

Critical Information Summary

Hubify Advanced PBX

Service Description

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

Requirements	Hubify Advanced PBX requires a business-grade internet service (such as high-quality NBN, fibre 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.
Inclusions	Service includes 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 includes a range of telephony features such as voicemail-to-email, call waiting, and others.
Exclusions	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.
Contract Terms	Available on 12-, 24-, 36-month contract terms.
Invoicing & Late Payment Fee	You will be invoiced for the service once a month for the monthly charge, and for any usage. Any once off: set up/technician/hardware charges will be added to the invoice. Late or dishonored payments incur a fee of \$16.50 (Inc GST) per month.
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.
Cancellations	Cancellations can be submitted by going to https://www.hubify.com.au/cancellations/ . A 30-day cancellation notice may be required.

Pricing

Plan Name	12 Months Contract	24 Months Contract	36 Months Contract
Hubify Advanced PBX Per User	Monthly \$33.00 Once Off Set Up \$55.00 Total Min Cost \$451.00	Monthly \$33.00 Once Off Set Up \$55.00 Total Min Cost \$847.00	Monthly \$33.00 Once Off Set Up \$55.00 Total Min Cost \$1,234.00

Pricing is current and is subject to change without notice. All prices listed include GST. This summary does not include any discounts or promotions.

Additional Optional Charges	
Hubify Advanced PBX Call Recording Only Per User	Monthly \$6.60
Hubify Advanced PBX Call Recording + Transcription Per User	Monthly \$7.70
Hubify Advanced PBX Call Recording + Transcription and Analysis Per User	Monthly \$9.89

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Plan Type	Call Charges				
	Local	Standard National	Australian Mobiles	International*	1300 & 13*
Hubify Advanced PBX Per User	Included	Included	Included	From 3c/min	33c/call

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International Call Rates

International calls from Australia to other countries are rated on a per country basis, per second.

Country	Timed Per Minute	Country	Timed Per Minute
Afghanistan	\$1.50150	Latvia	\$5.36250
Alaska	\$0.37538	Lebanon	\$1.24658
Albania	\$5.36250	Lesotho	\$7.53308
Algeria	\$5.37859	Liberia	\$5.36250
American Samoa	\$0.92771	Libya	\$2.08601
Andorra	\$1.91606	Liechtenstein	\$5.36250
Angola	\$9.88639	Lithuania	\$5.36250
Angola	\$0.94380	Luxembourg	\$1.25483
Anguilla	\$1.42560	Macau	\$0.75075
Antigua Barbuda	\$2.63629	Macedonia	\$2.59545
Argentina	\$1.12778	Madagascar	\$5.36250
Armenia	\$2.11530	Malawi	\$2.85574
Aruba	\$1.69455	Malaysia	\$0.08250
Ascension	\$10.61775	Maldives	\$5.94165
Aust Ant Base	\$9.56835	Mali	\$5.36250
Austria	\$1.38064	Malta	\$3.81728
Azerbaijan	\$2.35208	Mariana Isl	\$0.23513
Bahamas	\$1.51924	Marshall Isl	\$1.73168
Bahrain	\$1.11169	Martinique	\$4.29000
Bangladesh	\$0.09116	Mauritania	\$5.36250
Barbados	\$1.53863	Mauritius	\$0.64350
Belarus	\$5.36250	Mayotte	\$1.14221
Belg	\$2.57400	Mexico	\$0.14561
Belgium	\$2.57400	Misc Services	\$43.06088
Belize	\$1.61659	Moldova	\$5.36250
Benin	\$9.38438	Monaco	\$5.36250
Bermuda	\$0.22151	Mongolia	\$0.09818
Bhutan	\$0.45458	Montenegro	\$2.66764
Bolivia	\$2.94938	Montserrat	\$1.78283
Bosnia Herz	\$1.22059	Morocco	\$5.36250



