# 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.

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| **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 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.<br>Any once off: set up/technician/hardware charges will be added to the invoice.<br>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/.<br>A 30-day cancellation notice may be required. |

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## Pricing

| Plan Name | 12 Months Contract | 24 Months Contract | 36 Months Contract | 60 Months Contract |
|---|---|---|---|---|
| SIP Freedom | Monthly **$39.60**<br>Once Off Set Up **$0.00**<br>Total Min Cost **$475.20** | Monthly **$35.97**<br>Once Off Set Up **$0.00**<br>Total Min Cost **$863.28** | Monthly **$33.00**<br>Once Off Set Up **$0.00**<br>Total Min Cost **$1,188.00** | Monthly **$29.98**<br>Once Off Set Up **$0.00**<br>Total Min Cost **$1,798.50** |
| SIP Value | Monthly **$11.99**<br>Once Off Set Up **$0.00**<br>Total Min Cost **$287.76** | Monthly **$11.99**<br>Once Off Set Up **$0.00**<br>Total Min Cost **$287.76** | Monthly **$11.99**<br>Once Off Set Up **$0.00**<br>Total Min Cost **$431.64** | Monthly **$11.99**<br>Once Off Set Up **$0.00**<br>Total Min Cost **$719.40** |
| Cloud Freedom | Monthly **$35.97**<br>Once Off Set Up **$55.00**<br>Total Min Cost **$918.28** | Monthly **$35.97**<br>Once Off Set Up **$55.00**<br>Total Min Cost **$918.28** | Monthly **$35.97**<br>Once Off Set Up **$55.00**<br>Total Min Cost **$1,349.92** | Monthly **$35.97**<br>Once Off Set Up **$55.00**<br>Total Min Cost **$2,213.20** |
| Cloud Value | Monthly **$29.98**<br>Once Off Set Up **$50.00**<br>Total Min Cost **$769.40** | Monthly **$29.98**<br>Once Off Set Up **$50.00**<br>Total Min Cost **$769.40** | Monthly **$29.98**<br>Once Off Set Up **$25.00**<br>Total Min Cost **$1,104.10** | Monthly **$29.98**<br>Once Off Set Up **$0.00**<br>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.

| | Call Charges | | | | |
|---|---|---|---|---|---|
| Plan Type | 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 |

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

## 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 | | |

Pricing is current and is subject to change without notice. All prices listed include GST.

## 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 |
|---|---|
| Standard management covers the day-to-day administration and initial troubleshooting of your standard SIP Trunk infrastructure.<br>• **Trunk Monitoring & Core Connectivity**<br>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.<br>• **Number & Inbound Management**<br>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) | The following items fall outside the standard SIP Trunk management scope and are billable on a time-and-materials basis.<br>• **PBX Configuration & Management**<br>Any setup, troubleshooting, or administration inside the customer's physical or cloud phone system (e.g., creating extensions, modifying IVRs, programming ring groups).<br>• **Endpoints & Applications**<br>Configuration, firmware updates, or software support for physical desk phones, softphones, or mobile calling apps.<br>• **Local Network & Firewalls**<br>Troubleshooting local LAN/WAN issues, local internet service provider (ISP) drops, or local firewall/router NAT settings blocking SIP traffic.<br>• **Self-Inflicted Failures**<br>Reversing or resolving issues caused by customer-initiated changes to their public IP addresses, firewall rules, or SIP |

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| database accuracy.<br>• **Failover Configurations**<br>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.