

PILLAR GUIDE · 2026

Business VoIP in Australia: The Calling Layer Explained

What business VoIP really is, how it works, how it stacks up against a landline and full UCaaS, the honest trade-offs, pricing, number porting, security, and why it pays to choose a provider that owns its own network rather than.

Business VoIP carries your calls over the internet instead of the retired copper network. It is cheaper, far more flexible, and packed with features a landline could never offer: one business number that follows you across desk phone, laptop and mobile. With Australia's copper PSTN switched off under the NBN migration, VoIP is now the *default* way a business gets a phone line. The honest trade-offs are that VoIP leans on your internet and power, so failover and call quality matter, and provider quality varies wildly. When you choose, weigh up who actually **owns the network** (an operator, not a reseller), whether hosting and support are Australian, whether AI is included or bolted on, and whether pricing is transparent. VOCPhone ticks all four: Australian-owned, running on its own network with 99.99% uptime, AI Phone Agents included, number portability, and a price guarantee.

The short version

Capability	Landline / On-Prem PBX	Business VoIP	Full UCaaS (VOCPhone)
Voice calling	✓ Copper / on-site	✓ Over the internet	✓ Over the internet
Mobile + desktop apps	✗ Desk phone only	✓ Included	✓ Free, all platforms
Auto-attendant & routing	~ Extra hardware	✓ Built in	✓ Built in
Video meetings & messaging	✗	~ Sometimes	✓ Built in
CRM & accounting integrations	✗	~ Limited	✓ Xero, Salesforce, HubSpot, Zoho+
Scale up or down	✗ Hardware project	✓ Minutes	✓ Minutes
Runs on retired copper PSTN	✗ Being switched off	✓ Future-proof	✓ Future-proof

■ Key points

- Never miss the call that pays the bills

The Plain-English Version

VoIP turns your voice into data, sends it over the internet, and turns it back into sound. It barely touches your bandwidth, but it cares deeply about a stable, low-latency connection. That is why a solid business internet service paired with an Australian network operator like VOCPhone delivers call quality that matches or beats the old copper line, without copper's cost or limits. Because VOCPhone runs its own network rather than reselling capacity, it controls that round trip end to end.

■ Questions the full guide answers

- ☐ What is business VoIP, in plain English?
- ☐ How is VoIP different from a traditional landline?
- ☐ VoIP or UCaaS, which do I actually need?
- ☐ What happens to my VoIP calls if the power or internet goes out?
- ☐ Can I keep my existing business number when I move to VoIP?
- ☐ How much should business VoIP cost in Australia?
- ☐ Is business VoIP secure enough for my customer data?

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.