

Critical Information Summary

Hubify Shared Mobile Hub

Service Description

Shared 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

Shared 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.

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

Inclusions

Shared Mobile Hub includes one SIM card for voice and/or data access per service. The data allocation for each service will contribute to a pool, which can be used by all users within the pool.

Minimum Service Term

Unless otherwise specified, Shared 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.

Data pools are limited to 200 services per pool.

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	24 Month Contract	24 Month Contract
Shared Mobile Hub 1 (3GB)	\$0	\$29.70	\$721.80
Shared Mobile Hub 2 (10GB)	\$0	\$38.50	\$924.00
Shared Mobile Hub 3 (20GB)	\$0	\$49.50	\$1,188.00
Shared Mobile Hub 4 (40GB)	\$0	\$71.50	\$1,716.00

Information is current as of 13/04/2022 and is subject to change without notice. Excess data usage charged at \$71.50 per 50GB. 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 Shared 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 on the Hubify Mobile Hub CIS.

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. This can be found on the Hubify Mobile Hub CIS.

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

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/ or by phone on **1800 062 058**

