

Critical Information Summary

Hubify Advanced PBX

Service Description

Hubify Advanced PBX is a voice telephony services supplied over your internet service. The internet service may be supplied by Hubify or by another service provider.

Requirements & Availability

Requires a business-grade internet service (such as high-quality NBN, fibre, 5G, or enterprise-grade wireless) and a wired Ethernet port if a handset is selected

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

Included Features

Hubify Advanced PBX include a direct-in-dial geographic number (DID number) and unlimited standard local and national calls to Australian landlines and standard calls to Australian mobiles. Acceptable Use Policy applies to included calls.

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

Minimum Service Term

Hubify Advanced PBX service is available on 12, 24, 36 month contract terms.

Exclusions

Hubify Advanced PBX 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, Advanced PBX 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)		
	12 Month Contract	24 Month Contract	36 Month Contract	12 Month Contract	24 Month Contract	36 Month Contract	12 Month Contract	24 Month Contract	36 Month Contract
Hubify Advanced PBX Per User	\$0.00	\$0.00	\$0.00	\$39.60	\$36.30	\$33.00	\$475.20	\$871.20	\$1,188.00

Information is current as of 14/08/2025 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*
Hubify Advanced PBX Per User	Included	Included	Included	From 3c/min	33c/call

Information is current as of 14/08/2025 and is subject to change without notice. All prices quoted include GST. *Rates vary depending on type and destination.

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, Wall Board, recording, sentiment analysis 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 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. Note, all services require 30 days notice before 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

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**

International Call Rates

Australia to International Calling Rates Timed charges rated per second	Timed (per minute – inc GST)
Directory Assistance	\$2.25242
Directory Assistance International	\$12.28590
Afghanistan	\$1.48618
Afghanistan Mobile	\$1.46694
Albania	\$5.32389
Albania Mobile	\$5.32389
Algeria	\$0.36530
Algeria Mobile	\$3.77218
Andorra	\$0.18634
Andorra Mobile	\$1.02546
Angola	\$7.60661
Angola Mobile	\$0.87066
Antigua And Barbuda	\$1.25439
Antarctica	\$9.12760
Anguilla	\$0.87066
Argentina	\$0.03522
Argentina Mobile	\$0.91694
Armenia	\$1.15938
Armenia Mobile	\$1.36169
Aruba	\$0.50986
Aruba Mobile	\$1.33220
American Samoa	\$0.77114
American Samoa Mobile	\$0.75845
Ascension Island	\$5.85628
Austria	\$0.50331
Austria Mobile	\$0.34401
Azerbaijan	\$1.23678
Azerbaijan Mobile	\$2.11604
Bahamas	\$0.32271
Bahrain	\$0.61634
Bahrain Mobile	\$0.75763
Bangladesh	\$0.19043
Bangladesh Mobile	\$0.18101



Australia to International Calling Rates Timed charges rated per second	Timed (per minute – inc GST)
Barbados	\$1.11146
Belgium	\$0.39315
Belgium Mobile	\$2.44899
Belarus	\$5.32389
Belarus Mobile	\$5.32389
Benin	\$1.69464
Benin Mobile	\$2.07632
Bermuda	\$0.21050
Belize	\$1.32647
Belize Mobile	\$1.52058
Bhutan	\$0.35097
Bolivia	\$1.17126
Bolivia Mobile	\$1.00949
Bosnia and Herzegovina	\$1.00376
Bosnia and Herzegovina Mobile	\$2.20900
Botswana	\$0.52788
Botswana Mobile	\$1.19869
Brazil	\$0.02826
Brazil Mobile	\$0.15439
Brunei	\$0.16422
Brunei Mobile	\$0.12204
Burkina Faso	\$5.32389
Burkina Faso Mobile	\$5.32389
Bulgaria	\$0.02990
Bulgaria Mobile	\$0.70685
Burundi	\$5.32389
Burundi Mobile	\$5.32389
Virgin Islands British	\$1.22040
Cambodia	\$0.30305
Cambodia Mobile	\$0.26046
Canada	\$0.01188
Cameroon	\$1.86336
Cameroon Mobile	\$2.13938
Cape Verde	\$1.49069
Cape Verde Mobile	\$3.37043
Cayman Islands	\$0.65607
Congo Democratic Republic	\$5.32389
Congo Democratic Republic Mobile	\$5.32389
Central African Republic	\$3.13700
Central African Republic Mobile	\$5.32389
Chad	\$5.32389
Chad Mobile	\$5.32389
China	\$0.03604
China Mobile	\$0.03604
Chile	\$0.04587
Chile Easter Island	\$0.41226



