Critical Information Summary
Hubify 3CX Telephony

Service Description

Hubify 3CX Telephony is a voice telephony service supplied over your internet service. The internet service may be supplied by Hubify or by another service provider.

Requirements	Service requires a business-grade internet service (such as high-quality NBN, fibre, 5G, or enterprise-grade wireless) and a wired Ethernet port and it requires a minimum of 100kbps of uncongested upstream and downstream internet bandwidth for optimal quality. Hubify 3CX Telephony also requires a SIP trunk to make/receive calls to the public phone network (PSTN).
Inclusions	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 3CX Telephony also includes a range of telephony features such as integrated voice, video, and messaging, IVR (Digital Receptionist), ring groups, and call queues, and others. Version-Specific Inclusions • 3CX Basic Edition: Includes core telephony (intercom, paging, BLFs), user sync with Microsoft/Google, and basic reporting. • 3CX Professional: Adds call recording, CRM integration, hot desking, and enhanced reporting. • 3CX Enterprise/AI: Includes advanced features such as AI call transcription and summaries, sentiment analysis, AI receptionist, and skill-based routing.
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.
Contract Terms	Available on 12-, 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	12 Months Contract – Yearly License
3CX 8SC Enterprise Edition Annual	Total Cost **$1,017.50** Once Off Set Up **$0.00**
3CX 16 SC Enterprise Edition Annual	Total Cost **$1,936.00** Once Off Set Up **$0.00**
3CX 24 SC Enterprise Edition Annual	Total Cost **$2,645.50** Once Off Set Up **$0.00**
3CX 32 SC Enterprise Edition Annual	Total Cost **$3,173.50** Once Off Set Up **$0.00**
3CX 48 SC Enterprise Edition Annual	Total Cost **$4,411.00** Once Off Set Up **$0.00**
3CX 64 SC Enterprise Edition Annual	Total Cost **$5,720.00** Once Off Set Up **$0.00**
3CX 8SC Enterprise + Edition Annual	Total Cost **$1,325.50** Once Off Set Up **$0.00**
3CX 16 SC Enterprise + Edition Annual	Total Cost **$2,469.50** Once Off Set Up **$0.00**
3CX 24 SC Enterprise + Edition Annual	Total Cost **$3,349.50** Once Off Set Up **$0.00**
3CX 32 SC Enterprise + Edition Annual	Total Cost **$4,059.00** Once Off Set Up **$0.00**
3CX 48 SC Enterprise + Edition Annual	Total Cost **$5,742.00** Once Off Set Up **$0.00**
3CX 64 SC Enterprise + Edition Annual	Total Cost **$7,309.50** Once Off Set Up **$0.00**
3CX 4 SC Professional Edition Annual	Total Cost **$522.50** Once Off Set Up **$0.00**
3CX 8 SC Professional Edition Annual	Total Cost **$698.50** Once Off Set Up **$0.00**
3CX 16 SC Professional Edition Annual	Total Cost **$1,408.00** Once Off Set Up **$0.00**
3CX 24 SC Professional Edition Annual	Total Cost **$1,936.00** Once Off Set Up **$0.00**
3CX 32 SC Professional Edition Annual	Total Cost **$2,387.00** Once Off Set Up **$0.00**
3CX 48 SC Professional Edition Annual	Total Cost **$3,525.50** Once Off Set Up **$0.00**
3CX 64 SC Professional Edition Annual	Total Cost **$4,763.00** Once Off Set Up **$0.00**

