

2026 TRADIE GUIDE

The Best Phone System for Tradies: Never Miss a Job

You're up a ladder, under a house, or elbow-deep in a switchboard. You can't answer. Every missed call is a job that goes to the next tradie on Google. Here's how an AI phone agent catches every single one.

If you're a plumber, sparkie, builder, chippie, HVAC tech, landscaper or mechanic, the **best phone system for tradies** is one that answers every call while you're on the tools. A VOCPhone AI phone agent picks up in a natural Australian accent, qualifies the job, books it, and texts you the customer's name, address and what they need, then pushes the genuine emergencies straight to your mobile. You get a professional business number separate from your personal one, cover after hours and on weekends, and it all works from the ute or the site. Since a large share of calls to small businesses go unanswered and most voicemail callers never ring back, missing just one \$600 job a week is over **\$31,000 a year** handed to your competitor. VOCPhone runs on its own Australian network, includes AI in the plan (not as an add-on), has no forced seat minimum, and scales from a solo operator to a full crew.

The short version

What matters	Personal Mobile + Voicemail	Human Answering Service	VOCPhone AI
Works after hours & weekends	X Voicemail	~ Extra cost	✓ Always on
Qualifies & books the job	X	~ Takes a message	✓ Books & confirms
Texts you the details	X	~ Sometimes	✓ Instantly
Keeps your mobile private	X It's your number	✓	✓ Separate business line
Cost as you get busier	Cheap, but leaks jobs	\$\$\$ per call / month	Flat per-seat pricing
Australian & local	✓ You	~ Often offshore	✓ Own AU network
Feeds your job software	X	X	✓ APIs + Xero

■ Key points

- Hear It Answer Your Phone
- Stop Handing Jobs to the Next Tradie on Google

The voicemail trap

Most tradies think voicemail is a safety net. It isn't. In the trades, voicemail is where jobs go to die. A customer with an urgent problem won't wait for a callback, and even happy repeat customers find it painful. If your answer to missed calls is "they can leave a message", you're quietly handing most of those callers straight to your competition.

■ Questions the full guide answers

- ☐ What is the best phone system for tradies in Australia?
- ☐ How much does a missed call actually cost a tradie?
- ☐ Can an AI answer my phone while I'm on the tools?
- ☐ Do I get a separate business number, or does it use my mobile?
- ☐ Will it work with my job management and accounting software?
- ☐ What happens to calls after hours and on weekends?
- ☐ I'm a one-man band. Is this overkill for a solo tradie?

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.