

# Critical Information Summary

## Hubify TB Fibre Ethernet

### Service Description

Hubify TB Fibre Ethernet is a high speed, symmetrical internet service that uses fibre optics to deliver speeds of 10Mbps up to 1000Mbps.

This is an unlimited internet service (i.e. there is no restriction on the amount of data you upload/download). Acceptable Use Policy applies to data usage.

### Requirements & Availability

Hubify TB Fibre Ethernet is available and limited to certain buildings throughout Australia. Your correct address must be pre-qualified before a formal quotation and/or delivery of service can be provided.

Hubify TB Fibre Ethernet requires a compatible router or firewall at your premise. This router can be sourced externally or (subject to compatibility and availability) purchased outright from Hubify. You can choose our managed router option in which case we will supply and manage the router for you.

A technician will 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. You will not be charged for these site visits. Additional charges may apply should you change the scheduled appointment. If applicable, charges imposed by a third-party contractor or provider may require further approval.

### Inclusions

Hubify TB Fibre Ethernet plans include one static public IP address and the installation of one Network Termination Unit (NTU).

### Minimum Service Term

Unless otherwise specified, Hubify TB Fibre Ethernet is available on a 36 month contract term.

### Exclusions

Any cabling, switching or additional hardware relating to your use of the service is not included. The technician will not install any cabling between the Main Distribution Frame (MDF) and Internal Distribution Frame (IDF) and will not supply/install any router, firewall, network cabling or other equipment. Supply of power for the NTU 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)	
	36 Month Contract	60 Month Contract	36Month Contract	60 Month Contract	36 Month Contract	60 Month Contract
Unlimited 50Mbps Fibre (Premium)	\$0.00	\$0.00	\$532.40	\$532.40	\$19,166.40	\$31,944.00
Unlimited 100Mbps Fibre (Premium)	\$0.00	\$0.00	\$532.40	\$532.40	\$19,166.40	\$31,944.00
Unlimited 200Mbps Fibre (Premium)	\$0.00	\$0.00	\$621.50	\$621.50	\$22,374.00	\$37,290.00
Unlimited 500Mbps Fibre (Premium)	\$0.00	\$0.00	\$937.20	\$937.20	\$33,739.20	\$56,232.00
Unlimited 1000Mbps Fibre (Premium)	\$0.00	\$0.00	\$1,343.10	\$1,343.10	\$48,351.60	\$80,586.00

Information is current as of 16/12/2020 and is subject to change without notice. All prices quoted include GST

### Speed

Actual speeds may vary depending on plan and source/type of content downloaded. Performance of standard CoS is 100% EIR (Excess Information Rate) which means, under contention/congestion on the applicable network, this traffic is best efforts. "Premium" Hubify TB Fibre Ethernet is delivered as an un-contended service.

### Pricing

Pricing for Hubify TB Fibre Ethernet may vary depending on whether existing infrastructure is in place. In the event of additional commercial works or build costs required for the delivery of Service, Hubify may present an increased Monthly and/or Setup Charge which will require your acceptance.

### 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](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**.

