

SIP TRUNKING GUIDE - 2026

SIP Trunking in Australia (2026): The Complete Guide

ISDN is gone, and SIP trunking is what carries business calls in Australia now. This guide explains how SIP trunks work, how they differ from a cloud PBX, and how to size, cost and choose one – without the jargon.

A SIP trunk is a bundle of virtual phone lines delivered over your internet connection – it feeds calls and numbers into a PBX you already run. It exists because Telstra shut down ISDN back in mid-2022, leaving migration as the only path forward. Reach for a SIP trunk when you have a capable PBX (on-premise or 3CX) worth keeping; reach for a cloud PBX when you would rather retire the hardware and get AI, apps, SMS and video out of the box. Size your trunk to peak concurrent calls (about 100 Kbps each), keep Triple Zero working, and pick a provider that owns its own network. Done right, migration usually cuts monthly voice spend 30–60%.

The short version

Question	SIP Trunk	Cloud PBX
Who runs the phone system?	You do (on-prem or 3CX)	The provider does
On-site hardware to maintain?	Usually yes	No
Features (AI, apps, SMS, video)	Whatever your PBX supports	Included in the platform
Keep your numbers?	Yes, via porting	Yes, via porting
Best fit	Capable PBX worth keeping	Retiring hardware / want all-in-one
Upgrades & patching	Your responsibility	Handled for you

■ Key points

- Channels
- Numbers
- Call usage
- Owns its network
- Australian support
- Compliance built in
- Room to grow

The one-sentence version

A SIP trunk replaces your physical phone lines with virtual ones over the internet, delivering your numbers and concurrent-call capacity into a phone system you keep running yourself.

■ Questions the full guide answers

- ☐ What is a SIP trunk in simple terms?
- ☐ What is the difference between a SIP trunk and a cloud PBX?
- ☐ Is ISDN still available in Australia in 2026?
- ☐ How many SIP channels do I need?
- ☐ Will Triple Zero (000) still work after I move to SIP?
- ☐ How much can SIP trunking save compared with ISDN?

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.