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Hubify 3CX Telephony

Plan Name	12 Months Contract	24 Months Contract	36 Months Contract	60 Months Contract
EnterpriseX Cloud 4CE	-	Monthly **$262.46** Once Off Set Up **$550.00** Total Min Cost **$6,849.04**	Monthly **$262.46** Once Off Set Up **$275.00** Total Min Cost **$9,723.56**	Monthly **$262.46** Once Off Set Up **$0.00** Total Min Cost **$15,747.60**
EnterpriseX Cloud 8CE	-	Monthly **$394.35** Once Off Set Up **$1,100.00** Total Min Cost **$10,564.40**	Monthly **$394.35** Once Off Set Up **$550.00** Total Min Cost **$14,746.60**	Monthly **$394.35** Once Off Set Up **$0.00** Total Min Cost **$23,661.00**
EnterpriseX Cloud 16CE	-	Monthly **$526.24** Once Off Set Up **$1,100.00** Total Min Cost **$13,729.76**	Monthly **$526.24** Once Off Set Up **$550.00** Total Min Cost **$19,494.64**	Monthly **$526.24** Once Off Set Up **$0.00** Total Min Cost **$31,574.40**
EnterpriseX Cloud 24CE	-	Monthly **$658.13** Once Off Set Up **$2,200.00** Total Min Cost **$17,995.12**	Monthly **$658.13** Once Off Set Up **$1,100.00** Total Min Cost **$24,792.68**	Monthly **$658.13** Once Off Set Up **$0.00** Total Min Cost **$39,487.80**
EnterpriseX Cloud 32CE	-	Monthly **$921.91** Once Off Set Up **$2,200.00** Total Min Cost **$24,325.84**	Monthly **$921.91** Once Off Set Up **$1,100.00** Total Min Cost **$34,288.76**	Monthly **$921.91** Once Off Set Up **$0.00** Total Min Cost **$55,314.60**
EnterpriseX Cloud 48CE	-	Monthly **$1,251.64** Once Off Set Up **$3,300.00** Total Min Cost **$33,339.24**	Monthly **$1,251.64** Once Off Set Up **$1,650.00** Total Min Cost **$46,708.86**	Monthly **$1,251.64** Once Off Set Up **$0.00** Total Min Cost **$75,098.10**
EnterpriseX Cloud 64CE	-	Monthly **$1,647.31** Once Off Set Up **$4,400.00** Total Min Cost **$43,935.32**	Monthly **$1,647.31** Once Off Set Up **$2,200.00** Total Min Cost **$61,502.98**	Monthly **$1,647.31** Once Off Set Up **$0.00** Total Min Cost **$98,838.30**
EnterpriseX Plus Cloud 8CE	Monthly **$438.90** Once Off Set Up **$1,100.00** Total Min Cost **$6,366.80**	Monthly **$438.90** Once Off Set Up **$1,100.00** Total Min Cost **$11,633.60**	Monthly **$438.90** Once Off Set Up **$1,100.00** Total Min Cost **$16,900.40**	-
EnterpriseX Plus Cloud 16CE	Monthly **$570.90** Once Off Set Up **$1,100.00** Total Min Cost **$7,950.80**	Monthly **$570.90** Once Off Set Up **$1,100.00** Total Min Cost **$14,801.60**	Monthly **$570.90** Once Off Set Up **$1,100.00** Total Min Cost **$21,652.40**	-
ProX Cloud 4CP	-	Monthly **$178.65** Once Off Set Up **$550.00** Total Min Cost **$4,837.62**	Monthly **$178.65** Once Off Set Up **$275.00** Total Min Cost **$6,706.44**	Monthly **$178.65** Once Off Set Up **$0.00** Total Min Cost **$10,719.06**
ProX Cloud 8CP	Monthly **$213.40** Once Off Set Up **$1,100.00** Total Min Cost **$3,660.80**	Monthly **$298.55** Once Off Set Up **$1,100.00** Total Min Cost **$8,265.22**	Monthly **$298.55** Once Off Set Up **$550.00** Total Min Cost **$11,297.84**	Monthly **$298.55** Once Off Set Up **$0.00** Total Min Cost **$17,913.06**
ProX Cloud 16CP	-	Monthly **$418.45** Once Off Set Up **$1,100.00** Total Min Cost **$11,142.82**	Monthly **$418.45** Once Off Set Up **$550.00** Total Min Cost **$15,614.24**	Monthly **$418.45** Once Off Set Up **$0.00** Total Min Cost **$25,107.06**
ProX Cloud 24CP	-	Monthly **$538.35** Once Off Set Up **$2,200.00** Total Min Cost **$15,120.42**	Monthly **$538.35** Once Off Set Up **$1,100.00** Total Min Cost **$20,480.64**	Monthly **$538.35** Once Off Set Up **$0.00** Total Min Cost **$32,301.06**
ProX Cloud 32CP	-	Monthly **$658.25** Once Off Set Up **$2,200.00** Total Min Cost **$17,998.02**	Monthly **$658.25** Once Off Set Up **$1,100.00** Total Min Cost **$24,797.04**	Monthly **$658.25** Once Off Set Up **$0.00** Total Min Cost **$39,495.06**
ProX Cloud 48CP	-	Monthly **$958.00** Once Off Set Up **$3,300.00** Total Min Cost **$26,292.02**	Monthly **$958.00** Once Off Set Up **$1,650.00** Total Min Cost **$36,138.04**	Monthly **$958.00** Once Off Set Up **$0.00** Total Min Cost **$57,480.06**
ProX Cloud 64CP	-	Monthly **$1,197.80** Once Off Set Up **$4,400.00** Total Min Cost **$33,147.22**	Monthly **$1,197.80** Once Off Set Up **$2,200.00** Total Min Cost **$45,320.84**	Monthly **$1,197.80** Once Off Set Up **$0.00** Total Min Cost **$71,868.06**

