

# Critical Information Summary

## Hubify Fax Hub

### Service Description

Hubify Fax Hub is a virtual fax service for sending and receiving faxes via email. This service converts and sends faxes as PDF files.

### Requirements & Availability

Each Fax Hub service requires a working email address. This email address will be used for the sending and receiving of digital fax documents/PDF.

If you have an existing fax number with another provider, you may be able to bring this across to Hubify. Alternatively and subject to availability, Hubify can provide new or preferred fax numbers. Any preferences are required to be communicated to Hubify prior to provisioning.

### Inclusions

Fax Hub includes a single virtual direct-in-dial geographic number (DID number), digital fax capabilities, initial setup and instructions on using the service.

### Minimum Service Term

Unless otherwise specified, Hubify Fax Hub services are available on 24 & 36 month contract terms.

### Exclusions

Email domains, email addresses and hardware associated with any management or viewing of emails. Unless specified, inbound and outbound usage of the service (per fax or page) is not included.

A technician is required to program, configure and set up initial use of the service. Unless specified, ongoing configurations and management of the service is not included.

### 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
Fax Hub	\$54.50	\$0.00	\$17.99	\$17.99	\$431.65	\$647.46

Information is current as of 21/08/2023 and is subject to change without notice. All prices quoted include GST

### Usage Charges

Plan Type	Inbound (Receive)	Outbound (Send)	Outbound (Send) 13/1300
Fax Hub	\$0.1853/fax	\$0.1853/fax	\$22.08/fax

Information is current as of 21/08/2023 and is subject to change without notice. All prices quoted include GST. \*Rates vary depending on type and destination.



## Pricing

Pricing for Fax Hub may vary depending on network or upstream charges. In the event of involvement with any external providers or third parties for each Fax Hub service Hubify may present an increased monthly, setup or usage charge which will require your acceptance.

## Porting and 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.

## 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**.

