

Critical Information Summary

Hubify Mobile & Shared Mobile

Service Description

Hubify Mobile is a SIM only, mobile voice and data service with the specified inclusions detailed on your plan. The underlying network is the 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/>] mobile digital network (4G/5G; 5G compatible for plans 32GB and above). Acceptable Use Policy applies to data usage.

Requirements	Service is available as a 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. A compatible network or mobile device is required. It is not a requirement that you acquire network or mobile devices from Hubify.
Inclusions	<ul style="list-style-type: none"> • Mobile includes one SIM card for voice and/or data access per plan/service. Unused data will be banked up to a maximum of 200GB, which is forfeited if a plan is downgraded. To check your banked data, dial *159# • Shared Mobile includes one SIM card for voice and/or data access per service. The data allocation for each service will contribute to a pool, which can be used by all users within the pool.
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. For Shared plans, data pools are limited to 300 services per pool. 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	If you require roaming, contact us to see available options.
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 and Shared Mobile 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 12-, 24-, 36-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	12 Months Contract	24 Months Contract	36 Months Contract
Mobile Plan 4G 10GB (Auto Top Up)	Monthly \$27.50 Once Off Set Up \$5.50 Total Min Cost \$335.00	Monthly \$27.50 Once Off Set Up \$5.50 Total Min Cost \$665.50	Monthly \$27.50 Once Off Set Up \$5.50 Total Min Cost \$995.50
Mobile Plan 4G 15GB (Auto Top Up)	Monthly \$33.00 Once Off Set Up \$5.50 Total Min Cost \$401.50	Monthly \$33.00 Once Off Set Up \$5.50 Total Min Cost \$797.50	Monthly \$33.00 Once Off Set Up \$5.50 Total Min Cost \$1,193.50
Mobile Plan 5G 29GB (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	Monthly \$38.50 Once Off Set Up \$5.50 Total Min Cost \$1,391.50
Mobile Plan 5G 40GB (Auto Top Up)	Monthly \$44.00 Once Off Set Up \$5.50 Total Min Cost \$533.50	Monthly \$44.00 Once Off Set Up \$5.50 Total Min Cost \$1,061.50	Monthly \$44.00 Once Off Set Up \$5.50 Total Min Cost \$1,589.50
Mobile Plan 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	Monthly \$49.50 Once Off Set Up \$5.50 Total Min Cost \$1,787.50
Mobile Plan 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	Monthly \$55.00 Once Off Set Up \$5.50 Total Min Cost \$1,985.50
Mobile Plan 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	Monthly \$66.00 Once Off Set Up \$5.50 Total Min Cost \$2,381.50
Mobile Plan 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	Monthly \$71.50 Once Off Set Up \$5.50 Total Min Cost \$2,579.50
Mobile Plan 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	Monthly \$77.00 Once Off Set Up \$5.50 Total Min Cost \$2,777.50
Mobile Shared Pool 5G 10GB	Monthly \$33.00 Once Off Set Up \$5.50 Total Min Cost \$401.50	Monthly \$33.00 Once Off Set Up \$5.50 Total Min Cost \$797.50	Monthly \$33.00 Once Off Set Up \$5.50 Total Min Cost \$1,193.50
Mobile Shared Pool 5G 30GB	Monthly \$44.00 Once Off Set Up \$5.50 Total Min Cost \$533.50	Monthly \$44.00 Once Off Set Up \$5.50 Total Min Cost \$1,061.50	Monthly \$44.00 Once Off Set Up \$5.50 Total Min Cost \$1,589.50
Mobile Shared Pool 5G 45GB	Monthly \$60.50 Once Off Set Up \$5.50 Total Min Cost \$731.50	Monthly \$60.50 Once Off Set Up \$5.50 Total Min Cost \$1,457.50	Monthly \$60.50 Once Off Set Up \$5.50 Total Min Cost \$2,183.50
Mobile Shared Pool 5G 60GB	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	Monthly \$71.50 Once Off Set Up \$5.50 Total Min Cost \$2,579.50

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.



