

2026 PRICING GUIDE

What a Business Phone System Really Costs in Australia

A no-spin breakdown of 2026 pricing: the three ways systems are sold, typical per-user ranges, the fees that hide off the pricing page, cloud versus on-premise, and worked scenarios for 5, 10 and 25-user businesses.

For most Australian businesses in 2026, a modern cloud (VoIP) phone system costs a **per-user, per-month subscription of roughly \$10 to \$50** (illustrative), with a full-featured business plan usually landing around **\$25 to \$35 per user**. On top you may pay for optional desk handsets and one-off setup or porting fees. A traditional **on-premise PBX** instead demands a big upfront capital outlay, commonly **\$8,000 to \$30,000-plus**, plus maintenance, which rarely stacks up now the copper PSTN and ISDN have been retired under the NBN. The real cost trap is not the headline price but the **add-ons**: minimum seats, AI charged per minute, call recording, integrations, setup and lock-in contracts. Compare on *total* monthly cost, including every add-on you will use.

The short version

Tier	Typical price / user / month	What you usually get	Commonly missing (add-on)
Entry / Starter	\$10. \$20	Calling, voicemail, basic forwarding, one app	Call recording, integrations, AI, analytics
Business / Pro	\$20. \$35	Above plus IVR menus, call queues, some integrations, SMS	AI agents, advanced analytics, extra integrations
Premium / Enterprise	\$35. \$50+	Full feature set, advanced analytics, most integrations	AI often still metered or per-seat

■ Also worth knowing

Cost factor	On-Premise PBX	Cloud / Hosted (e.g. VOCPhone)
Upfront hardware & install	X \$8,000. \$30,000+	✓ \$0 required (apps free)
Monthly cost	~ Line rental + maintenance	✓ Predictable per-user fee
Maintenance & updates	X Your responsibility / contract	✓ Handled by provider
Scaling up or down	X Hardware project	✓ Add/remove users in minutes
Hardware replacement	X Every 5. 10 years	✓ None
Business continuity	X Down if site power/internet fails	✓ Auto reroute to mobile
Works after PSTN/ISDN retirement	~ Needs SIP retrofit	✓ Built for the NBN era

Why the Model Matters When You Compare

A \$12,000 on-premise quote and a \$30-per-user cloud quote are not comparable until you spread both over the same period and add the same ongoing costs. Over five years, that \$30-per-user plan for a 10-person team is around \$18,000 in subscription, but with zero upfront outlay, no maintenance contract and no hardware to replace. Always convert every quote to a **total cost over three to five years** before deciding.

■ Questions the full guide answers

- ☐ How much does a business phone system cost in Australia?
- ☐ What is a fair per-user price for a VoIP phone system in Australia?
- ☐ What hidden costs should I watch for in a phone system quote?
- ☐ Is a cloud phone system cheaper than an on-premise PBX?
- ☐ Do I have to pay extra for AI on a business phone system?
- ☐ How much does it cost to run a phone system for a 10-person business?
- ☐ Are there setup or installation fees for a business 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.