

Welcome to



Welcome to Okinawa! MBC is the on-base High-Speed Internet and HD Digital Cable TV provider to U.S. military members and their families on Okinawa, Japan. At MBC, our mission is to improve the quality of life for our customers by connecting them to family, friends, information, and entertainment through High-Speed Internet and HD Digital Cable TV with excellent customer service. This document will provide you information on the services we provide, our policies, procedures, and your rights as an MBC customer. Thank you for choosing MBC. We look forward to serving you.

Services & Pricing

A list of the High-Speed Internet packages, HD Digital Cable TV services, our HD digital channel lineup, MBC issued equipment, and pricing for all services is available at any MBC office or online at www.mbcokinawa.net.

Office Locations & Hours of Operation

MBC has six convenient on-base offices to serve you. You may visit any MBC office irrespective of the base you reside.

Kadena

Building 403
Monday–Saturday 0800–1700

Foster

Building 200
Monday–Saturday 0800–1700

Hansen

Building 2619
Tuesday–Saturday 0800–1700 (closed for lunch from 1100–1200)

Schwab

Building 3413
Tuesday–Saturday 0800–1700 (closed for lunch from 1300–1400)

Courtney

Building 4319
Thursday 0800–1700 (closed for lunch from 1200–1300)

Kinser

Building 107
Friday 0800–1700 (closed for lunch from 1200–1300)

Telephone Customer Support

You may contact MBC by phone between the hours of 0800-1900 Monday-Saturday.

Japan	03-6868-2345
United States	512-672-7517
Kadena DSN	966-7517
Marine Corps DSN	634-8000 then 1-512-672-7517

Email Contact

You can contact us by email at info@mediattimail.net. An MBC representative will respond to your email within one business day.

Holidays

MBC observes the following holidays: New Year's Day, Dr. Martin Luther King Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, day after Thanksgiving, and Christmas Day. Holidays that fall on a Saturday are observed on the prior Friday and holidays that fall on a Sunday are observed on the following Monday. MBC technical personnel are on-call 24/7/365 to respond to network outages.

Website

MBC policies, procedures, products, pricing, services, office locations, hours of operation, contact information, and other general information can be found online at www.mbcokinawa.net.

New Service

To establish new services with MBC, you will need to visit an MBC office. Please bring the following information:

- Military/DOD ID Card
- Phone numbers (work, residence or cell)
- Building & room number
- Personal email address
- Credit or debit card for AutoPay

Terms of Service

The MBC Subscription Services Agreement, MBC HSD Acceptable Use Policy, and the MBC Subscriber Privacy Notice set forth our policies, our procedures, the terms of use for our services, and your rights as an MBC customer. By accepting service from MBC, you agree to comply with these documents as they may be modified from time to time by MBC at its sole discretion. Copies of these documents can be found online at www.mbcokinawa.net.

Billing

MBC bills for services in advance. MBC bills are sent by email. You must have a valid personal email address on file with MBC. MBC is not allowed to send individual customer bills to U.S. military email addresses. MBC processes billing each month such that you will receive your email statement prior to the 1st day of the month for which services are being provided. Payment is due on the 2nd day of each month.

Payment Options

MBC accepts payments in US currency only. MBC offers several convenient payment options:

- **AutoPay:** You may place a credit or debit card on file with MBC. MBC will debit the card on file on the 2nd day of each month for the balance due on the account.
- **Online:** You may visit www.mbcokinawa.net to pay your bill online using a credit or debit card.
- **In Person:** You may visit any MBC office and pay your bill in person using cash, check, credit card, or debit card.
- **By Phone:** You may contact MBC by phone and pay your bill by credit or debit card.
- **Drop Boxes:** You may pay by check at the drop box located at Kadena Building 403. Payments deposited in the drop box will be credited to your account during the next regularly scheduled workday.

Late Fees/Non-Payment/Disconnection

On or after the 9th day of each month, MBC assesses a late fee and disables all of the MBC issued equipment on any account with an unpaid balance. To restore services, customers will need to pay the late fee and the balance due on the account. On or after the 16th day of each month, MBC processes non-pay disconnections on all accounts that are not paid in full. Before services can be restored, the customer will need to pay a reconnect fee, the previously assessed late fee, and any unpaid balance on the account. The MBC late fees and reconnect fees can be found online at www.mbcokinawa.net.

