

# Critical Information Summary

## Hubify Mobile Hub

### Service Description

Mobile Hub is a SIM only, mobile voice and data service with the specified inclusions detailed on your plan. The underlying network is the Telstra Wholesale mobile digital network (3G/4G).

### Requirements & Availability

Mobile Hub is available as a mobile voice and data service. Availability of the service will be subject to the designated mobile network coverage, this includes proximity to the nearest network tower and location of the compatible network or mobile device utilizing the service.

Mobile Hub requires a compatible network or mobile device. It is not a requirement that you acquire network or mobile devices from Hubify.

### Inclusions

Mobile Hub includes one SIM card for voice and/or data access per plan/service.

### Minimum Service Term

Unless otherwise specified, Mobile Hub is available on 24 month contract terms.

### Exclusions

Supply and installation of network or mobile devices (and associated hardware or cabling) is not included. Unless specified, a static IP address is not included.

Excess usage or other charges outside the inclusions of your plan are not included. Where applicable and subject to your approval, additional charges imposed by a third-party contractor or provider may apply.

### 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
Mobile Hub Plan 1 (1GB)	\$0.00	\$0.00	\$15.00	\$15.00	\$360.00	\$540.00
Mobile Hub Plan 2 (3GB)	\$0.00	\$0.00	\$20.00	\$20.00	\$480.00	\$720.00
Mobile Hub Plan 3 (10GB)	\$0.00	\$0.00	\$25.00	\$25.00	\$600.00	\$900.00
Mobile Hub Plan 4 (20GB)	\$0.00	\$0.00	\$35.00	\$35.00	\$840.00	\$1260.00
Mobile Hub Plan 5 (30GB)	\$0.00	\$0.00	\$50.00	\$50.00	\$1200.00	\$1800.00
Mobile Hub Plan 6 (60GB)	\$0.00	\$0.00	\$65.00	\$65.00	\$1560.00	\$2340.00
Mobile Hub Plan 7 (100GB)	\$0.00	\$0.00	\$80.00	\$80.00	\$1920.00	\$2880.00

Information is current as of 13/04/2022 and is subject to change without notice. Excess data usage charged at \$0.0275 per MB over 15GB. All prices quoted include GST.



## **Speed**

Actual speeds may vary depending on distance from the nearest network tower, coverage type, internal cabling, internal building material and source/type of content downloaded. Hubify Mobile Hub services are delivered using standard CoS (Class of Service) which means, under contention/congestion on the applicable network, this traffic is best efforts.

## **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.

## **International Calls**

International calls from Australia to other countries are rated on a per country basis, per second. Please refer to the Australia to International call rates below.

## **International Roaming**

If a service is used overseas an International Roaming Day Pack will apply at a rate of \$12.65 per day. This will include unlimited national calls and SMS's to Australia, and 200MB of data. Any country not legible for the roaming bolt on will be charged per the international rate card.

## **Early Termination Charges**

If you cancel the service before the end of your contract term, Early Termination Fees (ETF) will apply. ETF is calculated as the monthly charges multiplied by the balance of the contract period.

## **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**



## International Zones

International Roaming Calls*	Charges (Inc GST)	
<i>Timed charges rated per 60 seconds</i>	<b>Flagfall</b>	<b>Timed (per minute)</b>
<b>Countries in Zone 1</b>	<b>\$0.00</b>	<b>\$2.125</b>
<b>Countries in Zone 2</b>	<b>\$0.00</b>	<b>\$3.542</b>
<b>Countries in Zone 3</b>	<b>\$0.00</b>	<b>\$7.084</b>
<b>Countries in Zone 4</b>	<b>\$0.00</b>	<b>\$8.855</b>

International Roaming SMS & MMS*	Charges (Inc GST)	
<i>Per message charges only applicable for outgoing SMS/MMS</i>	<b>SMS</b>	<b>MMS</b>
<b>Countries in Zone 1</b>	<b>\$0.89</b>	<b>\$0.27</b>
<b>Countries in Zone 2</b>	<b>\$1.77</b>	<b>\$0.89</b>
<b>Countries in Zone 3</b>	<b>\$1.77</b>	<b>\$0.53</b>
<b>Countries in Zone 4</b>	<b>\$1.77</b>	<b>\$1.24</b>