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3CX Licensing – Key Limitation: 3CX licensing is based on the number of simultaneous calls (SC), which effectively determines the system capacity and user scalability.

Once a license tier is selected and deployed, downgrading to a lower tier is not supported. Upgrades to a higher tier (to support more concurrent calls or users) can be performed at any time.

Simultaneous Calls	Maximum Users / Extensions	Recommended Users / Extensions
4	15	1 - 15
8	40	16 - 40
16	80	41 - 80
24	120	81 - 120
32	192	121 – 192
48	288	193 - 288
64	384	289 - 384
96	672	385 - 672
128	896	673 - 896
192	1344	897 - 1344
256	2048	1345 - 2048
512	4096	2049 - 4096
124	8192	4097 - 8192

Call Charges	
3CX Telephony	Call charges vary depending on the upstream carrier and the specific calling requirements of each customer. We tailor SIP trunk pricing based on factors such as destination regions, call volumes, and service levels.

Optional Equipment, User Software and Features

- 3CX is a PBX service that provides a range of features, including advanced call flow design, detailed call reporting, call recording, and the option to use the built-in softphone and/or a handset.

- 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.

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

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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 for 3CX Telephony. We manage the day-to-day configuration and initial troubleshooting within your 3CX voice environment. If a backend platform issue or upstream network fault occurs, we manage the escalation directly with the vendor or the underlying telecom carrier/operator on your behalf.

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 3CX 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 3CX Telephony support scope.

Inclusions	Exclusions
Standard management covers the day-to-day administration and initial troubleshooting of your 3CX environment. • **3CX System Support** Monitoring of the 3CX system services and availability. Troubleshooting inbound and outbound call issues. Investigation and resolution of call routing or extension issues. Support for 3CX desktop and mobile applications. Basic call flow troubleshooting including ring groups, queues, and IVR. Support for voicemail configuration and troubleshooting. • **3CX Administration** User/extension creation, modification, and deletion. Configuration of extensions, voicemail, and call forwarding. Basic configuration of ring groups, call queues, and digital receptionist. Support for SIP trunk configuration and troubleshooting. Management of time conditions and call routing rules. • **3CX Monitoring & Maintenance** Monitoring system health and service availability. Log review and basic diagnostics. Applying approved 3CX updates and patches. Backup verification and basic recovery assistance (if backup is configured) • **3CX Vendor Escalation** Escalation to the 3CX vendor where issues require vendor intervention. Coordination with SIP providers or carriers where required for call delivery issues.	The following items fall outside the standard management scope and are billable on a time-and-materials basis. • Major system redesign or reconfiguration. • Network troubleshooting outside the 3CX platform (e.g., LAN/WAN issues). • Customer firewall or router configuration unless supplied and managed by Hubify. • Third-party integrations, CRM integrations, or custom development. • Onsite support services. • Training beyond basic operational guidance. • Recovery from customer-initiated configuration changes or unsupported modifications. • Work falling outside the standard support scope may be provided on a time and materials basis at the prevailing professional services rates.

Critical Information Summary
Hubify 3CX Telephony

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.