

# 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.

<b>Requirements</b>	Each Fax Hub service requires a working email address. This email address will be used for sending and receiving digital fax documents/PDF. If you have an existing fax number with another provider, you may be able to bring this across to Hubify. Unless otherwise advised, porting charges are \$60.50 (Inc GST). Note if a carrier rejects a port out, this may be incurred multiple times. Alternatively, and subject to availability, Hubify can provide new or preferred fax numbers - POA. Any preferences are required to be communicated to Hubify prior to provisioning.
<b>Inclusions</b>	Service includes a single virtual direct-in-dial geographic number (DID number), digital fax capabilities, initial setup and instructions on using the service.
<b>Exclusions</b>	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 - POA. Unless specified, ongoing configurations and management of the service are not included.
<b>Contract Terms</b>	Available on 24-, 36-month contract terms.
<b>Invoicing &amp; Late Payment Fee</b>	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.
<b>Early Termination Charges</b>	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.
<b>Cancellations</b>	Cancellations can be submitted by going to <a href="https://www.hubify.com.au/cancellations/">https://www.hubify.com.au/cancellations/</a> . A 30-day cancellation notice may be required.

### 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.

Plan Name	24 Months Contract	36 Months Contract
Fax Hub	Monthly <b>\$17.99</b> Once Off Set Up <b>\$66.00</b> Total Min Cost <b>\$497.64</b>	Monthly <b>\$17.99</b> Once Off Set Up <b>\$66.00</b> Total Min Cost <b>\$713.46</b>

Pricing is current and is subject to change without notice. All prices listed include GST. This summary does not include any discounts or promotions.

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

Pricing is current and is subject to change without notice. All prices listed include GST. Rates vary depending on type and destination.



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### 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.

Inclusions	Exclusions
<p>Standard management covers the day-to-day administration of your virtual faxing lifecycle.</p> <ul style="list-style-type: none"><li>• <b>Initial Setup &amp; Deployment</b></li></ul> <p>Provisioning of your single virtual Direct-In-Dial (DID) geographic fax number.</p> <ul style="list-style-type: none"><li>• <b>User Lifecycle Management</b></li></ul> <p>Configuring and modifying the primary working email address bound to the Fax Hub for converting digital fax documents into PDFs (and vice versa).</p> <ul style="list-style-type: none"><li>• <b>Carrier &amp; Porting Escalations</b></li></ul> <p>Managing the inbound/outbound carrier routing and acting as your dedicated tier for escalation directly with the upstream telecom vendor.</p> <ul style="list-style-type: none"><li>• <b>Tier 1 &amp; 2 Technical Support</b></li></ul> <p>Troubleshooting standard inbound and outbound digital fax transmission failures or core service availability issues.</p>	<p>The following elements fall outside standard management and are billable on a time-and-materials basis.</p> <ul style="list-style-type: none"><li>• <b>Email &amp; Local Domain Management</b></li></ul> <p>Troubleshooting your actual email client (e.g., Outlook), corporate email domains, or local mail server configuration issues.</p> <ul style="list-style-type: none"><li>• <b>Local Office Infrastructure</b></li></ul> <p>Troubleshooting the local LAN/WAN network, office firewalls, or internet connectivity preventing you from reaching your email.</p> <ul style="list-style-type: none"><li>• <b>Usage Costs</b></li></ul> <p>Unless explicitly bundled, per-page or per-fax usage rates (inbound/outbound) sit outside the baseline management fee.</p> <ul style="list-style-type: none"><li>• <b>Ongoing Complex Reconfigurations</b></li></ul> <p>Complex custom routing or rebuilding configurations altered by the client without prior approval.</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](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 <https://www.tio.com.au/> or by phone on 1800 062 058.