International Roaming Data	Charges (Inc GST)
<i>Data charges rated per KB</i>	<b>Flagfall</b>
<b>Countries in Zone 1</b>	<b>\$1.33</b>
<b>Countries in Zone 2</b>	<b>\$1.77</b>
<b>Countries in Zone 3</b>	<b>\$3.54</b>
<b>Countries in Zone 4</b>	<b>\$5.31</b>



## International Roaming Day Pack Legibility

International Bolt On - Legible Countries – Zone 1			
Austria	Germany	Macedonia (Former Yugoslav Rep )	Slovak Republic
Belgium	Greece	Malaysia	Spain
Cambodia	Hong Kong	Netherlands	Sri Lanka
Canada	Hungary	New Zealand	Sweden
China	India (Note: This excludes Bihar, Orissa, UP East, West Bengal)	Norway	Switzerland
Croatia	Indonesia	Papua New Guinea	Taiwan
Czech Republic	Ireland	Philippines	Thailand
Denmark	Italy	Poland	Turkey
Estonia	Japan	Portugal	UK
Fiji	Latvia	Republic of Korea	USA
Finland	Lithuania	Russia	Vanuatu
France	Luxembourg	Singapore	

International Bolt On - Legible Countries – Zone 2	International Bolt On - Legible Countries – Zone 3
Brazil	Bulgaria
Egypt (Arab Republic)	Guernsey (UK)
Israel	Isle of Man (UK)
Mexico	Romania
Qatar	
South Africa	



International Bolt On - Excluded Countries			
Zone 1	Zone 2	Zone 3	Zone 4
Nigeria	East Timor	Lebanon	Bolivia
Samoa	Malta	Vietnam	Cook Islands
Slovenia	Saudi Arabia		Kenya
Tonga	Solomon Islands		Kuwait
			New Caledonia

Australia to International Calling Rates Timed charges rated per second	Flagfall (Inc GST)	Timed (per minute – inc GST)
Afghanistan	\$0.000	\$1.835
Albania	\$0.000	\$1.019
Algeria	\$0.000	\$1.835
American Samoa	\$0.000	\$2.609
Andorra	\$0.000	\$0.663
Angola	\$0.000	\$1.124
Anguilla	\$0.000	\$1.271
Antarctica	\$0.000	\$6.934
Antigua and Barbuda	\$0.000	\$1.109
Argentina	\$0.000	\$0.601
Argentina (mobile)	\$0.000	\$1.204
Armenia	\$0.000	\$1.145
Aruba	\$0.000	\$0.914
Ascension Island	\$0.000	\$8.379
Austria	\$0.000	\$0.714
Austria (mobile)	\$0.000	\$1.422
Azerbaijan	\$0.000	\$1.145
Bahamas	\$0.000	\$0.765
Bahrain	\$0.000	\$1.096
Bangladesh	\$0.000	\$0.925
Bangladesh (mobile)	\$0.000	\$1.248
Barbados	\$0.000	\$0.995
Belarus	\$0.000	\$1.651
Belgium	\$0.000	\$0.589
Belgium (mobile)	\$0.000	\$1.315



Australia to International Calling Rates Timed charges rated per second	Flagfall (Inc GST)	Timed (per minute – inc GST)
Belize	\$0.000	\$2.460
Benin	\$0.000	\$3.729
Bermuda	\$0.000	\$0.765
Bhutan	\$0.000	\$1.668
Bolivia	\$0.000	\$0.995
Bosnia and Herzegovina	\$0.000	\$1.151
Bosnia-Herzegovina Mobile	\$0.000	\$1.664
Botswana	\$0.000	\$1.214
Brazil	\$0.000	\$0.676
Brazil (mobile)	\$0.000	\$1.219
Brunei	\$0.000	\$0.698
Bulgaria	\$0.000	\$1.415
Burkina Faso	\$0.000	\$3.729
Burundi	\$0.000	\$3.729
Cabo Verde	\$0.000	\$3.729
Cambodia	\$0.000	\$1.089
Cambodia (mobile)	\$0.000	\$1.175
Cameroon	\$0.000	\$1.835
Canada	\$0.000	\$0.586
Cayman Islands	\$0.000	\$0.967
Central African Republic	\$0.000	\$4.710
Chad	\$0.000	\$2.774
Chile	\$0.000	\$0.556
Chile (mobile)	\$0.000	\$1.197
China	\$0.000	\$0.351
China (mobile)	\$0.000	\$0.349
Colombia	\$0.000	\$0.995
Comoro Islands	\$0.000	\$1.457
Congo (formerly Zaire)	\$0.000	\$2.167
Congo Democratic Republic	\$0.000	\$1.849
Cook Islands	\$0.000	\$3.646
Costa Rica	\$0.000	\$0.758
Côte d'Ivoire	\$0.000	\$4.912
Croatia	\$0.000	\$0.867
Croatia (mobile)	\$0.000	\$2.023
Cuba	\$0.000	\$3.689
Cyprus	\$0.000	\$0.709
Cyprus (mobile)	\$0.000	\$0.882