Australia to International Calling Rates Timed charges rated per second	Timed (per minute – inc GST)
Chile Mobile	\$0.11139
Colombia	\$0.17978
Colombia Mobile	\$0.17978
Comoros	\$5.32389
Comoros Mobile	\$5.32389
Congo Republic	\$5.32389
Congo Republic Mobile	\$5.45836
Cook Islands	\$3.75334
Costa Rica	\$0.10074
Costa Rica Mobile	\$0.34605
Croatia	\$0.14375
Croatia Mobile	\$1.73190
Cuba	\$4.12069
Cyprus	\$0.30633
Cyprus Mobile	\$0.58276
Czech Republic	\$0.10238
Czech Republic Mobile	\$0.50986
Denmark	\$0.02293
Denmark Mobile	\$0.07085
Diego Garcia	\$5.32389
Djibouti	\$1.96165
Djibouti Mobile	\$5.32389
Dominica	\$0.70767
Dominican Republic	\$0.20845
Ecuador	\$0.72692
Ecuador Mobile	\$1.08362
Egypt	\$0.46727
Egypt Mobile	\$0.78343
El Salvador	\$0.74698
El Salvador Mobile	\$0.79735
Equatorial Guinea	\$3.04281
Equatorial Guinea Mobile	\$3.04281
Eritrea	\$1.33548
Estonia	\$5.32389
Estonia Mobile	\$5.32389
Ethiopia	\$0.69211
Ethiopia Mobile	\$1.16552
Faroe Islands	\$0.16504
Falkland Islands	\$9.79473
Fiji	\$1.52919
Fiji Mobile	\$1.52919
Finland	\$2.12956
Finland Mobile	\$2.12956
France	\$0.03727
France Mobile	\$0.28299
French Polynesia	\$1.14095



Australia to International Calling Rates Timed charges rated per second	Timed (per minute – inc GST)
French Polynesia Mobile	\$2.35807
Gabon	\$2.30402
Gabon Mobile	\$2.64024
Gambia	\$15.97167
Gambia Mobile	\$5.32389
Guinea Bissau	\$5.32389
Guinea Bissau Mobile	\$5.32389
Georgia	\$1.10123
Georgia Mobile	\$1.79374
Germany	\$0.01310
Germany Mobile	\$0.09747
Ghana	\$1.53819
Ghana Mobile	\$1.26463
Gibraltar	\$0.31411
Greece	\$0.03809
Greece Mobile	\$0.39397
Greenland	\$1.78146
Grenada	\$0.95420
Guadeloupe	\$0.04136
Guadeloupe Mobile	\$0.45253
Guinea Republic	\$5.32389
Guinea Republic Mobile	\$5.32389
French Guiana	\$0.04546
French Guiana Mobile	\$0.40994
Guam	\$0.09296
Guatemala	\$0.65197
Guyana	\$1.05741
Haiti	\$5.32389
Haiti Mobile	\$15.97167
Hong Kong	\$0.07208
Hong Kong Mobile	\$0.11180
Honduras	\$0.73879
Honduras Mobile	\$0.86370
Hungary	\$0.03276
Hungary Mobile	\$0.45663
Iceland	\$0.06102
Iceland Mobile	\$0.11467
Inmarsat B Global 8703	\$38.03100
Inmarsat BGAN ISDN 87078	\$38.03100
Inmarsat BGAN Voice 87077	\$38.03100
Inmarsat B HSD Global 87039	\$38.03100
India	\$0.08641
India Mobile	\$0.07904
Inmarsat GAN Global 87060	\$38.03100
Inmarsat M Global 8706	\$38.03100
Inmarsat MiniM Global 87076	\$38.03100



