

Critical Information Summary

Hubify MSTeams Telephony

Service Description

Hubify MSTeams Telephony are voice telephony services supplied over your internet service. The internet service may be supplied by Hubify or by another service provider.

Requirements & Availability

Hubify MSTeams requires fixed business grade internet service and a wired Ethernet port. An appropriate Microsoft license is required to make use of the telephony service.

Additionally, each MSTeams user will need to meet Microsoft's minimum requirements, specifically for licensing. For more information, see <https://learn.microsoft.com/en-us/microsoftteams/teams-add-on-licensing/microsoft-teams-add-on-licensing>.

Hubify MSTeams requires a 365 tenancy with DNS configured. Unless otherwise specified, a technician is required to program, configure and/or deploy your tenancy and MS Teams environment that will be utilizing Hubify MSTeams.

Included Features

Hubify MSTeams include an unlimited standard local and national calls to Australian landlines. Acceptable Use Policy applies to included calls.

Minimum Service Term

The Hubify Hosted service is available on 24, 36 & 60 month contract terms, or as defined by the MSA.

Exclusions

Hubify MSTeams 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 MSTeams is not available for telemarketing, Call Centre function and similar uses.



Monthly and Once-Off Charges

Plan Name	Monthly Charge (Inc GST)			Total Minimum Cost (Inc GST)		
	24 Month Contract	36 Month Contract	60 Month Contract	24 Month Contract	36 Month Contract	60 Month Contract
Microsoft Teams Calling Plan	\$22.00	\$22.00	\$22.00	\$528.00	\$792.00	\$1,320.00
Microsoft Teams Calling Plan – MSP Bundle	\$16.50	\$16.50	\$16.50	\$396.00	\$594.00	\$990.00

Information is current as of 06/05/2021 and is subject to change without notice. All prices quoted include GST.

Call Charges

Plan Type	Local Calls	Standard National Calls	Calls to Australian Mobiles	International*	1300 & 13*
MS Teams	Included	Included	14c/min	From 3c/min	33c/call

Information is current as of 06/05/2021 and is subject to change without notice. All prices quoted include GST. *Rates vary depending on type and destination.

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.

Hunt Groups and Auto Attendants will charge at \$5 when assigned a DID.

Phone numbers cost \$1.10/DID, or \$33 per hundred number range, and are ported depending on their Category (A or C). Unless otherwise advised, porting charges are \$495.00 per CAT C, and \$165.00 per CAT A. Note if a carrier rejects a port out, this may be incurred multiple times.

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. If handsets (where applicable) are not returned within 30 days of your service ending, or are returned faulty, additional charges of up to \$349 may apply.

Customer Service

If you have questions regarding a new installation, existing service or your bill please call us on **1300 482 439**.

Complaints Handling

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 www.tio.com.au/ or by phone on **1800 062 058**.



International Call Rates

Australia to International Calling Rates Timed charges rated per second	Timed (per minute – inc GST)
Afghanistan	\$1.50150
Alaska	\$0.37538
Albania	\$5.36250
Algeria	\$5.37859
American Samoa	\$0.92771
Andorra	\$1.91606
Angola	\$9.88639
Angola	\$0.94380
Anguilla	\$1.42560
Antigua Barbuda	\$2.63629
Argentina	\$1.12778
Armenia	\$2.11530
Aruba	\$1.69455
Ascension	\$10.61775
Aust Ant Base	\$9.56835
Austria	\$1.38064
Azerbaijan	\$2.35208
Bahamas	\$1.51924
Bahrain	\$1.11169
Bangladesh	\$0.09116
Barbados	\$1.53863
Belarus	\$5.36250
Belg	\$2.57400
Belgium	\$2.57400
Belize	\$1.61659
Benin	\$9.38438
Bermuda	\$0.22151
Bhutan	\$0.45458
Bolivia	\$2.94938
Bosnia Herz	\$1.22059
Botswana	\$1.80304
Br Virgin Isl	\$2.41313
Brazil	\$0.15551
Brunei	\$2.87430
Bulgaria	\$2.89451
Burkina Faso	\$5.36250
Burundi	\$5.36250



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Australia to International Calling Rates Timed charges rated per second	Timed (per minute – inc GST)
Cambodia	\$0.37991
Cameroon	\$3.12634
Canada	\$0.61834
Cape Verde	\$2.35950
Cayman Isl	\$1.46396
Cen African Rep	\$3.56936
Chad	\$5.36250
Chile	\$0.15716
China	\$0.13654
Colombia	\$0.18109
Comoros	\$5.36250
Congo	\$5.36250
Congo Drp	\$5.36250
Cook Isl	\$6.97125
Costa Rica	\$0.50325
Croatia	\$1.98413
Cuba	\$5.06550
Cyprus	\$0.72394
Czech Rep	\$0.56183
Denmark	\$0.08250
Diego Garcia	\$9.60919
Djibouti	\$2.60783
Dominica	\$1.54028
Dominican Rep	\$0.82046
East Timor	\$1.55513
Ecuador	\$1.78283
Egypt	\$0.81634
El Salvador	\$0.84728
Eq Guinea	\$3.18945
Eritrea	\$1.73209
Estonia	\$5.36250
Ethiopia	\$1.83810
Falkland Isl	\$10.89413
Faroe Isl	\$0.18026
Fed Micronesia	\$3.69765
Fiji	\$1.76509
Finland	\$2.14500
Fr Polynesia	\$2.71466
France	\$0.64350
French Guiana	\$0.51645



