COST SAVINGS 2026

How Many Bills Does It Take to Answer a Phone?

Separate invoices for phone, mobile, video, chat, SMS, recording and AI quietly drain the budget. Here is how Australian businesses cut costs in 2026 by moving the whole stack onto one all-in-one provider and one predictable per-seat.

Most Australian businesses run their communications across a handful of vendors, a phone service, mobile plans, a video tool, a chat app, an SMS gateway, call recording and, increasingly, a standalone AI or receptionist. Each carries its own bill, contract, renewal date and login, and the true cost is far more than the subscriptions add up to: you pay for **overlapping features** twice, pay **integration fees** to make the tools talk, lose **admin hours** reconciling invoices and chasing renewals, and when something breaks the vendors **point fingers** while your phones sit dead. Consolidating onto one platform collapses that into a single per-seat bill with no duplicate subscriptions, no middleware fees and one support line.

The short version

Cost item (10 users)	Separate tools (illustrative)	One platform (illustrative)
Phone / VoIP	~$25/user × 10 = ~$250/mo	Included, unlimited calls
Video conferencing	~$20/host × 4 = ~$80/mo	Included
Team chat	~$12/user × 10 = ~$120/mo	Included
SMS gateway	~$50/mo bundle	Included
Call recording	~$8/user × 10 = ~$80/mo	Included
Integration / middleware	~$40/mo	Native, no extra fee
Admin time (reconciling 6+ bills)	~3-5 hrs/mo of staff time	~1 bill, minimal
Support model	6+ queues, finger-pointing	One local line + Australian team

Key points

- 1. Duplicate and forgotten seats
- Stop paying six bills for one job

The core idea

Fragmentation is a tax you pay for convenient decisions made years apart. Consolidation is how you get the convenience back and stop paying the tax. The aim is not fewer features, it is the same or more features, on one bill, from one provider, with one number to call when something needs fixing.

Questions the full guide answers

- [ ] How does consolidating providers actually save money?
- [ ] Which separate tools are Australian businesses usually paying for?
- [ ] Are the savings real, or just the headline price?
- [ ] Why does paying for AI as an add-on cost so much more?
- [ ] How do I audit my current communications spend?
- [ ] Will moving to one provider mean losing features?
- [ ] Is switching providers disruptive or risky?

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**.