

NBN BUSINESS PHONE · 2026

Your Business Phone on the NBN: How VOCPhone Actually Works

The copper phone line is history and your calls now travel over the internet. Here is the plain-English guide to running a cloud phone over any NBN connection, how little bandwidth voice really needs, keeping your number, staying.

The old copper **PSTN and ISDN network has been switched off**, so traditional business lines no longer work the way they did. Calls now run as **VoIP over the top of your internet connection**, which for most businesses is delivered by the NBN. A cloud phone like **VOCPhone is not tied to a phone line at all**: it runs over any NBN technology (FTTP, FTTC, FTTN, HFC, Fixed Wireless, business fibre) and even over 4G/5G. Voice is remarkably light, around **100 kbps per call**, so what matters is a stable connection with enough upload, not raw speed. You **keep your existing numbers** by porting them with no downtime. The one genuine change from copper is power, so a **UPS plus 4G/5G and app-based failover** keeps calls flowing in an outage.

The short version

Capability	Old Copper Line	Basic NBN VoIP	VOCPhone
Still available in 2026	X Switched off	✓	✓
Runs over any NBN type	X Copper only	✓	✓ FTTP/FTTC/FTTN/HFC/Wireless
Line + phone from one provider	X	~ Rarely	✓ NBN plans + phone
Owns its own network	~ Carrier-owned	X Usually reseller	✓ Not a reseller
Keep existing number	~ If not yet cut off	✓ Port	✓ Port, no downtime
Calls follow you (apps)	X Rings one desk	~ Basic app	✓ iOS, Android, desktop
Scales without new lines	X Per line	~ Per channel	✓ Add users in minutes
Australian hosted & supported	✓ Local	~ Often offshore	✓ 24/7 human support

■ Key points

- When a business-grade connection is worth it
- Make Sure Your NBN Phone Never Misses a Call

Still on copper or ISDN?

Do not wait for the line to simply go dead. Once your area's copper voice service is retired, an unmigrated system can leave you with no phones at all. The direct fix is a cloud phone that runs over your NBN connection, and it can be switched on while your existing service is still live, so there is no gap. VOCPhone keeps your old service running until your numbers have finished porting across.

■ Questions the full guide answers

- ☐ Does a business phone system need the NBN?
- ☐ How much internet speed does a business phone actually use?
- ☐ Which NBN connection type is best for business voice?
- ☐ Can I keep my existing phone number when I move to an NBN phone system?
- ☐ What happens to my phone in an NBN or power outage?
- ☐ Can VOCPhone supply the internet as well as the 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.