

Service Information

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WHAT YOU NEED TO KNOW – INFORMATION ABOUT OUR SERVICES

We hope the information below will assist you with the use of our services.

MANAGING YOUR SPEND

Usage information:

If you are a residential or business customer, we will help you control your spend by providing you with 24/7 access to your account usage information. Access is available via the Yourhub.com.au website where you can login with your account name and password at any time. Access is available at the following link for your convenience.

<http://www.yourhub.com.au/custdata>

Usage notifications do not occur in real time may have a delay of up to 4 hours from the time of the actual event.

Email Notifications:

Yourhub system is configured to send email notifications to customers once their services reach 50%, 85% and 100% of their included data allowances.

Other ways of managing your spend:

There may be other ways of keeping your spend on track, such as barring more expensive numbers, choosing an internet plan without excess charges (which means that your speed is shaped/slowed down once you used up your included data allowance) or monitoring your spend online through our website. Please contact us for more information.

Estimate your data usage:

The table below may be of assistance to gain a better understanding of how much data you are using. This may help you choose the right service and avoid unexpectedly high bills. Please note that actual usage will depend on the device used, the technology used (3G, 4G) and other factors. The information below is based on averages and provides estimates only.

Email text only	30 – 50 KB
Email with attachment, i.e. document or photo	350 KB – 4 MB
Website viewing	1 MB
Streaming video/minute	7 MB
Streaming music/minute	1 MB
Downloading a song	6 MB
Downloading an app	30 – 100 MB
Uploading a photo	4 MB

YOURHUB NETWORK

Your service is provided using either of the following networks –

1. Yourhub Fixed Wireless Network
2. National Broadband Network
3. Standard POTS network
4. Managed PBX Business

We are responsible for the service that we are providing to you, and we will be there to help in case you have any feedback or wish to complain.

To learn more about the coverage of the “Yourhub Fixed Wireless Network”, please refer to the coverage details at the link below.

<http://www.yourhub.com.au/fwnbn.dyn> (See coverage list at link)

To learn more about the coverage of the “Yourhub WiFi Hotspot Network”, please refer to the coverage map at the link below.

http://www.yourhub.com.au/wireless_locations.dyn

To learn more about our “Yourhub Managed PBX” services, please refer to the following link below.

http://www.yourhub.com.au/managed_pbx.dyn

Please note that actual coverage depends on numerous factors, including local geographic and structural/building conditions.

PAYING US

Your bill:

Yourhub will bill you at intervals as described for the services supplied to you and may be in advance or arrears depending on the service type provided. Yourhub offers the following methods of payment.

1. Standard Post (Administration Fees Apply)
2. Direct Debit (Fees Apply)
3. Credit Card (Fees Apply)
4. Email Invoice (FREE)
5. PayPal (Selected services only)

For more information on the fees and charges for payment options please contact us as they may change without notice.

Financial hardship:

Our financial hardship policy is available here:

<http://www.yourhub.com.au/files/42/74/Yourhub-Financial%20Hardship%20Policy.pdf>

HARDWARE AND WARRANTIES

Where we supply hardware, e.g. a modem, router, mobile phone etc., you are most likely entitled to a warranty under the Competition and Consumer Act and we are responsible for dealing with any warranty matters on your behalf with the manufacturer.

DEALING WITH US

If you would like to appoint an authorised representative who deals with us on your behalf or if you wish to use an advocate, please contact us. If you wish to appoint an authorised representative, please use this form

<http://www.yourhub.com.au/files/42/75/Appointment%20of%20an%20Authorised%20Representative.pdf>

FEEDBACK AND COMPLAINTS

We are here to help! Please contact us if you wish to give feedback or make a complaint. A summary of our complaint handling process is available here <http://www.yourhub.com.au/files/42/77/Yourhub-Complaint%20Handling%20Process.pdf>