Australia to International Calling Rates Timed charges rated per second	Flagfall (Inc GST)	Timed (per minute – inc GST)
Czech Republic	\$0.000	\$0.788
Czech Republic Mobile	\$0.000	\$1.219
Denmark	\$0.000	\$0.590
Denmark (mobile)	\$0.000	\$1.306
Diego Garcia	\$0.000	\$5.692
Djibouti	\$0.000	\$1.835
Dominica	\$0.000	\$3.689
Dominican Republic	\$0.000	\$0.765
East Timor	\$0.000	\$6.125
Ecuador	\$0.000	\$0.995
Egypt	\$0.000	\$1.068
Egypt Mobile	\$0.000	\$1.185
El Salvador	\$0.000	\$0.982
Equatorial Guinea	\$0.000	\$2.080
Eritrea	\$0.000	\$1.835
Estonia	\$0.000	\$3.178
Ethiopia	\$0.000	\$1.835
Falkland Islands (Malvinas)	\$0.000	\$7.859
Faroe Islands	\$0.000	\$1.831
Fiji	\$0.000	\$1.291
Fiji (mobile)	\$0.000	\$1.666
Finland	\$0.000	\$0.671
Finland (mobile)	\$0.000	\$2.198
Former Yugoslav Rep of Macedonia	\$0.000	\$1.022
Former Yugoslav Rep of Macedonia (mobile)	\$0.000	\$1.754
France	\$0.000	\$0.553
France (mobile)	\$0.000	\$1.015
French Guiana	\$0.000	\$1.137
French Polynesia	\$0.000	\$1.211
Gabon	\$0.000	\$3.729
Gambia	\$0.000	\$8.668
Georgia	\$0.000	\$1.145
Germany	\$0.000	\$0.349
Germany (mobile)	\$0.000	\$0.826
Ghana	\$0.000	\$1.214
Gibraltar	\$0.000	\$2.027
GLOBAL NWK ONAIR AIRCRAFTS	\$0.000	\$23.504
Globalstar	\$0.000	\$23.504



Australia to International Calling Rates Timed charges rated per second	Flagfall (Inc GST)	Timed (per minute – inc GST)
Greece	\$0.000	\$0.593
Greece (mobile)	\$0.000	\$1.614
Greenland	\$0.000	\$1.831
Grenada & Carriacou	\$0.000	\$2.460
Guadeloupe	\$0.000	\$1.188
Guam	\$0.000	\$1.158
Guantanamo	\$0.000	\$4.623
Guatemala	\$0.000	\$0.995
Guinea	\$0.000	\$3.729
Guinea Bissau	\$0.000	\$3.178
Guyana	\$0.000	\$1.826
Haiti	\$0.000	\$1.433
Holy See (Vatican City State)	\$0.000	\$0.661
Honduras	\$0.000	\$1.631
Hong Kong	\$0.000	\$0.350
Hong Kong (mobile)	\$0.000	\$0.347
Hungary	\$0.000	\$0.697
Hungary (mobile)	\$0.000	\$1.354
Iceland	\$0.000	\$1.310
India	\$0.000	\$0.655
India (mobile)	\$0.000	\$0.627
Indonesia	\$0.000	\$0.826
Indonesia (mobile)	\$0.000	\$1.042
Inmarsat - BGAN	\$0.000	\$45.221
Inmarsat Aero - Atlantic Ocean West	\$0.000	\$20.875
Inmarsat B	\$0.000	\$10.684
Inmarsat B - Single Num Access Code	\$0.000	\$45.221
Inmarsat GAN ISDN	\$0.000	\$22.672
Inmarsat M	\$0.000	\$6.130
Inmarsat Mini M	\$0.000	\$5.145
Iran	\$0.000	\$0.846
Iran (mobile)	\$0.000	\$0.693
Iraq	\$0.000	\$1.250
Ireland	\$0.000	\$0.579
Ireland (mobile)	\$0.000	\$1.274
Iridium Satellite	\$0.000	\$8.324
Israel	\$0.000	\$0.602
Israel (mobile)	\$0.000	\$0.787





