

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 data only, or 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 & 36 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	\$5.00	\$5.00	\$16.36	\$16.36	\$392.50	\$588.75
Mobile Hub Plan 2 - 3GB	\$5.00	\$5.00	\$21.80	\$21.80	\$523.15	\$784.72
Mobile Hub Plan 3 - 10GB	\$5.00	\$5.00	\$27.26	\$27.26	\$654.08	\$981.12
Mobile Hub Plan 4 - 20GB	\$5.00	\$5.00	\$38.15	\$38.15	\$915.65	\$1,373.48
Mobile Hub Plan 5 - 30GB	\$5.00	\$5.00	\$54.49	\$54.49	\$1,307.87	\$1,961.81
Mobile Hub Plan 6 - 60GB	\$5.00	\$5.00	\$70.85	\$70.85	\$1,700.37	\$2,550.56
Mobile Hub Plan 7 - 100GB	\$5.00	\$5.00	\$87.21	\$87.21	\$2,092.88	\$3,139.32
Mobile Hub Plan 6 (5G) - 60GB - 5G	\$5.00	\$5.00	\$76.31	\$76.31	\$1,831.30	\$2,746.95

Information is current as of 25/08/2023 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 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**.

