

Critical Information Summary

Hubify Failover SIM

Service Description

Hubify Failover SIM is a mobile data service utilized as internet backup for a separate primary internet service provided by Hubify.

This is a metered service with capped data usage as detailed on your plan. Speeds are best efforts on the designated network (such as 3G, 4G and/or 5G).

Requirements & Availability

Hubify Failover SIM is available as an add-on for any Hubify internet 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/failover device utilizing the service.

Hubify Failover SIM requires a compatible network/failover device, this can be provided by Hubify depending on your requirements.

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 Failover SIM includes one SIM card for internet access with a static WAN IP address.

Minimum Service Term

Unless otherwise specified, Hubify Failover SIM is available on month to month & 12 month contract terms.

Exclusions

Unless specified, supply and installation of cabling, switching or additional hardware relating to your use of the service is not included. Excess data usage is not included.

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.



Monthly and Once-Off Charges

Plan Name	Setup Charge (Inc GST)		Monthly Charge (Inc GST)		Total Minimum Cost (Inc GST)	
	Month to Month Contract	12 Month Contract	Month to Month Contract	12 Month Contract	Month to Month Contract	12 Month Contract
Hubify Failover SIM (5GB)	\$5.00	\$5.00	\$41.97	\$35.97	\$41.97	\$431.64
Hubify Failover SIM (10GB)	\$5.00	\$5.00	\$53.96	\$47.96	\$53.96	\$575.52
Hubify Failover SIM (20GB)	\$5.00	\$5.00	\$65.95	\$59.95	\$65.95	\$719.40
Hubify Failover SIM (30GB)	\$5.00	\$5.00	\$77.94	\$71.94	\$77.94	\$863.28
Hubify Failover SIM (75GB)	\$5.00	\$5.00	\$95.92	\$83.93	\$95.92	\$1,007.16
Hubify Failover SIM (100GB)	\$5.00	\$5.00	\$131.89	\$119.90	\$131.89	\$1,438.80
Hubify Failover SIM (200GB)	\$5.00	\$5.00	\$179.85	\$167.86	\$179.85	\$2,014.32

Information is current as of 25/08/2023 and is subject to change without notice. Excess data usage charged at \$0.5275 per MB over the plan limit. 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 Failover SIM is 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.

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 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

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**.

