

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	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 number 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.
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: <ul style="list-style-type: none"> • 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.
Contract Terms	Unless otherwise specified, Hubify Inbound numbers are available on 24- and 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 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

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 set up charge which will require your acceptance.

Plan Name	24 Months Contract	36 Months Contract
13 Ultimate	Monthly \$100.00 Once Off Set Up \$981.00 Total Min Cost \$3,381.03	Monthly \$100.00 Once Off Set Up \$926.51 Total Min Cost \$4,526.54
1300 Ultimate	Monthly \$32.98 Once Off Set Up \$137.50 Total Min Cost \$928.97	Monthly \$27.26 Once Off Set Up \$137.50 Total Min Cost \$1,118.79
1800 Ultimate	Monthly \$32.98 Once Off Set Up \$137.50 Total Min Cost \$928.97	Monthly \$27.26 Once Off Set Up \$137.50 Total Min Cost \$1,118.79
Smart Number 1800	POA Subject to Availability	

Information is current as of 01/04/2026 and is subjected to change without notice. All prices listed include GST. This summary does not include any discounts or promotions.

Plan Type	Call Charges				
	Local	National	Mobile to Fixed	Mobile to Mobile	Fixed to Mobile
13 Ultimate	8c/min	8c/min	12c/min	20c/min	20c/min
1300 Ultimate	8c/min	8c/min	12c/min	20c/min	20c/min
1800 Ultimate	8c/min	8c/min	12c/min	20c/min	20c/min

Pricing is current and is subject to change without notice. All prices listed include GST. *Rates vary depending on type and destination.

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.

Number/s can be ported in depending on their Category (A or C). Unless otherwise advised, porting charges are \$143.00 (Inc GST)* per CAT C, and \$71.50 (Inc GST)* per CAT A. Note if a carrier rejects a port out, this may be incurred multiple times.

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

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Managed Service Support

Standard Support Hours: Monday – Friday, 9:00am – 5:00pm (local time), excluding public holidays.

After-Hours Support: Any inbound routing changes or modifications requested after hours will be handled on the next business day unless an after-hours support package is active.

Weekend/Emergency Faults: Major routing network faults can be raised, but non-essential administrative adjustments on weekends are billable at standard Hubify support rates.

Inclusions	Exclusions
<p>Standard management covers the day-to-day administration and initial troubleshooting of your virtual inbound infrastructure.</p> <ul style="list-style-type: none"> Answer Point Configuration Managing and updating the primary landing lines (e.g., redirecting your 1300/1800 number to a specific mobile, landline, or Hosted PBX call queue). Basic Inbound Routing Lifecycle Setting up or modifying simple time-of-day routing or basic ring groups associated with the number. Porting & Provisioning Management Handling the paperwork and technical execution required to port existing inbound numbers from other providers over to Hubify. Carrier Escalation If an upstream network or carrier fault blocks incoming traffic to your 1300/1800 line, Hubify directly manages the tier-1 escalation with the network vendor on your behalf. 	<p>The following advanced modifications or infrastructural elements fall outside the baseline management and are billable on a time-and-materials basis.</p> <ul style="list-style-type: none"> Advanced / Complex Routing Setting up complex geographical configurations (e.g., state-based routing, local postcode routing, or mobile location routing). Downstream Infrastructure Issues If your 1300 number fails to connect because your local office internet is down or your internal firewall is blocking the SIP traffic, troubleshooting those components is excluded (unless covered under a separate Hubify Managed Network/MSP agreement).

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.