Australia to International Calling Rates Timed charges rated per second	Timed (per minute – inc GST)
Indonesia	\$0.11713
Indonesia Mobile	\$0.23753
Iran	\$0.74821
Iran Mobile	\$1.06478
Ireland	\$0.02539
Ireland Mobile	\$0.07576
Global Satellite Iridium 8816	\$24.55829
Global Satellite Iridium 8817	\$24.55829
Iraq	\$0.74534
Iraq Mobile	\$1.11925
Israel	\$0.01679
Israel Mobile	\$0.11426
Italy	\$0.01351
Italy Mobile	\$0.18019
Ivory Coast	\$5.32389
Ivory Coast Mobile	\$5.32389
Jamaica	\$1.36578
Japan	\$0.07699
Japan Mobile	\$0.36653
Jordan	\$0.94479
Jordan Mobile	\$0.96649
Kazakhstan	\$0.50864
Kenya	\$0.92349
Kenya Mobile	\$1.83060
Kiribati	\$11.10113
Korea North	\$2.58618
Korea South	\$0.03481
Korea South Mobile	\$0.06716
Kuwait	\$0.25145
Kuwait Mobile	\$0.22852
Kyrgyzstan	\$0.74534
Laos	\$0.38209
Latvia	\$5.32389
Latvia Mobile	\$5.32389
Lebanon	\$0.48939
Lebanon Mobile	\$0.97960
Lesotho	\$0.63805
Lesotho Mobile	\$1.91660
Liberia	\$5.32389
Liechtenstein	\$5.32389
Liechtenstein Mobile	\$5.32389
Lithuania	\$5.32389
Lithuania Mobile	\$1.59184
Libya	\$1.59184
Libya Mobile	\$1.30927
Luxembourg	\$1.24579



Australia to International Calling Rates Timed charges rated per second	Timed (per minute – inc GST)
Luxembourg Mobile	\$1.19951
Macau	\$0.49635
Macedonia	\$0.42386
Madagascar	\$2.23603
Madagascar Mobile	\$5.32389
Mali	\$2.02799
Mali Mobile	\$2.57144
Malawi	\$1.99277
Malawi Mobile	\$2.14143
Martinique	\$0.10402
Martinique Mobile	\$4.25911
Northern Mariana Islands	\$5.32389
Malta	\$0.01188
Malta Mobile	\$0.05201
Mauritania	\$0.53239
Mauritania Mobile	\$0.53239
Malaysia	\$0.06921
Malaysia Mobile	\$0.07412
Mayotte	\$0.57744
Mayotte Mobile	\$0.85837
Macedonia Mobile	\$1.01686
Mexico	\$0.00778
Mexico Mobile	\$0.04218
Micronesia	\$3.31637
Maldives	\$5.32389
Maldives Mobile	\$5.32389
Mongolia	\$0.07904
Mongolia Mobile	\$5.32389
Moldova	\$5.32389
Moldova Mobile	\$5.32389
Monaco	\$5.32389
Monaco Mobile	\$5.32389
Montenegro	\$1.01236
Montenegro Mobile	\$2.37732
Morocco	\$5.32389
Morocco Mobile	\$5.32389
Montserrat	\$1.32360
Mozambique	\$0.26578
Mozambique Mobile	\$1.49069
Mauritius	\$5.32389
Marshall Islands	\$1.40960
Myanmar	\$0.79858
Myanmar Mobile	\$5.32389
Namibia	\$0.22524
Namibia Mobile	\$0.34482
Nauru	\$15.97167



Australia to International Calling Rates Timed charges rated per second	Timed (per minute – inc GST)
Netherlands Antilles	\$0.42714
Nepal	\$0.90383
Netherlands	\$1.22449
Netherlands Mobile	\$1.33097
New Caledonia	\$1.58898
New Zealand	\$0.05529
New Zealand - Mobile	\$0.30715
Nigeria	\$0.60774
Nigeria Mobile	\$0.44639
Nicaragua	\$0.76377
Niger	\$5.32389
Niger Mobile	\$5.32389
Niue	\$10.19238
Norway	\$0.01597
Norway Mobile	\$0.07453
Norfolk Island	\$8.29093
Oman	\$0.67613
Oman Mobile	\$1.48823
Pakistan	\$0.28176
Pakistan Mobile	\$0.25882
Palau	\$1.31951
Panama	\$5.32389
Panama Mobile	\$5.32389
Papua New Guinea	\$2.52434
Papua New Guinea Mobile	\$5.38204
Paraguay	\$0.16422
Paraguay Mobile	\$0.39683
Peru	\$0.02048
Peru Mobile	\$0.06880
Philippines	\$0.58809
Philippines Mobile	\$0.76132
Palestine	\$7.60661
Palestine Mobile	\$1.08034
Poland	\$0.05324
Poland Mobile	\$0.68555
Portugal	\$0.03358
Portugal Mobile	\$0.55328
Puerto Rico	\$0.04136
Qatar	\$0.89974
Qatar Mobile	\$0.99680
Reunion	\$0.06839
Reunion Mobile	\$0.58317
Romania	\$0.08805
Romania Mobile	\$0.29281
Russia	\$0.09665
Russia Mobile	\$0.88540



