PROVIDER CHANGE · ACTION PLAN · 2026

The Migration Email: What It Really Means

The email arrives, it is polite, and it says your service is moving to a new platform as part of an exciting transition, your plan and pricing are unchanged, and nothing is required from you.

Work out which of four events your email describes, because they need different responses. *An acquisition*, somebody bought your provider, service unchanged today, risks arrive at renewal. *A platform migration*, your service moves to different technology, and this is where features, recordings and integrations get lost. *A product retirement*, what you use is being switched off on published dates, and the deadline does not move for you. *A commercial change*, terms or licensing change, nothing technical happens. **An acquisition usually precedes a migration by a year or two,** because consolidating platforms is much of why the deal made sense, so treat a calm notice as advance warning, not as the end of it.

The short version

What the email said	What it also meant
"Transitioning to a new platform"	Call recordings would not be imported. Four years of them, with retention obligations attached.
"All your features are supported"	True at a category level. The specific after-hours on-call rotation, built up over years, had to be rebuilt from memory by someone who had not built it.
"Your numbers move with you"	They would move to the new platform. Whether they could later move *away* depended on a registration nobody had checked, and two were registered to a company deregistered.
"Plan and pricing unchanged"	Until the term ended, which was eleven weeks away, with a thirty-six-month auto-renewal nobody had diarised.
"No action required"	Accurate: nothing was required for the migration to proceed. Several things were required for it to proceed *well*.

Also worth knowing

Usually survives	Usually changes within months
Your contract, its term and its pricing, supply agreements normally carry assignment provisions and the acquirer steps into the seller's position.	Support: a different queue, different people, different hours, a different escalation path.
Your numbers, if the rights of use were properly recorded in your name.	Your account manager, frequently immediately. An unowned account gets a default renewal offer rather than a negotiated one.
Regulatory protections and complaint escalation, which attach to the carriage service provider and follow the service.	The roadmap. Somebody now has two platforms and a financial reason to run one.
Whatever service levels are actually written in the agreement, which, for many small-business services, is nothing.	Price, at renewal. This is where consolidation reaches most customers.

The combination is normal

An acquisition notice today is frequently a migration notice in twelve to twenty-four months, because running two voice platforms costs roughly twice as much as running one and produces no extra revenue, so platform consolidation is usually part of why the deal made commercial sense in the first place. **An acquisition email is best read as advance warning.** The preparation that is easy in a quiet quarter is genuinely difficult when compressed into a six-week cutover window.

Questions the full guide answers

- [ ] My provider emailed to say my service is moving to a new platform. Should I be worried?
- [ ] What happens to my contract and pricing if my telco is acquired?
- [ ] Will I lose my call recordings when my phone platform changes?
- [ ] How do I check that my business phone numbers are really mine?
- [ ] What should I write down about my phone system before a migration?
- [ ] A product I use is being retired. How long do I have?
- [ ] Should I switch providers after mine gets acquired, or stay?

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**.