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Botswana	\$1.80304	Mozambique	\$1.94659
Br Virgin Isl	\$2.41313	Myanmar	\$1.04569
Brazil	\$0.15551	Namibia	\$1.26885
Brunei	\$2.87430	Namibia	\$1.26885
Bulgaria	\$2.89451	Nauru	\$16.08750
Burkina Faso	\$5.36250	Nepal	\$1.10344
Burundi	\$5.36250	Neth Antilles	\$1.22224
Cambodia	\$0.37991	Netherlands	\$1.34063
Cameroon	\$3.12634	New Caledonia	\$2.28401
Canada	\$0.61834	New Zealand	\$0.24750
Cape Verde	\$2.35950	Nicaragua	\$1.80098
Cayman Isl	\$1.46396	Niger	\$5.36250
Cen African Rep	\$3.56936	Nigeria	\$0.84728
Chad	\$5.36250	Niue	\$10.68499
Chile	\$0.15716	Norfolk Isl	\$8.69179
China	\$0.13654	Norway	\$0.14933
Colombia	\$0.18109	Oman	\$1.80345
Comoros	\$5.36250	Pakistan	\$0.31268
Congo	\$5.36250	Pakistan	\$0.28586
Congo Drp	\$5.36250	Palastine	\$9.24784
Cook Isl	\$6.97125	Palau	\$0.55234
Costa Rica	\$0.50325	Palestine	\$1.33279
Croatia	\$1.98413	Panama	\$5.36250
Cuba	\$5.06550	Papua NG	\$8.74088
Cyprus	\$0.72394	Paraguay	\$0.39971
Czech Rep	\$0.56183	Peru	\$0.08250
Denmark	\$0.08250	Philippines	\$0.96690
Diego Garcia	\$9.60919	Poland	\$0.52140
Djibouti	\$2.60783	Portugal	\$0.64515
Dominica	\$1.54028	Puerto Rico	\$0.09735
Dominican Rep	\$0.82046	Qatar	\$1.26844
East Timor	\$1.55513	Reunion	\$0.57255
Ecuador	\$1.78283	Romania	\$0.08869
Egypt	\$0.81634	Russia	\$1.30474
El Salvador	\$0.84728	Rwanda	\$3.05663
Eq Guinea	\$3.18945	Samoa Western	\$6.59588
Eritrea	\$1.73209	San Marino	\$1.60875
Estonia	\$5.36250	Sao Tome Princ	\$5.36250
Ethiopia	\$1.83810	Saudi Arabia	\$0.73219
Falkland Isl	\$10.89413	Senegal	\$3.21750
Faroe Isl	\$0.18026	Serbia	\$3.17955



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Fed Micronesia	\$3.69765	Seychelles	\$5.36250
Fiji	\$1.76509	Sierra Leone	\$5.36250
Finland	\$2.14500	Singapore	\$0.08250
Fr Polynesia	\$2.71466	SinT Maarten	\$0.96525
France	\$0.64350	Slovak Rep	\$0.37414
French Guiana	\$0.51645	Slovenia	\$3.93896
Gabon	\$3.12428	Solomon Isl	\$5.63063
Gambia	\$16.08750	Somalia	\$5.36250
Georgia	\$2.29061	South Africa	\$1.28494
Germany	\$0.09446	South Sudan	\$3.86595
Ghana	\$2.11819	Spain	\$4.55813
Gibraltar	\$0.98381	Sri Lanka	\$1.06178
Greece	\$0.40013	St Helena	\$11.95838
Greenland	\$2.30876	St Kitts Nevis	\$1.69455
Grenada	\$1.52955	St Lucia	\$3.66259
Grenada Mobile	\$1.42395	St Pierre	\$2.35414
Guadeloupe	\$0.88069	St Vincent	\$1.74818
Guam	\$0.09983	Sudan	\$1.23338
Guatemala	\$1.04115	Suriname	\$1.57121
Guinea Bissau	\$5.36250	Swaziland	\$1.82325
Guinea Rep	\$5.36250	Sweden	\$1.34063
Guyana	\$1.76344	Switzerland	\$2.57565
Haiti	\$16.08750	Syria	\$4.62784
Hawaii	\$0.08250	Taiwan	\$0.57833
Honduras	\$1.25606	Tajikistan	\$1.39590
Hong Kong	\$0.21368	Tanzania	\$2.36239
Hong Kong	\$0.21368	Thailand	\$0.18233
Hungary	\$0.47850	Thuraya	\$37.00125
Iceland	\$0.11426	Togo	\$7.97363
India	\$0.09611	Tokelau	\$11.08346
Indonesia	\$0.26978	Tonga	\$7.29300
India	\$0.09611	Trinidad Tobago	\$1.26885
Inmarsat	\$40.28558	Tunisia	\$5.36250
International Toll Free	\$0.00000	Turkey	\$1.17439
Iran	\$1.28453	Turkmenistan	\$1.13108
Iraq	\$1.39343	Turks Caicos	\$7.97363
Ireland	\$0.08250	Tuvalu	\$9.43800
Iridium	\$25.75485	UAE	\$1.14551
Israel	\$3.00300	Uganda	\$2.75096
Italy	\$0.55234	UK	\$1.58895
Ivory Coast	\$5.36250	Ukraine	\$1.36166