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Gabon	\$3.12428
Gambia	\$16.08750
Georgia	\$2.29061
Germany	\$0.09446
Ghana	\$2.11819
Gibraltar	\$0.98381
Greece	\$0.40013
Greenland	\$2.30876
Grenada	\$1.52955
Grenada Mobile	\$1.42395
Guadeloupe	\$0.88069
Guam	\$0.09983
Guatemala	\$1.04115
Guinea Bissau	\$5.36250
Guinea Rep	\$5.36250
Guyana	\$1.76344
Haiti	\$16.08750
Hawaii	\$0.08250
Honduras	\$1.25606
Hong Kong	\$0.21368
Hong Kong	\$0.21368
Hungary	\$0.47850
Iceland	\$0.11426
India	\$0.09611
Indonesia	\$0.26978
India	\$0.09611
Inmarsat	\$40.28558
International Toll Free	\$0.00000
Iran	\$1.28453
Iraq	\$1.39343
Ireland	\$0.08250
Iridium	\$25.75485
Israel	\$3.00300
Italy	\$0.55234
Ivory Coast	\$5.36250
Jamaica	\$1.50150
Japan	\$0.21739
Jordan	\$1.38889
Kazakhstan	\$1.29484
Kenya	\$1.91854



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Kiribati	\$10.18875
Korea Dpr	\$2.26050
Korea Rep	\$0.08580
Kosovo	\$7.97363
Kuwait	\$0.38940
Kyrgyzstan	\$1.36909
Laos	\$0.47644
Latvia	\$5.36250
Lebanon	\$1.24658
Lesotho	\$7.53308
Liberia	\$5.36250
Libya	\$2.08601
Liechtenstein	\$5.36250
Lithuania	\$5.36250
Luxembourg	\$1.25483
Macau	\$0.75075
Macedonia	\$2.59545
Madagascar	\$5.36250
Malawi	\$2.85574
Malaysia	\$0.08250
Maldives	\$5.94165
Mali	\$5.36250
Malta	\$3.81728
Mariana Isl	\$0.23513
Marshall Isl	\$1.73168
Martinique	\$4.29000
Mauritania	\$5.36250
Mauritius	\$0.64350
Mayotte	\$1.14221
Mexico	\$0.14561
Misc Services	\$43.06088
Moldova	\$5.36250
Monaco	\$5.36250
Mongolia	\$0.09818
Montenegro	\$2.66764
Montserrat	\$1.78283
Morocco	\$5.36250
Mozambique	\$1.94659
Myanmar	\$1.04569
Namibia	\$1.26885



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Namibia	\$1.26885
Nauru	\$16.08750
Nepal	\$1.10344
Neth Antilles	\$1.22224
Netherlands	\$1.34063
New Caledonia	\$2.28401
New Zealand	\$0.24750
Nicaragua	\$1.80098
Niger	\$5.36250
Nigeria	\$0.84728
Niue	\$10.68499
Norfolk Isl	\$8.69179
Norway	\$0.14933
Oman	\$1.80345
Pakistan	\$0.31268
Pakistan	\$0.28586
Palastine	\$9.24784
Palau	\$0.55234
Palestine	\$1.33279
Panama	\$5.36250
Papua NG	\$8.74088
Paraguay	\$0.39971
Peru	\$0.08250
Philippines	\$0.96690
Poland	\$0.52140
Portugal	\$0.64515
Puerto Rico	\$0.09735
Qatar	\$1.26844
Reunion	\$0.57255
Romania	\$0.08869
Russia	\$1.30474
Rwanda	\$3.05663
Samoa Western	\$6.59588
San Marino	\$1.60875
Sao Tome Princ	\$5.36250
Saudi Arabia	\$0.73219
Senegal	\$3.21750
Serbia	\$3.17955
Seychelles	\$5.36250
Sierra Leone	\$5.36250



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Singapore	\$0.08250
SinT Maarten	\$0.96525
Slovak Rep	\$0.37414
Slovenia	\$3.93896
Solomon Isl	\$5.63063
Somalia	\$5.36250
South Africa	\$1.28494
South Sudan	\$3.86595
Spain	\$4.55813
Sri Lanka	\$1.06178
St Helena	\$11.95838
St Kitts Nevis	\$1.69455
St Lucia	\$3.66259
St Pierre	\$2.35414
St Vincent	\$1.74818
Sudan	\$1.23338
Suriname	\$1.57121
Swaziland	\$1.82325
Sweden	\$1.34063
Switzerland	\$2.57565
Syria	\$4.62784
Taiwan	\$0.57833
Tajikistan	\$1.39590
Tanzania	\$2.36239
Thailand	\$0.18233
Thuraya	\$37.00125
Togo	\$7.97363
Tokelau	\$11.08346
Tonga	\$7.29300
Trinidad Tobago	\$1.26885
Tunisia	\$5.36250
Turkey	\$1.17439
Turkmenistan	\$1.13108
Turks Caicos	\$7.97363
Tuvalu	\$9.43800
UAE	\$1.14551
Uganda	\$2.75096
UK	\$1.58895
Ukraine	\$1.36166
Uruguay	\$1.27710
US Virgin Isl	\$0.15716



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USA	\$0.08250
Uzbekistan	\$1.03496
Vanuatu	\$6.59588
Venezuela	\$0.76271
Vietnam	\$0.38363
Wallis Futuna	\$2.59504
Yemen	\$1.01310
Zambia	\$7.97363
Zimbabwe	\$3.32805



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