



Lynham Networks Plan

Information about the service

Service Description

MOCS Internet Lynham Networks (LN) Plan is a broadband data service that provides you with internet access at your premises via Lynham Networks' infrastructure.

Service Plan Information

Advertised Plan				
Plan	Bronze	Silver	Gold	
Typical downloading speed	23mbps	47mbps	95mbps	
Typical uploading speed	23mbps	47mbps	95mbps	
Monthly fee	\$70.00	\$80.00	\$95.00	
Minimum term applicable	1 month	1 month	1 month	
Data allowance	Unlimited	Unlimited	Unlimited	
WiFi router – optional	\$99.00-\$150.00	\$99.00-\$150.00	\$99.00-\$150.00	
Activation Fee	Waived	Waived	Waived	
Unadvertised Plans				
Plan	200/200	500/500	1000/1000	
Typical downloading speed	190mbps	480mbps	850mbps	
Typical uploading speed	190mbps	480mbps	850mbps	
Monthly fee	\$115.00	\$140.00	\$168.00	
Minimum term applicable	1 month	1 month	1 month	
Data allowance	Unlimited	Unlimited	Unlimited	
WiFi router – optional	\$99.00-\$150.00	\$99.00-\$150.00	\$99.00-\$150.00	
Activation Fee	\$110.00	\$110.00	\$110.00	

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 LN Plan service uses Lynham Networks' infrastructure to deliver broadband to your premises. These services provide the typical evening downloading speeds listed for each plan in the table above.

Other Information

Key Details

This is an internet service that is delivered over the Lynham Networks.

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.

Billing

MOCS Internet's LN Plan 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 2nd month to ensure your billing period is adjusted from your commencement date to the 1st of the month.

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

Lynham Networks services are not apply to all areas. We will need to perform service qualification checks to the nominated site address for broadband service availability. 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 by emailing internet@mocs.com.au

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 LN Plan 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 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>