

Critical Information Summary

Hubify Data SIM & Shared Data Pool

Service Description

Hubify Data is a SIM only, data service with the specified inclusions detailed on your plan. The underlying network is Optus or Telstra Wholesale [Coverage Statement: The mobile product of Hubify uses the Telstra Wholesale Mobile Network, with predicted coverage areas in all Australian major cities, most outer-metro areas and larger regional centres, as well as many smaller towns and transport corridors. Predicted coverage details are available at <https://www.hubify.com.au/telstra-coverage-map/>] – as per selected service (4G/5G; 5G is available in selected areas. When not in a 5G network coverage area, compatible devices will switch to the 4G network where it is available). Acceptable Use Policy applies to data usage.

Requirements	Service is available as a 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. A compatible network or device is required. It is not a requirement that you acquire network or devices from Hubify.
Inclusions	Plan includes one SIM card for data access per plan/service. Static IP address is included with Optus Network; Telstra network service requires separate static IP. Plan allows data use within Australia. If you have multiple eligible data-sharing plans on the same account, each plan included monthly data will be combined into a single shared data pool for all eligible plans on that account. If you exceed your included data, data on this plan and all services sharing that pool will be slowed down until your next payment cycle begins, unless you purchase additional data. Unused data expires at the end of each payment cycle. Data usage is measured in kilobytes and includes both uploads and downloads. Auto Top Up applies automatically.
Exclusions	Supply and installation of network or devices (and associated hardware or cabling) 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.
Roaming	Roaming is not available.
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 Data and Shared Data Pool are delivered using standard CoS (Class of Service) which means, under contention/congestion on the applicable network, this traffic is best efforts.
Contract Terms	Available on Month to Month, 12-, 24-month contract terms.
Invoicing & Late Payment Fee	You will be invoiced for the service once a month for the monthly charge, and for any usage. Any once off: set up/technician/hardware charges will be added to the invoice. Late or dishonored payments incur a fee of \$16.50 (Inc GST) per month.
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.
Cancellations	Cancellations can be submitted by going to https://www.hubify.com.au/cancellations/ . A 30-day cancellation notice may be required.



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Pricing

Plan Name	Month to Month	12 Months Contract	24 Months Contract
Data Only Pool 4G 10GB	-	Monthly \$24.20 Once Off Set Up \$5.50 Total Min Cost \$295.90	Monthly \$24.20 Once Off Set Up \$5.50 Total Min Cost \$586.30
Data Only Sim 4G 15GB (Auto Top Up)	-	Monthly \$27.50 Once Off Set Up \$5.50 Total Min Cost \$335.50	Monthly \$27.50 Once Off Set Up \$5.50 Total Min Cost \$665.50
Data Only Pool 4G 30GB	-	Monthly \$38.50 Once Off Set Up \$5.50 Total Min Cost \$467.50	Monthly \$38.50 Once Off Set Up \$5.50 Total Min Cost \$929.50
Data Only Pool 5G 45GB	-	Monthly \$49.50 Once Off Set Up \$5.50 Total Min Cost \$599.50	Monthly \$49.50 Once Off Set Up \$5.50 Total Min Cost \$1,193.50
Data Only Pool 5G 60GB	-	Monthly \$66.00 Once Off Set Up \$5.50 Total Min Cost \$797.50	Monthly \$66.00 Once Off Set Up \$5.50 Total Min Cost \$1,589.50
Data Only Sim 5G 400GB	-	Monthly \$93.50 Once Off Set Up \$5.50 Total Min Cost \$1,127.50	Monthly \$93.50 Once Off Set Up \$5.50 Total Min Cost \$2,249.50
Data Only Sim 5G 29GB (Auto Top Up)	-	Monthly \$29.70 Once Off Set Up \$5.50 Total Min Cost \$361.90	Monthly \$29.70 Once Off Set Up \$5.50 Total Min Cost \$718.30
Data Only Sim 5G 40GB (Auto Top Up)	-	Monthly \$38.50 Once Off Set Up \$5.50 Total Min Cost \$467.50	Monthly \$38.50 Once Off Set Up \$5.50 Total Min Cost \$929.50
Data Only Sim 5G 65GB (Auto Top Up)	-	Monthly \$49.50 Once Off Set Up \$5.50 Total Min Cost \$599.50	Monthly \$49.50 Once Off Set Up \$5.50 Total Min Cost \$1,193.50
Data Only Sim 5G 65GB (Auto Top Up) M2M	Monthly \$49.50 Once Off Set Up \$5.50	-	-
Data Only Sim 5G 100GB (Auto Top Up)	-	Monthly \$55.00 Once Off Set Up \$5.50 Total Min Cost \$665.50	Monthly \$55.00 Once Off Set Up \$5.50 Total Min Cost \$1,325.50
Data Only Sim 5G 120GB (Auto Top Up)	-	Monthly \$66.00 Once Off Set Up \$5.50 Total Min Cost \$797.50	Monthly \$66.00 Once Off Set Up \$5.50 Total Min Cost \$1,589.50
Data Only Sim 5G 150GB (Auto Top Up)	-	Monthly \$71.50 Once Off Set Up \$5.50 Total Min Cost \$863.50	Monthly \$71.50 Once Off Set Up \$5.50 Total Min Cost \$1,721.50
Data Only Sim 5G 180GB (Auto Top Up)	-	Monthly \$77.00 Once Off Set Up \$5.50 Total Min Cost \$929.50	Monthly \$77.00 Once Off Set Up \$5.50 Total Min Cost \$1,853.50
Data SIM 5GB Static IP M2M (Optus Network)	Monthly \$41.97 Once Off Set Up \$0.00	-	-
Data SIM 10GB Static IP M2M (Optus Network)	Monthly \$53.96 Once Off Set Up \$0.00	-	-
Data SIM 20GB Static IP M2M (Optus Network)	Monthly \$65.95 Once Off Set Up \$0.00	-	-
Data SIM 30GB Static IP M2M (Optus Network)	Monthly \$77.94 Once Off Set Up \$0.00	-	-
Data SIM 75GB Static IP M2M (Optus Network)	Monthly \$95.92 Once Off Set Up \$0.00	-	-



