

WIRELESS HOTSPOT PRE-PAID

Critical Information Summary (CIS) Stay Connected Wireless Hotspot- Pre-Paid

INFORMATION ABOUT THE SERVICE

The service:

Yourhub Hotspot packages offer pre-paid high speed internet access with a predetermined time and data allowance. When either the data or time allocation is exhausted the service will stop and you may recharge your account by choosing from any of the available packages or purchase another pre-paid voucher at any time. Not all Yourhub Hotspot pre-paid packages are available at all locations. Once recharged you are then able to log in with your username and password and start using your recharged account. Your account can be used at any Yourhub Hotspot location offering the national packages outlined below. Any unused data or time is not accumulative and will be lost once exceeded. There is no shaping available on this service.

Bundling:

There is no bundling available on this service.

Mandatory components:

There are no mandatory devices required and the service can be accessed via your personal wireless devices including laptop, iPhone, iPad etc. You must be in wireless range of the Yourhub Hotspots to connect to the service. Please contact us for further information.

Minimum term:

The service is available with a minimum determined by the package selected.

Important conditions:

This service may not be available at your location. Please go to our website <http://www.yourhub.com.au> or call us to find out if you can be connected to this service at your location. This service provides you with a dynamic IP address. Static IP addresses are not available. Please contact us for further information.

INFORMATION ABOUT PRICING

Minimum monthly charge:

Monthly included allowance	250mb
Minimum monthly charge No Contract	\$6.00
Minimum charge for entire term	\$6.00

Maximum monthly charge:

The maximum monthly charge is the same as the minimum monthly charge for each package.

Early termination charges:

There are no early termination charges applicable to this service.

Unit Pricing Information:

Included data allowance	250mb	500mb	1000mb	1500mb	2000mb	NA
Hourly - Cost of using 1GB incl. in allowance, No Contract	\$24.00/GB	\$24.00/GB	\$15.00/GB	\$15.00/GB	\$14.97/GB	NA
Included data allowance	1500mb	2000mb	3000mb	3000mb	3500mb	NA
Daily - Cost of using 1GB incl. in allowance, No Contract	\$10.00/GB	\$12.50/GB	\$11.65/GB	\$13.33/GB	\$12.86/GB	NA
Included data allowance	4000mb	5500mb	7000mb	NA	NA	NA
Weekly - Cost of using 1GB incl. in allowance, No Contract	\$15.00/GB	\$15.45/GB	\$15.71/GB	NA	NA	NA
Included data allowance	1GB	12GB	50GB	100GB	500GB	1000GB
Monthly - Cost of using 1GB incl. in allowance, No Contract	\$10.00/GB	\$3.23/GB	\$1.40/GB	\$1.00/GB	\$0.24/GB	\$0.14/GB
Excess data charges (when service is not speed-shaped)	NA	NA	NA	NA	NA	NA

OTHER INFORMATION

Usage information:

You can monitor your usage at www.yourhub.com.au/wifi_account_usage.dyn or by calling us on 1 300 762 568.

Enquires, feedback and complaints:

We are committed to providing you with excellent service. Please contact us by calling 1 300 762 568 or by sending an email to support@yourhub.com.au if you have any questions, would like to give feedback or complain.

Telecommunications Industry Ombudsman

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

You can contact the TIO as follows:

Phone: 1 800 062 058

Fax: 1 800 630 614



www.yourhub.com.au | 1300 762 568

Online: <http://www.tio.com.au/making-a-complaint>

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Summary valid as of July 2016.