

# Critical Information Summary

## Hubify ADSL Broadband

### Service Description

Hubify ADSL Broadband is an internet service that uses copper to deliver speeds of up to 24Mbps download and up to 4Mbps upload.

This is an unlimited internet service (i.e. there is no restriction on the amount of data you upload/download). Acceptable Use Policy applies to data usage.

### Requirements & Availability

Hubify ADSL Broadband is available at every broadband-enabled exchange in Australia. Your correct address must be pre-qualified before a formal quotation and/or delivery of service can be provided.

Hubify ADSL Broadband requires an active PSTN copper line and has an identifiable PSTN/landline number associated with your address. Hubify ADSL Broadband also requires a compatible router or firewall at your premise. This router can be sourced externally or (subject to compatibility and availability) purchased outright from Hubify. You can choose our managed router option in which case we will supply and manage the router for you.

A technician may need to attend your premise to install this service and may require access inside the property or areas associated with the property. More than one visit may be required. Additional charges may apply should you change a scheduled appointment. Where applicable and subject to your approval, additional charges imposed by a third-party contractor or provider may apply.

### Inclusions

Hubify ADSL Broadband plans include one static public IP address. Hubify Unlimited Bundled ADSL plans include one PSTN line rental.

### Minimum Service Term

Unless otherwise specified, Hubify ADSL Broadband is available on 24 and 36 month contract terms.

### Exclusions

Any cabling, copper lead-in, switching or additional hardware relating to your use of the service is not included. The technician will not install any cabling between the Main Distribution Frame (MDF) and Internal Distribution Frame (IDF) and will not supply/install any router, firewall, network cabling or other equipment.

Relocation of the service and additional setup fees are not included. We cannot guarantee that we will be able to provide this service (or a similar service) at your new location. Early termination charges may apply. Hubify Shared ADSL plans do not include a PSTN line rental

### Monthly and Once-Off Charges

Plan Name	Setup Charge (Inc GST)		Monthly Charge (Inc GST)		Total Minimum Cost (Inc GST)	
	24 Month Contract	36 Month Contract	24 Month Contract	36 Month Contract	24 Month Contract	36 Month Contract
Unlimited Bundled ADSL	\$107.91	\$0.00	\$95.92	\$95.92	\$2,409.99	\$3,453.12
Unlimited Shared ADSL	\$107.91	\$0.00	\$71.94	\$71.94	\$1,834.47	\$2,589.84

Information is current as of 25/08/2023 and is subject to change without notice. All prices quoted include GST



### Speed

Actual speeds may vary depending on distance from the exchange, copper quality and source/type of content downloaded. Hubify ADSL Broadband is delivered using standard CoS (Class of Service) which means, under contention/congestion on the applicable network, this traffic is best efforts.

### Pricing

Pricing for Hubify ADSL Broadband may vary depending on whether existing infrastructure is in place. In the event of additional commercial works, build or copper lead-in costs required for the delivery of Service, Hubify may present an increased Monthly and/or Setup Charge which will require your acceptance.

### Optional Equipment and Services

A selection of optional equipment and professional services are available, such as routers, switches, Failover Configuration and Router Management. Prices will depend on the options you select.

### Early Termination Charges

If you cancel the service before the end of your contract term, Early Termination Fees (ETF) will apply.

Date of termination or cancellation	Local
0 – 12 months after the Service Start Date	75% of Remaining Charges
12+ months after the Service Start Date	85% of Remaining Charges

“Remaining Charges” means the total charges that would have been payable after the effective date of termination or cancellation and for the remainder of the current Minimum Service Period (if the termination or cancellation had not occurred).

Cancellations can be submitted by going to <https://www.hubify.com.au/cancellations/> or sending an email to [cancellations@hubify.com.au](mailto:cancellations@hubify.com.au) with the subject line 'Cancellation Request.' In the email, please provide your account details, the service you wish to cancel, and the reason for cancellation.

Once we receive your email, a Hubify representative will promptly assist you with the cancellation process.

### Customer Service

If you have questions regarding a new installation, existing service or your bill please call us on **1300 482 439**.

### Complaints Handling

If you wish to make a complaint, please contact our support team by email at: [support@Hubify.com.au](mailto:support@Hubify.com.au)

### Further Options

If you are not satisfied with our handling of your complaint and you have escalated this within Hubify, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman either online at [www.tio.com.au/](http://www.tio.com.au/) or by phone on **1800 062 058**.

