

BUYER TEST SHEET · 2026

The Business Phone System Shortlist Test

Seven tests, one afternoon, and a long list of providers becomes the two worth a proper demo.

Every business phone system provider lists the same forty features, and almost all of them work. The differences that cost you money only show up on a bad day: the internet drops, a handset dies at 4:50 on a Friday, or you want to leave. **Test those, not the features.** You need your provider list, your mobile, a timer, and three facts: your exact headcount, your numbers, and how many people want a desk phone versus the app.

The seven tests

Test	How to run it	A pass looks like
1. The 4:45 call	Ring support, not sales, late in the day. Time it to a person who can help.	A person in Australia within minutes who answers a real question.
2. The network	Ask: do you own the network my calls run on, or resell another platform?	A clear yes and where it is hosted, or an honest reseller answer with an escalation path.
3. Headcount quote	Email your headcount, numbers and devices. Ask for one monthly total.	One all-in figure in writing, term stated, one off costs listed.
4. The way out	Ask exit costs, notice period and how porting out works.	Exit terms in writing and a clear yes on porting your numbers out.
5. Hands on	Use the desktop and mobile apps before any sales call.	Something to try, and a transfer you can do without instructions.
6. Where it lives	Ask where calls are processed and recordings stored.	Australia, named, and in writing for your account.
7. The drop test	Ask what happens to a call when your office internet fails.	Calls keep ringing on the mobile app or fail over where you choose.

The fails are not subtle

A ticket number instead of a person. "We partner with leading carriers." "It depends." Exit fees explained after signing. Nothing to try until you book a meeting. "It is in the cloud." An engaged tone when the internet drops. Any one of these is worth writing down. Three of them is a provider to remove.

■ The tally. Score 2 for a pass, 1 for partial, 0 for a fail

Test	Provider A	Provider B	Provider C
1. The 4:45 call	/2	/2	/2
2. The network	/2	/2	/2
3. Headcount quote	/2	/2	/2
4. The way out	/2	/2	/2
5. Hands on	/2	/2	/2
6. Where it lives	/2	/2	/2
7. The drop test	/2	/2	/2
Total. Under 9 comes off the list	/14	/14	/14

Why not weight the features?

Because the providers that pass these seven tests almost always have the features too. The reverse is not true. A long feature list is easy to build. A support line that answers at 4:45 is not.

■ How VOCPhone answers, and how to check

- **The 4:45 call:** our local team in Australia, with our AI agent after hours. Ring 1300 663 222 and time us.
- **The network:** we own and operate our own network, hosted in Australia. Not a reseller. 15+ years, 99.99% uptime.
- **Headcount quote:** \$84.90 a month including 3 users on a 36 month term, then \$30 per extra user. \$0 setup, \$0 porting, price match. Calculator at vocphone.com/pricing.
- **The way out:** month to month at \$104.90 a month if you prefer, and your numbers go with you.
- **Hands on:** live demos at vocphone.com/desktop-app and vocphone.com/mobile-app.
- **Where it lives:** Australian owned, network hosted in Australia. Ask for your account in writing.
- **The drop test:** the mobile app keeps ringing on mobile data, and you choose the failover.

Next step

Book a proper demo with your top two. Ours is a free 30 minutes built around your own calls: vocphone.com/book-demo or 1300 663 222.