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International Calls

International calls from Australia to other countries are rated on a per country basis, per second.

Country	Flagfall	Timed per Minute	Country	Flagfall	Timed per Minute
Afghanistan	\$0.000	\$1.835	Lebanon	\$0.000	\$0.840
Albania	\$0.000	\$1.019	Lebanon (mobile)	\$0.000	\$1.780
Algeria	\$0.000	\$1.835	Lesotho	\$0.000	\$1.950
American Samoa	\$0.000	\$2.609	Liberia	\$0.000	\$2.138
Andorra	\$0.000	\$0.663	Libya	\$0.000	\$1.869
Angola	\$0.000	\$1.124	Liechtenstein	\$0.000	\$0.675
Anguilla	\$0.000	\$1.271	Lithuania	\$0.000	\$2.828
Antarctica	\$0.000	\$6.934	Luxembourg	\$0.000	\$0.740
Antigua and Barbuda	\$0.000	\$1.109	Macau	\$0.000	\$0.709
Argentina	\$0.000	\$0.601	Madagascar	\$0.000	\$2.774
Argentina (mobile)	\$0.000	\$1.204	Malawi	\$0.000	\$1.344
Armenia	\$0.000	\$1.145	Malaysia	\$0.000	\$0.377
Aruba	\$0.000	\$0.914	Malaysia (mobile)	\$0.000	\$0.379
Ascension Island	\$0.000	\$8.379	Maldives Islands	\$0.000	\$3.785
Austria	\$0.000	\$0.714	Mali	\$0.000	\$1.617
Austria (mobile)	\$0.000	\$1.422	Malta	\$0.000	\$0.933
Azerbaijan	\$0.000	\$1.145	Malta (mobile)	\$0.000	\$2.064
Bahamas	\$0.000	\$0.765	Marshall Islands	\$0.000	\$1.668
Bahrain	\$0.000	\$1.096	Martinique	\$0.000	\$1.216
Bangladesh	\$0.000	\$0.925	Mauritania	\$0.000	\$3.729
Bangladesh (mobile)	\$0.000	\$1.248	Mauritius	\$0.000	\$1.103
Barbados	\$0.000	\$0.995	Mayotte	\$0.000	\$2.033
Belarus	\$0.000	\$1.651	MCP Maritime Comms	\$0.000	\$23.504
Belgium	\$0.000	\$0.589	Mexico	\$0.000	\$1.000
Belgium (mobile)	\$0.000	\$1.315	Micronesia (Federated States of)	\$0.000	\$2.543
Belize	\$0.000	\$2.460	Moldova	\$0.000	\$1.578
Benin	\$0.000	\$3.729	Monaco	\$0.000	\$0.990
Bermuda	\$0.000	\$0.765	Mongolia	\$0.000	\$1.964
Bhutan	\$0.000	\$1.668	Montenegro	\$0.000	\$1.589
Bolivia	\$0.000	\$0.995	Montserrat	\$0.000	\$1.329
Bosnia and Herzegovina	\$0.000	\$1.151	Morocco	\$0.000	\$1.835
Bosnia-Herzegovina Mobile	\$0.000	\$1.664	Mozambique	\$0.000	\$1.635
Botswana	\$0.000	\$1.214	Myanmar (Burma)	\$0.000	\$1.668
Brazil	\$0.000	\$0.676	Namibia	\$0.000	\$1.109
Brazil (mobile)	\$0.000	\$1.219	Nauru	\$0.000	\$4.189
Brunei	\$0.000	\$0.698	Nepal	\$0.000	\$1.294
Bulgaria	\$0.000	\$1.415	Netherlands	\$0.000	\$0.570