Australia to International Calling Rates Timed charges rated per second	Flagfall (Inc GST)	Timed (per minute – inc GST)
Italy	\$0.000	\$0.349
Italy (mobile)	\$0.000	\$0.897
Jamaica	\$0.000	\$1.185
Japan	\$0.000	\$0.640
Japan (mobile)	\$0.000	\$1.028
Jordan	\$0.000	\$0.958
Jordan (mobile)	\$0.000	\$1.190
Kazakhstan	\$0.000	\$1.145
Kenya	\$0.000	\$1.002
Kenya (mobile)	\$0.000	\$1.467
Kiribati	\$0.000	\$5.547
Kuwait	\$0.000	\$1.152
Kyrgyzstan	\$0.000	\$1.145
Laos	\$0.000	\$1.259
Latvia	\$0.000	\$2.857
Lebanon	\$0.000	\$0.840
Lebanon (mobile)	\$0.000	\$1.780
Lesotho	\$0.000	\$1.950
Liberia	\$0.000	\$2.138
Libya	\$0.000	\$1.869
Liechtenstein	\$0.000	\$0.675
Lithuania	\$0.000	\$2.828
Luxembourg	\$0.000	\$0.740
Macau	\$0.000	\$0.709
Madagascar	\$0.000	\$2.774
Malawi	\$0.000	\$1.344
Malaysia	\$0.000	\$0.377
Malaysia (mobile)	\$0.000	\$0.379
Maldives Islands	\$0.000	\$3.785
Mali	\$0.000	\$1.617
Malta	\$0.000	\$0.933
Malta (mobile)	\$0.000	\$2.064
Marshall Islands	\$0.000	\$1.668
Martinique	\$0.000	\$1.216
Mauritania	\$0.000	\$3.729
Mauritius	\$0.000	\$1.103
Mayotte	\$0.000	\$2.033
MCP Maritime Comms	\$0.000	\$23.504



Australia to International Calling Rates Timed charges rated per second	Flagfall (Inc GST)	Timed (per minute – inc GST)
Mexico	\$0.000	\$1.000
Micronesia (Federated States of)	\$0.000	\$2.543
Moldova	\$0.000	\$1.578
Monaco	\$0.000	\$0.990
Mongolia	\$0.000	\$1.964
Montenegro	\$0.000	\$1.589
Montserrat	\$0.000	\$1.329
Morocco	\$0.000	\$1.835
Mozambique	\$0.000	\$1.635
Myanmar (Burma)	\$0.000	\$1.668
Namibia	\$0.000	\$1.109
Nauru	\$0.000	\$4.189
Nepal	\$0.000	\$1.294
Netherlands	\$0.000	\$0.570
Netherlands (mobile)	\$0.000	\$1.342
Netherlands Antilles	\$0.000	\$0.983
New Caledonia	\$0.000	\$1.462
New Zealand	\$0.000	\$0.351
New Zealand (mobile)	\$0.000	\$0.939
Nicaragua	\$0.000	\$0.998
Niger	\$0.000	\$1.791
Nigeria	\$0.000	\$1.074
Niue	\$0.000	\$7.512
Norfolk Island	\$0.000	\$6.530
North Korea	\$0.000	\$7.185
Northern Mariana Islands	\$0.000	\$2.460
Norway	\$0.000	\$0.559
Norway (mobile)	\$0.000	\$1.294
Oman	\$0.000	\$1.370
Pakistan	\$0.000	\$0.964
Pakistan (mobile)	\$0.000	\$1.079
Palau	\$0.000	\$3.611
Palestine	\$0.000	\$0.702
Panama	\$0.000	\$0.914
Papua New Guinea	\$0.000	\$2.997
Paraguay	\$0.000	\$0.998
Peru	\$0.000	\$0.777
Philippines	\$0.000	\$0.614



