Critical Information Summary
Vocus Fibre

Service Description

Vocus Fibre is a premium, enterprise-grade business internet service delivering up to 500Mbps symmetrical upload and download speeds. 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.

Availability	Limited to PIPE Networks on-net buildings throughout Australia and requires address pre-qualification before a formal quotation and/or delivery of service can be provided. We cannot guarantee that we will be able to provide this service (or a similar service) at your new location
Requirements	Service requires a network termination unit (NTU) associated with your address. Service also requires a compatible router or firewall at your premises. 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.
Installation	Technician installation is required and may involve multiple visits that may require access inside the property or areas associated with the property. You will not be charged for Vendor technician site visits. Hubify technician site visit might incur a fee. Additional charges may apply should you change the scheduled appointment. Where applicable and subject to your approval, additional charges imposed by a third-party contractor or provider may apply. The installation timeframe is typically 4 to 12 weeks, subject to the level of work required.
Speed	This service is delivered using a Premium Class of Service (CoS). Speeds under this CoS are symmetrical and are considered guaranteed (1:1 CIR:PIR) up to the network demarcation point (the Network Terminating Device). Actual throughput may vary within reasonable limits due to factors including (but not limited to) network utilisation, your equipment and software, internet traffic, and fibre transmission overheads.
Inclusions	One static public IP address.
Exclusions	Any cabling, groundwork, 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 set up fees are not included. Early termination charges may apply.
Contract Terms	Available on 12-, 24-, 36- or 48-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 that is not included in the plan (if applicable). 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 & Order Withdrawal	Cancellations can be submitted by going to https://www.hubify.com.au/cancellations/. A 30-day cancellation notice may be required. Order withdrawal may incur termination charges.

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Pricing

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

Plan Name	12 Months Contract	24 Months Contract	36 Months Contract	48 Months Contract
Vocus Fibre 250/250	**Option 1:** Monthly **$1,043.90** Once Off Set Up **$0.00** Total Min Cost **$12,526.80**	**Option 1:** Monthly **$548.90** Once Off Set Up **$0.00** Total Min Cost **$13,173.60**	Monthly **$438.90** Once Off Set Up **$0.00** Total Min Cost **$15,800.40**	Monthly **$438.90** Once Off Set Up **$0.00** Total Min Cost **$21,067.20**
	Option 2: Monthly **$438.90** Once Off Set Up **$6,875.0** Total Min Cost **$12,141.80**	**Option 2:** Monthly **$438.90** Once Off Set Up **$1,718.75** Total Min Cost **$12,252.35**		
Vocus Fibre 500/500	**Option 1:** Monthly **$1,153.90** Once Off Set Up **$0.00** Total Min Cost **$13,846.80**	**Option 1:** Monthly **$603.90** Once Off Set Up **$0.00** Total Min Cost **$14,493.60**	Monthly **$548.90** Once Off Set Up **$0.00** Total Min Cost **$19,760.40**	Monthly **$548.90** Once Off Set Up **$0.00** Total Min Cost **$26,347.20**
	Option 2: Monthly **$548.90** Once Off Set Up **$6,875.00** Total Min Cost **$13,461.80**	**Option 2:** Monthly **$548.90** Once Off Set Up **$1,718.75** Total Min Cost **$14,892.35**		

Pricing is current and is subject to change without notice. All prices listed include GST. Once off set up fees might change based on location and complexity. This summary does not include any discounts or promotions.

Optional Equipment and Services Charges

- Hubify Tech Site Visit - POA based on complexity, location and time.
- Router / Firewall - POA based on requirements.
- Additional IP Addresses – POA based on requirements.
- Cabling / Groundwork / Any other additional installation charges - POA based on requirements

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 single point of contact for your internet connectivity. If you experience an internet disruption, you log the issue with us, and we handle the technical troubleshooting, ticket management, and escalations directly with the upstream Internet Service Provider (ISP) on your behalf. This eliminates the need for your team to deal with carrier support desks or wait on hold.

Important Note for Managed Service (MSP) & Network Support Customers: If you hold an active MSP Agreement or Network Support Agreement with us, the exclusions below do not apply to your organization. For our fully managed clients, we will proactively investigate your local network, check onsite hardware (routers, switches, firewalls), and isolate the issue entirely before engaging the vendor.

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Inclusions – Managed Internet Link	Exclusions - For Standalone Link Customers Only
Standard management covers the day-to-day administration and initial troubleshooting of your infrastructure. • **Reactive Helpdesk & Triage** Receiving and logging connectivity issues reported by the customer. Gathering initial fault symptoms to isolate the issue to the external carrier network. • **Vendor Liaison & Ticket Management** Logging technical support tickets directly with the upstream ISP/Wholesaler. Providing the carrier with necessary technical data (e.g., Circuit IDs, service numbers) to accelerate troubleshooting. Managing the lifecycle of the carrier ticket from initial report through to resolution. • **Escalation & Progress Updates** Managing the escalation process with the ISP if standard fix times are exceeded or SLAs are breached. Providing regular progress updates to the customer until the internet link is restored. Communicating carrier-reported planned maintenance windows to the customer.	The following items fall outside the scope of this service and are the sole responsibility of the customer (or billable on a time-and-materials basis if out-of-scope assistance is requested): • **Proactive Monitoring** We do not actively monitor the link uptime or performance metrics. Support is strictly reactive upon a customer-logged request. • **Onsite Hardware Management** Configuration, troubleshooting, management, or replacement of any onsite equipment (including routers, firewalls, switches, or Wi-Fi access points). • **Internal Network Troubleshooting** Resolving issues related to local power outages, internal cabling faults, local network loops, or Wi-Fi interference. • **Carrier Onsite Visits** Coordinating access for ISP-dispatched technicians to the physical premises (if required by the carrier to fix an external line fault).

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.