

STEP-BY-STEP MIGRATION GUIDE

How to Switch to an AI Phone System — Without the Downtime

Keep your number, lose the disruption, and let VOCPhone do the heavy lifting. A practical, reassuring walk-through of exactly what happens when you move to an AI Phone Agent.

Switching to an AI phone system is far simpler than most owners fear. With VOCPhone you **keep your existing number**, there is **zero downtime**, and the **Australian onboarding team does the setup for you**, no DIY. It runs in five clear steps: a free demo and discovery call, porting your number, designing your call flows and AI Phone Agent, rolling out your apps and devices, then testing and going live on a schedule you pick. Most businesses are fully switched within one to two weeks. Because VOCPhone owns its own network, call handling lives in the cloud, so even a local internet outage won't drop your calls.

■ The short version

Stage	What happens	Typical timing
Days 1. 2	Sign up; submit porting authority; onboarding begins the build.	1. 2 days
Days 2. 5	Call flows and AI Phone Agent designed; apps and devices configured.	2. 4 days
Days 3. 7	Full testing alongside your existing service; team training.	1. 3 days

■ Key points

- Your call flows
- Make the switch the easy way

No pressure just to look

The demo and discovery call cost nothing and commit you to nothing. Plenty of owners book one simply to understand what's possible before deciding. For the wider context first, read our complete guide to AI business phone systems in Australia.

■ Questions the full guide answers

- ☐ Will I really keep my existing phone number?
- ☐ Will my phones be down during the switch?
- ☐ Do I have to set anything up myself?
- ☐ How long does switching take?
- ☐ What happens if my internet or the NBN goes down?
- ☐ Is there a contract or minimum number of users?
- ☐ What does it cost to switch?

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.