MULTI-LOCATION · OPERATIONS · 2026

Nine Locations, Nine Phone Bills, No Reports

Nine locations, nine bills, four platforms, three admin logins nobody at head office has, and one question you cannot answer: how many calls did the business miss last month? No individual decision along the way was wrong.

Multi-location phone estates accumulate; they are almost never designed. Each location opens under time pressure, somebody local sorts out a phone service, and the result is many bills, several platforms, numbers registered to assorted entities, and no network-level reporting. **The largest cost is invisible.** It is not the duplicated line rentals, it is unanswered calls, which are individually trivial per site and enormous across nine. Add up last month's ring-outs, empty voicemails and queue abandons across every location and the number usually exceeds the entire telephony spend. **Two more costs follow:** every site staffed for its own peak with no way to share load, and a customer who deals with two locations meeting two different businesses.

The short version

Nine separate services	One platform	
Monthly service cost	$4,180 across four providers, nine bills	$2,790, one bill
Per-site support and maintenance	$690/month total, three contracts	Included
Admin effort	Nine logins, four interfaces, no single view	One view, delegated per site
Unanswered calls last month	Unknown, no consolidated figure exists	Reported, per site and total, one definition
Overflow between sites	Not possible	By time of day, queue depth or availability
Cross-site internal calls	Charged as external calls	Four digits, no charge
Adding a location	A new procurement, 4. 8 weeks	A configuration, same week

Also worth knowing

Change	What it means day to day
Each location is an object, not a box	Its own numbers, hours, greetings, queues, holidays and staff. Edit one without touching the rest. Nothing on site but handsets, apps and a router.
One dial plan	Four digits between any two locations, any state, no charge. Internal calls stop being external calls.
Shared queues	A queue can be served by people in three locations. The caller does not know or care where the person answering is sitting.
Delegated administration	The site manager changes their own hours and staff. They cannot change another site, or override what the business has fixed centrally.
People, not desks	Someone covering three locations is one identity who logs in wherever they are. No second handset, no second licence, no forwarding chain.
One reporting definition	Per site, per region, consolidated. A comparison between two locations becomes a real comparison instead of an argument about how each system counts.

This is worth saying out loud before any project starts

Every decision in that list was the fastest correct decision available at the time. **The estate is not evidence of carelessness; it is evidence of nine deadlines.** Projects that begin by implying otherwise lose the site managers in the first meeting, and the site managers are the people who have to make the new arrangement work.

Questions the full guide answers

- [ ] Can multiple business locations share one phone system?
- [ ] What does running separate phone systems at each location actually cost?
- [ ] Will consolidating our phone system mean losing our local numbers?
- [ ] How can locations in different time zones cover each other's calls?
- [ ] Who gets credit for a sale when another branch answers the call?
- [ ] How do you move several locations to a new phone system safely?
- [ ] Isn't one phone platform across all our sites a single point of failure?

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.**