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Burkina Faso	\$0.000	\$3.729	Netherlands (mobile)	\$0.000	\$1.342
Burundi	\$0.000	\$3.729	Netherlands Antilles	\$0.000	\$0.983
Cabo Verde	\$0.000	\$3.729	New Caledonia	\$0.000	\$1.462
Cambodia	\$0.000	\$1.089	New Zealand	\$0.000	\$0.351
Cambodia (mobile)	\$0.000	\$1.175	New Zealand (mobile)	\$0.000	\$0.939
Cameroon	\$0.000	\$1.835	Nicaragua	\$0.000	\$0.998
Canada	\$0.000	\$0.586	Niger	\$0.000	\$1.791
Cayman Islands	\$0.000	\$0.967	Nigeria	\$0.000	\$1.074
Central African Republic	\$0.000	\$4.710	Niue	\$0.000	\$7.512
Chad	\$0.000	\$2.774	Norfolk Island	\$0.000	\$6.530
Chile	\$0.000	\$0.556	North Korea	\$0.000	\$7.185
Chile (mobile)	\$0.000	\$1.197	Northern Mariana Islands	\$0.000	\$2.460
China	\$0.000	\$0.351	Norway	\$0.000	\$0.559
China (mobile)	\$0.000	\$0.349	Norway (mobile)	\$0.000	\$1.294
Colombia	\$0.000	\$0.995	Oman	\$0.000	\$1.370
Comoro Islands	\$0.000	\$1.457	Pakistan	\$0.000	\$0.964
Congo (formerly Zaire)	\$0.000	\$2.167	Pakistan (mobile)	\$0.000	\$1.079
Congo Democratic Republic	\$0.000	\$1.849	Palau	\$0.000	\$3.611
Cook Islands	\$0.000	\$3.646	Palestine	\$0.000	\$0.702
Costa Rica	\$0.000	\$0.758	Panama	\$0.000	\$0.914
Côte d'Ivoire	\$0.000	\$4.912	Papua New Guinea	\$0.000	\$2.997
Croatia	\$0.000	\$0.867	Paraguay	\$0.000	\$0.998
Croatia (mobile)	\$0.000	\$2.023	Peru	\$0.000	\$0.777
Cuba	\$0.000	\$3.689	Philippines	\$0.000	\$0.614
Cyprus	\$0.000	\$0.709	Philippines (mobile)	\$0.000	\$0.800
Cyprus (mobile)	\$0.000	\$0.882	Poland	\$0.000	\$0.622
Czech Republic	\$0.000	\$0.788	Poland (mobile)	\$0.000	\$1.353
Czech Republic Mobile	\$0.000	\$1.219	Portugal	\$0.000	\$0.622
Denmark	\$0.000	\$0.590	Portugal (mobile)	\$0.000	\$2.311
Denmark (mobile)	\$0.000	\$1.306	Puerto Rico	\$0.000	\$0.640
Diego Garcia	\$0.000	\$5.692	Qatar	\$0.000	\$1.740
Djibouti	\$0.000	\$1.835	Reunion Island	\$0.000	\$1.271
Dominica	\$0.000	\$3.689	Romania	\$0.000	\$0.854
Dominican Republic	\$0.000	\$0.765	Romania (mobile)	\$0.000	\$1.489
East Timor	\$0.000	\$6.125	Russian Federation	\$0.000	\$4.696
Ecuador	\$0.000	\$0.995	Russian Federation Mobile	\$0.000	\$0.934
Egypt	\$0.000	\$1.068	Rwanda	\$0.000	\$1.387
Egypt Mobile	\$0.000	\$1.185	Saint Helena Ascension and Tristan da Cunha	\$0.000	\$24.203
El Salvador	\$0.000	\$0.982	Saint Kitts and Nevis	\$0.000	\$2.460
Equatorial Guinea	\$0.000	\$2.080	Saint Lucia	\$0.000	\$2.460



