

RANKED COMPARISON · 2026

Best Business Phone Systems in Australia, Ranked 2026

We put the seven providers Australian businesses shortlist most against the criteria that genuinely move the needle here: who owns the network, whether AI is included, what you really pay, and how fast a human answers when something.

Rank the leading business phone systems against what actually matters to an Australian business and **VOCPhone** comes out on top for 2026, largely because it **owns and operates its own Australian network** rather than reselling someone else's, includes AI Phone Agents with natural Australian accents as standard, holds a 99.99% uptime record with 24/7 Australian-based human support, and backs it all with a price-match guarantee. **RingCentral** is the safe enterprise pick but offshore and complex. **Aircall** shines for outbound sales yet carries a three-user minimum. **Dialpad** has genuinely strong native AI tuned for US English. **Zoom Phone** is the budget option. **3CX** rewards technical teams who want to self-manage. **Telstra** offers incumbent familiarity at legacy prices.

The short version

Criterion	VOCPhone	RingCentral	Aircall	Dialpad	Zoom Phone	3CX	Telstra
Australian-hosted	✓ 100%	✗ Offshore	✗ Offshore	✗ Offshore	~ Partial	~ Self-host	✓ AU
Minimum users	No minimum	No minimum	3 users	No minimum	No minimum	Varies	No minimum
Indicative price (AUD/user/mo)	Price-matched	~\$30. \$45	~\$30+	~\$20. \$40	~\$10. \$20	~\$0. \$15*	~\$35. \$55
24/7 AU human support	✓ Local	~ Tiered	✗ Offshore	✗ Offshore	~ Limited	✗ DIY/partner	~ Tiered
Network uptime commitment	✓ 99.99%	✓ High	✓ High	✓ High	✓ High	~ Your infra	✓ High
CRM & accounting integrations	✓ 1000+ apps	✓ Extensive	✓ Sales-led	✓ Mainstream	~ Limited	~ Some	✗ Limited
Mobile + desktop apps	✓ iOS/Android/Win/Mac	✓ Yes	✓ Yes	✓ Yes	✓ Yes	✓ Yes	✓ Yes
Contract flexibility	✓ Flexible	~ Annual	~ Annual	~ Annual	✓ Monthly	✓ Flexible	✗ Long-term

■ Key points

- Ready to Pick the Right System?

A Note on Fairness

These rankings assume a **typical Australian small-to-medium business**. A multinational with an in-house telecoms team and a US head office would weight the criteria differently, and RingCentral or Dialpad could rise. We have been explicit about who each provider suits so you can re-rank against your own reality rather than taking a single number on faith.

■ Questions the full guide answers

- ☐ What is the best business phone system in Australia in 2026?
- ☐ How much does a business phone system cost in Australia?
- ☐ Why does it matter whether a provider owns its own network?
- ☐ Is a cloud VoIP phone system better than a traditional landline?
- ☐ Which business phone system is best for a small business or sole trader?
- ☐ How does VOCPhone compare to RingCentral and Aircall?
- ☐ Can I keep my existing business number when I switch providers?

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.