

## 3CX · RENEWALS · 2026

# Your 3CX Renewal Changed. Here Is What to Ask

If your 3CX quote went up, if someone mentioned an extension limit, or if the edition you were on no longer exists, none of that is a mistake.

Three changes, and one of them explains most of the surprises. 3CX prices on simultaneous calls, not on handsets, and extensions were widely understood to be effectively unlimited. In late 2025 a **fair use policy** put a published ceiling on that: roughly **five to eight extensions per simultaneous call**, so an 8SC licence allows 40 extensions, 16SC allows 80, 32SC allows 176. Warnings appeared at renewals from **1 January 2026** and **enforcement started 1 April 2026**, with non-compliant systems risking loss of technical support. If you have a phone in every room and only a few calls at once, you are the profile this affects. Second, on **23 April 2026** the editions were consolidated. Enterprise Plus retired, Enterprise renamed **AI Edition**, which is why AI answering now sits in the top tier.

## ■ The short version

| What changed                                                                                      | When                                    | What it means at your desk                                                        |
|---------------------------------------------------------------------------------------------------|-----------------------------------------|-----------------------------------------------------------------------------------|
| Extension fair use policy, a published maximum number of extensions per simultaneous call licence | Ratios effective from late October 2025 | The handset count that used to be free of charge now has a ceiling attached to it |
| Renewal warnings for systems over the limit                                                       | From 1 January 2026                     | This is where most people first heard about it, in a quote                        |
| Enforcement begins, with a grace period; systems still over risk losing technical support         | From 1 April 2026                       | “We can leave it for now” stopped being an option                                 |
| Editions consolidated. Enterprise Plus retired, Enterprise renamed AI Edition                     | 23 April 2026                           | Free, Basic, PRO and AI. The AI features sit at the top                           |
| Trial and hosting changes                                                                         | 2025. 2026                              | Mostly relevant to your IT provider rather than to you                            |

## ■ Also worth knowing

| Simultaneous calls you licence | Maximum handsets/extensions |
|--------------------------------|-----------------------------|
| 8                              | 40                          |
| 16                             | 80                          |
| 32                             | 176                         |
| 64                             | 384                         |
| 96                             | 576                         |
| 128                            | 768                         |

### This is not a story about a company behaving badly

Every one of those changes is a defensible commercial decision, and unlimited handsets against a licence priced on concurrent calls was always going to be tightened eventually. **The point of this page is not that 3CX did something wrong.** It is that the changes landed on customers who had no visibility of them and no say in them, and that is worth understanding before you sign another term on the same basis.

## ■ Questions the full guide answers

- ☐ Why did my 3CX renewal price go up in 2026?
- ☐ Which businesses are affected by the 3CX extension limit?
- ☐ What is the difference between a phone licence and a phone service?
- ☐ How do I compare my 3CX costs against a cloud phone service?
- ☐ Why is AI answering only on the top 3CX tier?
- ☐ Should I switch away from 3CX?
- ☐ What should I ask before renewing my phone system?

### This is the summary. The guide has the detail.

Every point above is worked through in full on our site, with the Australian context, the numbers and the exceptions. If you would rather talk it through, call **1300 663 222** or visit **[vocphone.com/about/contact-us](https://vocphone.com/about/contact-us)**.