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Eritrea	\$0.000	\$1.835	Saint Pierre and Miquelon	\$0.000	\$2.167
Estonia	\$0.000	\$3.178	Saint Vincent and The Grenadines	\$0.000	\$2.460
Ethiopia	\$0.000	\$1.835	Samoa	\$0.000	\$2.557
Falkland Islands (Malvinas)	\$0.000	\$7.859	San Marino	\$0.000	\$4.738
Faroe Islands	\$0.000	\$1.831	Sao Tome and Principe	\$0.000	\$7.512
Fiji	\$0.000	\$1.291	Saudi Arabia	\$0.000	\$1.370
Fiji (mobile)	\$0.000	\$1.666	Saudi Arabia (mobile)	\$0.000	\$1.203
Finland	\$0.000	\$0.671	Seanet Maritime	\$0.000	\$23.504
Finland (mobile)	\$0.000	\$2.198	Senegal	\$0.000	\$1.835
Former Yugoslav Rep of Macedonia	\$0.000	\$1.022	Serbia	\$0.000	\$0.740
Former Yugoslav Rep of Macedonia (mobile)	\$0.000	\$1.754	Serbia (mobile)	\$0.000	\$1.676
France	\$0.000	\$0.553	Seychelles	\$0.000	\$3.404
France (mobile)	\$0.000	\$1.015	Sierra Leone	\$0.000	\$3.729
French Guiana	\$0.000	\$1.137	Singapore	\$0.000	\$0.347
French Polynesia	\$0.000	\$1.211	Singapore (mobile)	\$0.000	\$0.347
Gabon	\$0.000	\$3.729	Sint Maarten	\$0.000	\$0.983
Gambia	\$0.000	\$8.668	Slovakia	\$0.000	\$0.749
Georgia	\$0.000	\$1.145	Slovenia	\$0.000	\$0.665
Germany	\$0.000	\$0.349	Solomon Islands	\$0.000	\$3.438
Germany (mobile)	\$0.000	\$0.826	Solomon Islands Mobile	\$0.000	\$4.623
Ghana	\$0.000	\$1.214	Somalia	\$0.000	\$1.835
Gibraltar	\$0.000	\$2.027	South Africa	\$0.000	\$0.692
GLOBAL NWK ONAIR AIRCRAFTS	\$0.000	\$23.504	South Africa (mobile)	\$0.000	\$1.416
Globalstar	\$0.000	\$23.504	South Korea	\$0.000	\$0.590
Greece	\$0.000	\$0.593	South Korea (mobile)	\$0.000	\$0.733
Greece (mobile)	\$0.000	\$1.614	South Sudan	\$0.000	\$1.907
Greenland	\$0.000	\$1.831	Spain	\$0.000	\$0.579
Grenada & Carriacou	\$0.000	\$2.460	Spain (mobile)	\$0.000	\$1.357
Guadeloupe	\$0.000	\$1.188	Sri Lanka	\$0.000	\$1.057
Guam	\$0.000	\$1.158	Sri Lanka (mobile)	\$0.000	\$1.070
Guantanamo	\$0.000	\$4.623	Sudan	\$0.000	\$1.214
Guatemala	\$0.000	\$0.995	Suriname	\$0.000	\$1.216
Guinea	\$0.000	\$3.729	Swaziland	\$0.000	\$1.461
Guinea Bissau	\$0.000	\$3.178	Sweden	\$0.000	\$0.576
Guyana	\$0.000	\$1.826	Sweden (mobile)	\$0.000	\$1.314
Haiti	\$0.000	\$1.433	Switzerland	\$0.000	\$0.590
Holy See (Vatican City State)	\$0.000	\$0.661	Switzerland (mobile)	\$0.000	\$2.197
Honduras	\$0.000	\$1.631	Syria	\$0.000	\$1.484
Hong Kong	\$0.000	\$0.350	Taiwan	\$0.000	\$0.556
Hong Kong (mobile)	\$0.000	\$0.347	Taiwan (mobile)	\$0.000	\$0.812



