

Critical Information Summary

Hubify Inbound Numbers

Service Description

13 / 1300 / 1800 ("Inbound") numbers are virtual business numbers that can be called from anywhere in Australia without the need for an area code. These numbers receive incoming calls and redirect them to an existing phone line ("answer point") such as a mobile or landline.

Inbound numbers can also come in the form of phone words which spell out your business name or service, e.g. 1300 MYHUBIFY (1300 482 439).

Requirements & Availability

Each Hubify Inbound number requires an answer point. This answer point must be an active service and correct for the Inbound numbers to successfully divert calls.

If you have an existing Inbound Number with another provider, you may be able to bring this across to Hubify. Hubify has available a limited amount of Inbound numbers and, subject to availability, can provide new or preferred Inbound numbers. Any preferences are required to be communicated to Hubify prior to provisioning.

Inclusions

Hubify Inbound number plans include one 13, 1300 or 1800 number & the configuration of one answer point.

Minimum Service Term

Unless otherwise specified, Hubify Inbound numbers are available on 24 and 36 month contract terms.

Exclusions

Landline/mobile services, plans and hardware associated with any answer points are not included. Complex routing (such as postcode, exchange-based and mobile location routing) is not included. Hubify is not responsible for any calls and charges incurred because of the following:

- The Inbound number was dialed by mistake
- Call forwarding or answer point errors
- Telemarketing calls
- Excessive test calls

Roaming

Hubify Inbound numbers may be compatible with international telephone networks (e.g. US, UK and China) but there is no guarantee of a successful connection. In the event of Inbound number calls answered outside Australia there may be additional charges.



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	24 Month Contract	36 Month Contract	24 Month Contract	36 Month Contract
1300 Ultimate	\$109.00	\$109.00	\$27.25	\$21.80	\$654.00	\$784.80
1800 Ultimate	\$109.00	\$109.00	\$27.25	\$21.80	\$654.00	\$784.80
13 Ultimate	\$109.00	\$109.00	\$981.00	\$926.50	\$23,544.00	\$33,354.00

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	National	Mobile to Fixed	Mobile to Mobile	Fixed to Mobile
1300 Ultimate	\$0.08/min	\$0.08/min	\$0.12/min	\$0.20/min	\$0.20/min
1800 Ultimate	\$0.08/min	\$0.08/min	\$0.12/min	\$0.20/min	\$0.20/min
13 Ultimate	\$0.08/min	\$0.08/min	\$0.12/min	\$0.20/min	\$0.20/min

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Pricing

Pricing for Hubify Inbound numbers may vary depending on whether each number is available or owned by Hubify. In the event of involvement with any external providers or third parties for each Inbound number Hubify may present an increased Monthly and/or Setup Charge which will require your acceptance.

Optional Routing and Additional Services

A selection of optional routing and professional services are available such as state-based routing, post code routing, mobile location routing, additional moves/adds/changes and Advanced call tracking. Prices will depend on complexity and 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 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.



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Porting and 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.

If you transfer or port away a Hubify Inbound number, a Port Out fee of \$165.00 inclusive of GST applies.

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

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/ or by phone on **1800 062 058**.

