be incurred.

#### Billing

MOCS Internet's cable service(s) are charged full month in advance (generally on the 1<sup>st</sup> of the month) and are non-refundable. We will only pro-rata the fee of the 2<sup>nd</sup> month to ensure your billing period is adjusted from your commencement date to the 1<sup>st</sup> of the month.

### Other Information

#### Key Details

This is a cable internet service that is delivered by CityCable's network to buildings. To check your building availability, please visit <https://mocs.com.au/mocs-internet/>

#### Hardware Devices

You must have a compatible modem/router to access to the internet service if you choose not to purchase a router from us.

However, we can only provide limited support to BYO router.

#### Payment Method

You can choose to pay for your service by direct debit from your nominated credit card or AMEX, 2% surcharge will be applied on each AMEX transaction.

Declined payment will be charged with a dishonour fee of \$9.90 inc. GST.

### **Changes to your plan**

We may make changes to your plan from time to time, including its pricing and inclusions. Written notice will be provided via Email. Where any changes have a neutral or beneficial impact to you. If there are significant changes applied to your service, we will provide you with at least 30 days' written notice via email.

You may request to change your data plan/speed, at no cost, which will take effect at the beginning of the next billing cycle.

### **Relocation**

If you wish to relocate the service, kindly check the service availability for the new location. A relocation fee may apply.

### **Termination service**

You must provide a written notice (including customer id, name, contact no., service address, termination date, and termination reason) at least 30 days before the next billing cycle. Otherwise, a full month charge will be applied and it is not refundable.

### **General Enquiry and Complaint**

We are committed to providing you with excellent customer service. Please contact us via email to [internet@mocs.com.au](mailto:internet@mocs.com.au) or call us on (03) 9818 2488 during our office hours, Monday to Friday, 9.00am – 5.00pm if you have any inquiry or would like to give feedback or complaint.

### **Telecommunications Industry Ombudsman (TIO)**

We will do our best to solve your problem during our first contact.

If you are unsatisfied with how your complaint has been handle, you may contact TIO via 1800 062 058 or visit

<https://www.tio.com.au/complaints/what-expect>