

# NBN® Broadband

## Information about the service

### Service Description

MOCS Internet NBN® broadband is a broadband data service that provides you with internet access at your premises via the NBN® infrastructure.

### Service Plan Information

Plan	Bronze	Silver	Gold	Platinum
Typical downloading speed	24mbps	49mbps	97mbps	920mbps
Typical uploading speed	5mbps	20mbps	19-38mbps	48mbps
Monthly fee	\$70.00	\$80.00	\$95.00	\$125.00
Minimum term applicable	1 month	1 month	1 month	1 month
Data allowance	Unlimited	Unlimited	Unlimited	Unlimited
WiFi router – optional	\$99.00-\$120.00	\$99.00-\$120.00	\$99.00-\$120.00	\$99.00-\$120.00
Static IP – optional	\$10.00	\$10.00	\$10.00	\$10.00

### New Site Connection Fee

A new site connection fee between \$300-\$660 inc. GST may be applied – depending on the service address. An additional charge for an additional connection requiring installation of additional equipment may also be applicable. We will inform you if either of these charges will apply to you and will include them on your bills.

### What is the service?

MOCS Internet's NBN® Broadband service uses NBN infrastructure (i.e.: FTTP, FTTN, FTTC, or HFC) to deliver broadband to your premises. These services provide the typical evening downloading speeds listed for each plan in the table above.

### Billing

MOCS Internet's NBN® broadband service(s) are charged full month in advance (generally on the 1st 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 1st of the month.

## Other Information

### Key Details

This is an internet service that is delivered over the National Broadband Network.

### 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.

## Service Availability

NBN services are not apply to all areas. We will need to perform service qualification checks to the nominated site address for broadband service availability. The type of service offered the NBN network are FTTP, FTTN, FTTB, FTTC, HFC or FW, and so we may need to perform further qualification checks to determine the type of network for your nominated location. If we are unable to offer you services, we will contact you for further discussion, or if we failed to contact you in reasonable attempts, we will cancel your order. You may find out if your address is eligible here: <https://www.nbnco.com.au/learn/rollout-map>

## Installation and Setup

Standard installation is included. Non-standard installation may incur additional costs. You must be someone over 18 years of age to sign up with MOCS Internet NBN Broadband and in attendance at the appointment, if required.

## 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.

## 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.

## 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>