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Hungary	\$0.000	\$0.697	Tajikistan	\$0.000	\$1.764
Hungary (mobile)	\$0.000	\$1.354	Tanzania	\$0.000	\$1.791
Iceland	\$0.000	\$1.310	Telespazio	\$0.000	\$23.504
India	\$0.000	\$0.655	Thailand	\$0.000	\$0.399
India (mobile)	\$0.000	\$0.627	Thuraya Satellite Telecommunications	\$0.000	\$10.116
Indonesia	\$0.000	\$0.826	Togo	\$0.000	\$1.647
Indonesia (mobile)	\$0.000	\$1.042	Tokelau	\$0.000	\$7.512
Inmarsat - BGAN	\$0.000	\$45.221	Tonga	\$0.000	\$2.609
Inmarsat Aero - Atlantic Ocean West	\$0.000	\$20.875	Trinidad and Tobago	\$0.000	\$3.689
Inmarsat B	\$0.000	\$10.684	Tunisia	\$0.000	\$3.120
Inmarsat B - Single Num Access Code	\$0.000	\$45.221	Turkey	\$0.000	\$0.814
Inmarsat GAN ISDN	\$0.000	\$22.672	Turkey (mobile)	\$0.000	\$1.167
Inmarsat M	\$0.000	\$6.130	Turkmenistan	\$0.000	\$1.764
Inmarsat Mini M	\$0.000	\$5.145	Turks and Caicos Islands	\$0.000	\$1.445
Iran	\$0.000	\$0.846	Tuvalu	\$0.000	\$5.779
Iran (mobile)	\$0.000	\$0.693	Uganda	\$0.000	\$1.445
Iraq	\$0.000	\$1.250	Ukraine	\$0.000	\$1.164
Ireland	\$0.000	\$0.579	United Arab Emirates	\$0.000	\$1.128
Ireland (mobile)	\$0.000	\$1.274	United Arab Emirates (mobile)	\$0.000	\$1.375
Iridium Satellite	\$0.000	\$8.324	United Kingdom	\$0.000	\$0.347
Israel	\$0.000	\$0.602	United Kingdom (mobile)	\$0.000	\$0.674
Israel (mobile)	\$0.000	\$0.787	Uruguay	\$0.000	\$0.925
Italy	\$0.000	\$0.349	Uruguay (mobile)	\$0.000	\$1.362
Italy (mobile)	\$0.000	\$0.897	USA	\$0.000	\$0.352
Jamaica	\$0.000	\$1.185	Uzbekistan	\$0.000	\$1.764
Japan	\$0.000	\$0.640	Vanuatu	\$0.000	\$2.889
Japan (mobile)	\$0.000	\$1.028	Venezuela	\$0.000	\$0.777
Jordan	\$0.000	\$0.958	Vietnam	\$0.000	\$0.776
Jordan (mobile)	\$0.000	\$1.190	Vietnam (mobile)	\$0.000	\$0.785
Kazakhstan	\$0.000	\$1.145	Virgin Islands British	\$0.000	\$3.729
Kenya	\$0.000	\$1.002	Virgin Islands US	\$0.000	\$0.640
Kenya (mobile)	\$0.000	\$1.467	Wallis & Futuna Islands	\$0.000	\$2.460
Kiribati	\$0.000	\$5.547	Yemen	\$0.000	\$1.214
Kuwait	\$0.000	\$1.152	Zambia	\$0.000	\$1.797
Kyrgyzstan	\$0.000	\$1.145	Zimbabwe	\$0.000	\$0.696
Laos	\$0.000	\$1.259	Zimbabwe (mobile)	\$0.000	\$1.949
Latvia	\$0.000	\$2.857			

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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.

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 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. Plan, Data & Feature Administration Adjusting plan inclusions, data allowances, and data roaming 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. Vendor Liaison & Carrier Escalation Monitoring wholesale carrier network status pages for major 4G/5G tower outages or localized service degradation. Logging 	<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 Troubleshooting or repairing physical mobile phones, tablets, or 4G/5G backup routers (e.g., screen replacements, battery issues, hardware defects). Device Software & MDM Configuration Troubleshooting operating system updates (iOS/Android), application errors, or local Mobile Device Management (MDM) security profiles blocking data. Carrier Coverage Limitations Resolving lack of cellular reception due to geographical constraints, building materials, or blackspots inherent to the underlying network provider's physical footprint. Excess Data Charges / Bill Shock 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).



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and managing technical tickets with the upstream network vendor for persistent connectivity faults, profiling errors, or backend SIM registration failures.

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.