Equipment

You must use MBC issued customer premise equipment (“MBC Equipment”) to access MBC services. MBC Equipment includes wired or wireless cable modems, wireless extenders, and HD digital cable TV set top boxes with remote controls. Equipment rental fees vary by type of equipment. All MBC Equipment remains the property of MBC. You will be responsible for MBC Equipment issued to your account. MBC will replace MBC Equipment that does not function properly or fails as a result of normal operation. You will be held financially responsible for MBC Equipment that is lost, stolen, or damaged. Rental fees and charges for lost, stolen, or damaged MBC Equipment can be found online at www.mbcokinawa.net.

Installation

Installation of MBC services is FAST, EASY, and usually FREE! All on-base housing is pre-wired for MBC Services. In most on-base housing locations, you can complete a self-installation of MBC services. If you reside in one of these locations, you may pick up your MBC equipment from any MBC office and complete the installation of services yourself. MBC provides self-installation guides for all MBC Equipment. If you need any assistance with your installation, you may request a service technician to complete the installation in your residence. In some circumstances, self-installation may not be possible. When a technician is requested or required, an installation fee may apply. Rates for installation can be found online at www.mbcokinawa.net.

Service Appointments

MBC is committed to providing you with the highest quality High-Speed Internet and HD Digital Cable TV by building and sustaining the most reliable network. However, we understand that sometimes a problem may arise. If you experience any service related issue, please let us know immediately. At MBC we are confident we can help you solve any problem you experience with our service. You can report a service problem in person, by phone, by email, or by entering a trouble ticket online at www.mbcokinawa.net. Once a problem is reported, a trained MBC representative will work with you to try and resolve the problem remotely. If, after completing the troubleshooting process, the problem still exists, MBC will schedule a service technician to visit your residence. If the problem is related to MBC Equipment or the MBC network, your service call will be FREE. MBC only charges a service call fee if a customer fails to be present for the scheduled service appointment, if the problem is a result of customer owned equipment (TV, computers, routers, etc.), or if the customer has damaged the MBC Equipment. Service fees can be found online at www.mbcokinawa.net.

Transfer of Service

It is common in military provided housing that you may be required to relocate from one location to another. Because all housing on all bases is prewired with MBC services, transferring your MBC services is EASY, FAST, and FREE! You must provide MBC advance notice of your change in physical address. MBC will transfer your MBC services at NO CHARGE as long as you provide advance notice of the requested transfer. Notice can be provided to MBC in person, by phone, by email, or by entering a service ticket on line at www.mbcokinawa.net. If you relocate your services without providing advance notice to MBC, you may be subject to interruptions in service and additional service fees.

Temporary Suspensions of Service

If you are you going TAD/TDY or planning an extended absence, you may suspend your MBC services and billing for periods ranging from two weeks to 120 days. MBC will allow you to keep all MBC equipment installed in your residence while your account is suspended. You will remain responsible for the MBC Equipment, including any loss or damage, while the account is suspended. To suspend your service, you must make your request in advance of your departure and provide the estimated date for reactivation. To be in suspended status, you must have a valid email address on file, have a credit or debit card on file, and be enrolled in AutoPay. MBC will only support a request for suspension if, during the period of suspension, no other person(s) will be occupying your residence (building and room number). MBC can only support one active (or suspended) account per residence. If an account is on suspended status and a request for new service is made for the same residence, then MBC will disconnect the suspended account to honor the request for new services. In this circumstance, the suspended account will receive a final billing posted to the credit or debit card on file, including charges for non-recovered MBC equipment.

Closing Your Account

If you decide to close your account with MBC, you will need to return all MBC Equipment to one of MBC's on-base offices. Your monthly service fees will continue until all MBC Equipment is returned. Prorated charges will be issued to your account effective the date of disconnection. A final payment will be collected either in person or by using the debit or credit card on file. If you have a credit balance after disconnection, MBC will issue a refund to either the credit or debit card you have on file or by check within thirty (30) days of the date of disconnection.

Email Communications

As an MBC customer, you will receive periodic email notifications to make you aware of new products & services and to inform you about network upgrades in your area and service outages, including planned electrical power outages. As a MBC customer, your email address is automatically added to our email notification list. You may unsubscribe to these email messages at any time by selecting the 'Unsubscribe' option on any email message we send to you. Once you unsubscribe, MBC will not be able to add you back into the notification system for messages of this type. Unsubscribing to these messages will not prevent you from receiving email billing or individual messages related to your MBC account.

Social Media

Follow us on social media! MBC uses social media to stay connected with you. Follow us on Facebook, @MBCOkinawa, to receive the latest information about our services, upcoming promotions, and unscheduled power outage that may affect your service.