Australia to International Calling Rates Timed charges rated per second	Flagfall (Inc GST)	Timed (per minute – inc GST)
Philippines (mobile)	\$0.000	\$0.800
Poland	\$0.000	\$0.622
Poland (mobile)	\$0.000	\$1.353
Portugal	\$0.000	\$0.622
Portugal (mobile)	\$0.000	\$2.311
Puerto Rico	\$0.000	\$0.640
Qatar	\$0.000	\$1.740
Reunion Island	\$0.000	\$1.271
Romania	\$0.000	\$0.854
Romania (mobile)	\$0.000	\$1.489
Russian Federation	\$0.000	\$4.696
Russian Federation Mobile	\$0.000	\$0.934
Rwanda	\$0.000	\$1.387
Saint Helena Ascension and Tristan da Cunha	\$0.000	\$24.203
Saint Kitts and Nevis	\$0.000	\$2.460
Saint Lucia	\$0.000	\$2.460
Saint Pierre and Miquelon	\$0.000	\$2.167
Saint Vincent and The Grenadines	\$0.000	\$2.460
Samoa	\$0.000	\$2.557
San Marino	\$0.000	\$4.738
Sao Tome and Principe	\$0.000	\$7.512
Saudi Arabia	\$0.000	\$1.370
Saudi Arabia (mobile)	\$0.000	\$1.203
Seonet Maritime	\$0.000	\$23.504
Senegal	\$0.000	\$1.835
Serbia	\$0.000	\$0.740
Serbia (mobile)	\$0.000	\$1.676
Seychelles	\$0.000	\$3.404
Sierra Leone	\$0.000	\$3.729
Singapore	\$0.000	\$0.347
Singapore (mobile)	\$0.000	\$0.347
Sint Maarten	\$0.000	\$0.983
Slovakia	\$0.000	\$0.749
Slovenia	\$0.000	\$0.665
Solomon Islands	\$0.000	\$3.438
Solomon Islands Mobile	\$0.000	\$4.623
Somalia	\$0.000	\$1.835
South Africa	\$0.000	\$0.692



Australia to International Calling Rates Timed charges rated per second	Flagfall (Inc GST)	Timed (per minute – inc GST)
South Africa (mobile)	\$0.000	\$1.416
South Korea	\$0.000	\$0.590
South Korea (mobile)	\$0.000	\$0.733
South Sudan	\$0.000	\$1.907
Spain	\$0.000	\$0.579
Spain (mobile)	\$0.000	\$1.357
Sri Lanka	\$0.000	\$1.057
Sri Lanka (mobile)	\$0.000	\$1.070
Sudan	\$0.000	\$1.214
Suriname	\$0.000	\$1.216
Swaziland	\$0.000	\$1.461
Sweden	\$0.000	\$0.576
Sweden (mobile)	\$0.000	\$1.314
Switzerland	\$0.000	\$0.590
Switzerland (mobile)	\$0.000	\$2.197
Syria	\$0.000	\$1.484
Taiwan	\$0.000	\$0.556
Taiwan (mobile)	\$0.000	\$0.812
Tajikistan	\$0.000	\$1.764
Tanzania	\$0.000	\$1.791
Telespazio	\$0.000	\$23.504
Thailand	\$0.000	\$0.399
Thuraya Satellite Telecommunications	\$0.000	\$10.116
Togo	\$0.000	\$1.647
Tokelau	\$0.000	\$7.512
Tonga	\$0.000	\$2.609
Trinidad and Tobago	\$0.000	\$3.689
Tunisia	\$0.000	\$3.120
Turkey	\$0.000	\$0.814
Turkey (mobile)	\$0.000	\$1.167
Turkmenistan	\$0.000	\$1.764
Turks and Caicos Islands	\$0.000	\$1.445
Tuvalu	\$0.000	\$5.779
Uganda	\$0.000	\$1.445
Ukraine	\$0.000	\$1.164
United Arab Emirates	\$0.000	\$1.128
United Arab Emirates (mobile)	\$0.000	\$1.375
United Kingdom	\$0.000	\$0.347



Australia to International Calling Rates Timed charges rated per second	Flagfall (Inc GST)	Timed (per minute – inc GST)
United Kingdom (mobile)	\$0.000	\$0.674
Uruguay	\$0.000	\$0.925
Uruguay (mobile)	\$0.000	\$1.362
USA	\$0.000	\$0.352
Uzbekistan	\$0.000	\$1.764
Vanuatu	\$0.000	\$2.889
Venezuela	\$0.000	\$0.777
Vietnam	\$0.000	\$0.776
Vietnam (mobile)	\$0.000	\$0.785
Virgin Islands British	\$0.000	\$3.729
Virgin Islands US	\$0.000	\$0.640
Wallis & Futuna Islands	\$0.000	\$2.460
Yemen	\$0.000	\$1.214
Zambia	\$0.000	\$1.797
Zimbabwe	\$0.000	\$0.696
Zimbabwe (mobile)	\$0.000	\$1.949

