

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	Service requires a 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.
Inclusions	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.
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, Hubify Hosted and SIP are not available for telemarketing, Call Centre function and similar uses.
Contract Terms	Available on 24-, 36-, 60-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.



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Pricing

Plan Name	24 Months Contract	36 Months Contract	60 Months Contract
SIP Freedom	Monthly \$41.97 Once Off Set Up \$0.00 Total Min Cost \$1,007.16	Monthly \$35.97 Once Off Set Up \$0.00 Total Min Cost \$1,294.92	Monthly \$29.98 Once Off Set Up \$0.00 Total Min Cost \$1,798.50
SIP Value	Monthly \$11.99 Once Off Set Up \$0.00 Total Min Cost \$287.76	Monthly \$11.99 Once Off Set Up \$0.00 Total Min Cost \$431.64	Monthly \$11.99 Once Off Set Up \$0.00 Total Min Cost \$719.40
Cloud Freedom	Monthly \$35.97 Once Off Set Up \$55.00 Total Min Cost \$918.28	Monthly \$35.97 Once Off Set Up \$55.00 Total Min Cost \$1,349.92	Monthly \$35.97 Once Off Set Up \$55.00 Total Min Cost \$2,213.20
Cloud Value	Monthly \$29.98 Once Off Set Up \$50.00 Total Min Cost \$769.40	Monthly \$29.98 Once Off Set Up \$25.00 Total Min Cost \$1,104.10	Monthly \$29.98 Once Off Set Up \$0.00 Total Min Cost \$1,798.50

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

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



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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
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



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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
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



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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
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 and more. Prices will depend on the options you select.
- Phone numbers cost:
 - \$1.63 (Inc GST)* per DID/monthly
 - \$9.35 (Inc GST)* per virtual mobile number/monthly
 - \$16.36 (Inc GST)* per ten number range/monthly
 - \$32.69 (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.



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- Any hardware is POA based on requirements.
- Technician installation is POA based on complexity and requirements.
- SIP Trunk for additional services is POA based on requirements and terms.
- NZ SIP is POA.

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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 SIP Trunk service provider and the primary single point of contact. We manage the provisioning, connection stability, and account-level routing of your phone lines. If a core telecommunications fault or upstream carrier routing issue occurs, we manage the diagnostic escalation directly with our underlying wholesale SIP vendor on your behalf.

The customer (or their designated third-party IT provider) remains responsible for the day-to-day configuration, maintenance, and management of their actual PBX phone system and internal network hardware.

Important Note for Managed Network & IT (MSP) Customers: If you hold an active Managed Network or IT Support agreement with us, any troubleshooting regarding your local firewall, internet connection, or PBX hosting infrastructure will be supported and covered in accordance with the terms, limits, and SLAs defined within that specific MSP agreement. If you do not have an MSP agreement with us, these items must be resolved by your internal IT team or external phone system vendor.

Inclusions	Exclusions
<p>Standard management covers the day-to-day administration and initial troubleshooting of your standard SIP Trunk infrastructure.</p> <ul style="list-style-type: none"> • Trunk Monitoring & Core Connectivity <p>Monitoring the status, registration, and uptime of the provided SIP Trunk up to the handoff point to the customer’s PBX public IP address. Troubleshooting outbound or inbound call delivery issues and performing initial packet/call trace diagnostics. Direct escalation and ticket management with our wholesale SIP vendor to resolve upstream carrier faults, connection dropouts, or downstream trunk registration failures.</p> <ul style="list-style-type: none"> • Number & Inbound Management <p>Managing inbound number routing (DID mapping) and capacity limits on the trunk level. Submitting and coordinating authorized Number Porting requests with our wholesale vendor from other carriers. Managing outbound Caller ID (CLID) presentation policies and emergency services address (E911/emergency location)</p>	<p>The following items fall outside the standard SIP Trunk management scope and are billable on a time-and-materials basis.</p> <ul style="list-style-type: none"> • PBX Configuration & Management <p>Any setup, troubleshooting, or administration inside the customer's physical or cloud phone system (e.g., creating extensions, modifying IVRs, programming ring groups).</p> <ul style="list-style-type: none"> • Endpoints & Applications <p>Configuration, firmware updates, or software support for physical desk phones, softphones, or mobile calling apps.</p> <ul style="list-style-type: none"> • Local Network & Firewalls <p>Troubleshooting local LAN/WAN issues, local internet service provider (ISP) drops, or local firewall/router NAT settings blocking SIP traffic.</p> <ul style="list-style-type: none"> • Self-Inflicted Failures <p>Reversing or resolving issues caused by customer-initiated changes to their public IP addresses, firewall rules, or SIP</p>



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database accuracy.

- **Failover Configurations**

Setting up and maintaining upstream disaster recovery or disaster-failover routes (e.g., instructing our wholesale vendor to automatically redirect calls to a mobile or alternative external number if the customer's on-premise PBX goes offline).

passwords without formal notification to us.

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.

