

FAIR COMPARISON · 2026

RingCentral, 8x8 & Aircall Alternative in Australia

RingCentral, 8x8 and Aircall are capable platforms, but for many Australian businesses the deal-breakers are offshore support, overseas data, minimum-seat traps and AI locked behind the top tier.

RingCentral, 8x8 and Aircall each do plenty well, and this isn't a hit piece. But Australian buyers keep raising the same friction points: 8x8 hides its public pricing behind a sales call, Aircall enforces a three-user minimum in US dollars, and RingCentral's support and data often sit offshore. If Australian support, Australian hosting, included AI and transparent pricing matter to you, a local provider that owns its own network, like VOCPhone, is worth a look. This guide compares the four side by side so you can decide on the facts.

The short version

Factor	RingCentral	8x8	Aircall	Dialpad	VOCPhone
Australian-based support	Often offshore	Often offshore	Often offshore	Often offshore	24/7 Australian humans
Australian data hosting	Commonly overseas	Commonly overseas	Commonly overseas	Commonly overseas	Hosted in Australia
Minimum users	Low	Quote-dependent	~3 users	1 user	No/low minimum
AI included	Higher tiers / add-on	Higher tiers	Add-on	Included (entry AI)	AI Phone Agents included
Pricing transparency	Public, USD, tiered	Sales call required	Public, USD, min seats	Public, USD	Public AUD + price match
Owens its network	Global carrier stack	Global carrier stack	Rides third-party carriers	Rides third-party carriers	Owens & operates its own
Currency	USD (FX applies)	Quote-dependent	USD (FX applies)	USD (FX applies)	Australian dollars

■ Key points

- RingCentral
- 8x8
- Aircall
- Dialpad
- Australian owned & hosted
- AI Phone Agents included
- Transparent AUD pricing
- Keep your numbers

Reading the table fairly

"Often offshore" doesn't mean a provider gives bad service, plenty of global platforms deliver excellent uptime and slick software. It means that for an Australian business, the people and servers behind your phone system may not be in Australia. Whether that matters depends on your compliance posture, your customers and how much you value a local voice on the line at 2am.

■ Questions the full guide answers

- ☐ Is there an Australian alternative to RingCentral, 8x8 and Aircall?
- ☐ Why is 8x8 pricing so hard to find online?
- ☐ Does Aircall have a minimum number of users?
- ☐ Where is my call data stored with overseas providers?
- ☐ Is AI included or is it an expensive add-on?
- ☐ Can I keep my existing phone numbers if I switch?
- ☐ Will I lose features by choosing a local provider over a global brand?

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.