Australia to International Calling Rates Timed charges rated per second	Timed (per minute – inc GST)
Rwanda	\$0.74698
Rwanda Mobile	\$1.69791
San Marino	\$0.13105
Sao Tome and Principe	\$1.20607
Saudi Arabia	\$0.51724
Saudi Arabia Mobile	\$1.33097
Senegal	\$1.90595
Senegal Mobile	\$2.43834
Serbia	\$0.96321
Serbia Mobile	\$2.02308
Seychelles	\$5.32389
Seychelles Mobile	\$5.32389
Sierra Leone	\$5.32389
Sierra Leone Mobile	\$5.32389
Singapore	\$0.03112
Singapore Mobile	\$0.03112
Sint Maarten	\$0.74534
Slovakia	\$0.01884
Slovakia Mobile	\$0.18019
Slovenia	\$0.15726
Slovenia Mobile	\$2.79955
Solomon Islands	\$4.52531
Solomon Islands Mobile	\$6.00944
Somalia	\$5.32389
Somalia Mobile	\$5.32389
South Africa	\$0.85182
South Africa Mobile	\$0.87230
Spain	\$0.14743
Spain Mobile	\$0.52338
Sri Lanka	\$0.87558
Sri Lanka Mobile	\$0.89933
Sudan South	\$0.84199
Saint Helena	\$0.79858
Saint Kitts and Nevis	\$1.36742
Saint Lucia	\$1.25521
Saint Pierre and Miquelon	\$1.73354
Saint Vincent Grenadines	\$1.22449
Sudan	\$0.84199
Suriname	\$0.84527
Swaziland	\$0.69170
Swaziland Mobile	\$1.42844
Sweden	\$0.01188
Sweden Mobile	\$0.06839
Switzerland	\$0.05652
Switzerland Mobile	\$2.45718
Syria	\$1.57751



Australia to International Calling Rates Timed charges rated per second	Timed (per minute – inc GST)
Syria Mobile	\$2.32081
Taiwan	\$0.05979
Taiwan Mobile	\$0.51887
Tajikistan	\$0.83380
Tanzania	\$1.90923
Tanzania Mobile	\$1.90882
Thailand	\$0.15235
Thailand Mobile	\$0.16463
East Timor	\$1.48332
Togo	\$7.60661
Togo Mobile	\$1.86336
Tokelau	\$10.59933
Tonga	\$5.93319
Tonga Mobile	\$5.93327
Turks and Caicos Islands	\$1.37152
Trinidad and Tobago	\$1.44687
Turkmenistan	\$0.98901
Tunisia	\$5.32389
Tunisia Mobile	\$5.32389
Turkey	\$0.17815
Turkey Mobile	\$0.98901
Tuvalu	\$8.30322
United Arab Emirates	\$0.88540
United Arab Emirates Mobile	\$0.89032
Uganda	\$1.93175
Uganda Mobile	\$1.58775
Ukraine	\$0.85141
Ukraine Mobile	\$1.23965
United Kingdom	\$0.01024
United Kingdom Mobile	\$0.05283
United Kingdom Special Services	\$0.02252
Uruguay	\$0.31820
Uruguay Mobile	\$0.87066
United States	\$0.01188
United States Alaska	\$0.01188
United States Hawaii	\$0.01188
Virgin Islands US	\$0.01188
Uzbekistan	\$0.62945
Vanuatu	\$5.80550
Vanuatu Mobile	\$5.38204
Venezuela	\$0.47915
Venezuela Mobile	\$0.59505
Vietnam	\$0.37226
Vietnam Mobile	\$0.36366
Wallis And Futuna Islands	\$5.45972
Samoa	\$3.61615



Australia to International Calling Rates Timed charges rated per second	Timed (per minute – inc GST)
Samoa Mobile	\$0.75845
Yemen	\$0.79981
Yemen Mobile	\$0.79858
Zambia	\$2.25897
Zambia Mobile	\$2.41991
Zimbabwe	\$0.57129