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Jamaica	\$1.50150	Uruguay	\$1.27710
Japan	\$0.21739	US Virgin Isl	\$0.15716
Jordan	\$1.38889	USA	\$0.08250
Kazakhstan	\$1.29484	Uzbekistan	\$1.03496
Kenya	\$1.91854	Vanuatu	\$6.59588
Kiribati	\$10.18875	Venezuela	\$0.76271
Korea Dpr	\$2.26050	Vietnam	\$0.38363
Korea Rep	\$0.08580	Wallis Futuna	\$2.59504
Kosovo	\$7.97363	Yemen	\$1.01310
Kuwait	\$0.38940	Zambia	\$7.97363
Kyrgyzstan	\$1.36909	Zimbabwe	\$3.32805
Laos	\$0.47644		

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Optional Equipment, User Software and Features

- A selection of optional equipment, features and user software are available, such as headsets, desk phones, Hunt Groups, Auto Attendants, Receptionist Application, Wall Board recording, transcription and call recording, sentiment analysis and more. Prices will depend on the options you select.

Hunt Groups and Auto Attendants will charge \$5 (Inc GST)* when assigned a DID.

- Phone numbers cost:
 - \$2.20 (Inc GST)* per DID/monthly
 - \$11.00 (Inc GST)* per ten number range/monthly
 - \$55.00 (Inc GST)* per hundred number range/monthly

Number/s can be ported depending on their Category (A or C) and can range between \$22.00 (Inc GST)* and \$340.00 (Inc GST)*. Note if a carrier rejects a port out, this may be incurred multiple times.

- Any hardware is POA based on requirements.
- Technician installation is POA based on complexity and requirements.

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Managed Service Support

Standard support is available during business hours: Monday – Friday, 9:00am – 5:00pm (local time), excluding public holidays.

Requests received outside standard hours will be addressed on the next business day unless the Customer has purchased an after-hours support arrangement.

Saturday, Sunday and public holidays is available on a fee-for-service basis at Hubify standard support rates.

We act as your dedicated support tier. We manage the day-to-day configuration and initial troubleshooting. If a core system or network fault occurs on the Hosted PBX platform, we manage the escalation directly with the Vendor on your behalf so you don't have to.



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Important Note for Managed Network & IT (MSP) Customers: If you hold an active Managed Network or IT Support agreement with us, any troubleshooting regarding local network infrastructure, firewalls, or broader Advanced PBX administration will be supported and covered in accordance with the terms, limits, and SLAs defined within that specific MSP agreement. Voice-specific software, carrier routing, and external telecom configurations remain strictly bound to this Advanced PBX support scope.

Inclusions	Exclusions
<p>Standard management covers the day-to-day administration and initial troubleshooting of your PBX infrastructure.</p> <ul style="list-style-type: none">Day-to-Day Administration (User Lifecycle) Creating, modifying, and deleting user extensions. Configuring voicemail-to-email, call forwarding, and basic permissions. Updating digital receptionist (IVR) greetings, ring groups, and call queues. Managing time conditions (e.g., business hours, holiday routing).Tier 1 & 2 Technical Support Troubleshooting inbound and outbound call failures. Supporting Hosted PBX desktop apps, mobile apps, and approved IP hardware phones. Basic troubleshooting of call routing and audio quality.Vendor Liaison & Escalation Monitoring overall system availability via vendor dashboards. Logging and managing tickets with the upstream Hosted PBX Vendor for core system outages. Coordinating with the Vendor for any backend platform updates or SIP trunk/carrier issues.Onsite Dispatch (Paid Add-on) Onsite Technician Booking: Where remote troubleshooting cannot resolve a hardware or phone issue, we can dispatch and book an onsite technician. Note: Onsite dispatches are fully billable and will incur additional charges at our standard professional services rates.	<p>The following items fall outside the standard management scope and are billable on a time-and-materials basis.</p> <ul style="list-style-type: none">Local Network Infrastructure: Troubleshooting local LAN/WAN issues, cabling, or local switches.Non-Managed Hardware: Configuration of firewalls or routers not supplied and managed by us.Integrations: Third-party CRM integrations, custom API development, or database linking.Self-Inflicted Issues: Reversing or fixing configuration changes made by the customer without our approval.

Customer Service & Complaints Handling

If you have questions regarding a new installation, existing service or your bill please call us on 1300 698 652.

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 <https://www.tio.com.au/> or by phone on 1800 062 058.

