

# Critical Information Summary

## Hubify Hosted & SIP Telephony

### **Service Description**

Hubify Hosted & SIP Telephony are voice telephony services supplied over your internet service. The internet service may be supplied by Hubify or by another service provider.

### **Requirements & Availability**

Hubify Hosted requires fixed broadband service and a wired Ethernet port. A Hubify handset is optional where Cloud Freedom or Cloud Value is selected.

Each Hubify Hosted and SIP service requires a minimum of 100kbps of uncongested upstream and downstream internet bandwidth for optimal quality.

Hubify SIP requires a SIP enabled PBX/phone system (including handsets). Unless otherwise specified, a technician is required to program, configure and/or deploy your PBX/phone system that will be utilizing Hubify SIP services.

### **Included Features**

Hubify Hosted and SIP plans include a direct-in-dial geographic number (DID number) and unlimited standard local and national calls to Australian landlines. A Bolt-on (Freedom) option is available which includes unlimited standard calls to Australian mobiles and 13/1300 numbers. Acceptable Use Policy applies to included calls.

Hubify Hosted plans also include a range of telephony features such as voicemail-to-email, call waiting and others.

### **Minimum Service Term**

The Hubify Hosted service is available on 24, 36 & 60 month contract terms.

### **Exclusions**

Hubify Hosted and SIP plans do not support 19/1900 number calls, fax, dial up modem or other analogue data calls (e.g. EFTPOS, HICAPS), back to base alarms and other monitoring systems using phone lines, and similar features. Unless specified with written confirmation by Hubify, Hubify Hosted and SIP is not available for telemarketing, Call Centre function and similar uses.



## Monthly and Once-Off Charges

Plan Name	Setup Charge (Inc GST)			Monthly Charge (Inc GST)			Total Minimum Cost (Inc GST)		
	24 Month Contract	36 Month Contract	60 Month Contract	24 Month Contract	36 Month Contract	60 Month Contract	24 Month Contract	36 Month Contract	60 Month Contract
SIP Freedom	\$0.00	\$0.00	\$0.00	\$41.97	\$35.97	\$29.98	\$1,007.16	\$1,294.92	\$1,798.50
SIP Value	\$0.00	\$0.00	\$0.00	\$11.99	\$11.99	\$11.99	\$287.76	\$431.64	\$719.40
Cloud Freedom	\$49.54	\$24.78	\$0.00	\$35.97	\$35.97	\$35.97	\$912.82	\$1,319.70	\$2,158.20
Cloud Value	\$0.00	\$0.00	\$0.00	\$41.97	\$35.97	\$29.98	\$1,007.16	\$1,294.92	\$1,798.50

Information is current as of 25/08/2023 and is subject to change without notice. All prices quoted include GST.

## Call Charges

Plan Type	Local Calls	Standard National Calls	Calls to Australian Mobiles	International*	1300 & 13*
SIP Value	Included	Included	14c/min	From 3c/min	33c/call
Cloud Value	Included	Included	14c/min	From 3c/min	33c/call
SIP Freedom	Included	Included	Included	From 3c/min	Included
Cloud Freedom	Included	Included	Included	From 3c/min	Included

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## Optional Equipment, User Software and Features

A selection of optional equipment, features and user software are available, such as headsets, Hunt Groups, Auto Attendants, Receptionist Application and more. Prices will depend on the options you select.

## Early Termination Charges

If you cancel the service before the end of your contract term, Early Termination Fees (ETF) will apply.

Date of termination or cancellation	Local
0 – 12 months after the Service Start Date	75% of Remaining Charges
12+ months after the Service Start Date	85% of Remaining Charges

“**Remaining Charges**” means the total charges that would have been payable after the effective date of termination or cancellation and for the remainder of the current Minimum Service Period (if the termination or cancellation had not occurred).

Cancellations can be submitted by going to <https://www.hubify.com.au/cancellations/> or sending an email to [cancellations@hubify.com.au](mailto:cancellations@hubify.com.au) with the subject line ‘Cancellation Request.’ In the email, please provide your account details, the service you wish to cancel, and the reason for cancellation.

Once we receive your email, a Hubify representative will promptly assist you with the cancellation process.



## Customer Service

If you have questions regarding a new installation, existing service or your bill please call us on **1300 482 439**.

## Complaints Handling

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 [www.tio.com.au/](http://www.tio.com.au/) or by phone on **1800 062 058**.

