
Hyatt Sydney Partners with Broadband Solutions to Power Next-Generation SmartPABX Connectivity

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SYDNEY, AUSTRALIA / Monday 27 October, 2025 – Caption by Hyatt Sydney, the first Caption-branded property to open in the Southern Hemisphere, has partnered with leading telecommunications provider Broadband Solutions to deliver a state-of-the-art SmartPABX telephony solution for the hotel’s 170 rooms and operations network.

The collaboration marks a significant milestone in Hyatt’s ongoing digital transformation journey, equipping the brand’s newest lifestyle hotel with a next-generation hybrid telephony platform featuring cloud failover, enhanced reliability, and scalable performance to support modern guest communications and operational efficiency.

Delivered as part of Broadband Solutions’ broader hospitality portfolio, the system represents the latest generation of SmartPABX technology, designed specifically for hotels seeking to modernise traditional telephony infrastructure without compromising uptime or support. The deployment strengthens Broadband Solutions’ reputation as a trusted technology partner for global hotel groups, already servicing hundreds of sites across Australia and expanding throughout the Asia-Pacific region.

“Hyatt’s confidence in our SmartPABX platform is a strong endorsement of our long-term commitment to the hospitality sector,” said Sam Bashiry, Founder of Broadband Solutions. **“This collaboration demonstrates what’s possible when leading-edge technology meets visionary hotel design, fast deployment, zero downtime, and a guest experience backed by reliable connectivity.”**

As the first Caption by Hyatt hotel in the Southern Hemisphere, the Sydney property sets a new benchmark for lifestyle-driven hospitality, integrating modern design, social spaces, and future-ready technology throughout its 15-storey build.

Broadband Solutions’ SmartPABX rollout at Caption by Hyatt Sydney further cements its position as the go-to communications partner for the region’s most innovative hotel brands.

About Broadband Solutions: Broadband Solutions is an Australian-owned telecommunications provider specialising in connectivity, network infrastructure, and managed services for the hospitality, education, enterprise, and retail sectors. With more than 700 hotels nationwide under management, the company is the trusted technology partner behind Australia’s leading hospitality brands.

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