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Data SIM 100GB Static IP M2M (Optus Network)	Monthly \$131.89 Once Off Set Up \$0.00	-	-
Data SIM 200GB Static IP M2M (Optus Network)	Monthly \$179.85 Once Off Set Up \$0.00	-	-
Data SIM 5GB Static IP (Optus Network)	-	Monthly \$35.97 Once Off Set Up \$0.00 Total Min Cost \$431.64	-
Data SIM 10GB Static IP (Optus Network)	-	Monthly \$47.96 Once Off Set Up \$0.00 Total Min Cost \$575.52	-
Data SIM 20GB Static IP (Optus Network)	-	Monthly \$59.95 Once Off Set Up \$0.00 Total Min Cost \$719.40	-
Data SIM 30GB Static IP (Optus Network)	-	Monthly \$71.94 Once Off Set Up \$0.00 Total Min Cost \$863.28	-
Data SIM 75GB Static IP (Optus Network)	-	Monthly \$83.93 Once Off Set Up \$0.00 Total Min Cost \$1,007.16	-
Data SIM 100GB Static IP (Optus Network)	-	Monthly \$119.90 Once Off Set Up \$0.00 Total Min Cost \$1,438.80	-
Data SIM 200GB Static IP (Optus Network)	-	Monthly \$167.86 Once Off Set Up \$0.00 Total Min Cost \$2,014.32	-

Pricing is current and is subject to change without notice. All prices listed include GST. This summary does not include any discounts or promotions. Excess data usage charged at (Inc GST): \$0.0275 per MB over 15GB for Mobile plans and \$71.50 per 50GB for Shared Plans.

Optional Equipment and Features

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.

Managed Service Support

Standard support is available during business hours: Monday – Friday, 9:00am – 5:00pm (local time), excluding public holidays.

Requests received outside standard hours will be addressed on the next business day unless the Customer has purchased an after-hours support arrangement.

Saturday, Sunday and public holidays is available on a fee-for-service basis at Hubify standard support rates.

We act as your dedicated Mobile Service Provider and primary point of contact. We manage the provisioning, SIM activation, plan tracking, and account-level configurations for your corporate mobile fleet. If a cellular network outage, towers/coverage failure, or profile provisioning fault occurs on the mobile network, we manage the technical escalation directly with our underlying wholesale carrier vendor on your behalf.

The customer is responsible for managing the physical security, settings, and MDM (Mobile Device Management) profiles of the individual mobile handsets, tablets, or routers the SIM cards are placed into.



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Important Note for Managed Network & IT (MSP) Customers: If you utilize our cellular SIMs inside a 4G/5G backup router that we actively manage under a separate MSP or Network agreement, troubleshooting the hardware failover switching logic, router configurations, and local office LAN routing will be supported and covered under the terms, limits, and SLAs defined within that specific MSP agreement. If you do not have an MSP agreement with us, hardware configurations must be managed by your internal IT team.

Inclusions	Exclusions
<p>Standard management covers the day-to-day administration and initial troubleshooting of your Mobile SIM management.</p> <ul style="list-style-type: none">• Provisioning & SIM Lifecycle Management <p>Processing and coordinating new SIM card activations, mobile number allocations, and data-only service provisioning. Managing authorized Number Porting requests to transfer existing mobile numbers from other carriers onto our wholesale network vendor. Executing SIM Swaps and replacement profile provisions in the event of lost, stolen, or damaged physical SIM cards/eSIMs.</p> <ul style="list-style-type: none">• Plan, Data & Feature Administration <p>Adjusting plan inclusions, data allowances, and permissions at the account level. Applying temporary or permanent service bars (e.g., blocking international roaming, premium SMS, or completely suspending a service for a lost device). Troubleshooting initial cellular connection dropouts or data payload failures.</p> <ul style="list-style-type: none">• Vendor Liaison & Carrier Escalation <p>Monitoring wholesale carrier network status pages for major 4G/5G tower outages or localized service degradation. Logging and managing technical tickets with the upstream network vendor for persistent connectivity faults, profiling errors, or backend SIM registration failures.</p>	<p>The following items fall outside the standard Mobile SIM management scope and are billable on a time-and-materials basis.</p> <ul style="list-style-type: none">• Physical Device & Hardware Support <p>Troubleshooting or repairing physical mobile phones, tablets, or 4G/5G backup routers (e.g., screen replacements, battery issues, hardware defects).</p> <ul style="list-style-type: none">• Device Software & MDM Configuration <p>Troubleshooting operating system updates (iOS/Android), application errors, or local Mobile Device Management (MDM) security profiles blocking data.</p> <ul style="list-style-type: none">• Carrier Coverage Limitations <p>Resolving lack of cellular reception due to geographical constraints, building materials, or blackspots inherent to the underlying network provider's physical footprint.</p> <ul style="list-style-type: none">• Excess Data Charges / Bill Shock <p>Monitoring real-time usage to prevent customer-led overages (though account-level blocks can be applied upon request, ultimate usage responsibility sits with the customer).</p>

Customer Service & Complaints Handling

If you have questions regarding a new installation, existing service or your bill please call us on 1300 698 652.

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 <https://www.tio.com.au/> or by phone on 1800 062 058.

