

WHY BUSINESSES TRUST US

VOCPhone: The Australian-Owned Business Phone Provider

Not a reseller. VOCPhone owns and operates its own voice network, hosts and supports it here in Australia, and backs it with 99.99% uptime, number portability and a price guarantee.

VOCPhone is an Australian-owned cloud phone provider that has spent **15+ years** in this market, and its single biggest differentiator is that it **owns and operates its own voice network** rather than reselling someone else's platform. That ownership is what makes the trust concrete: the company you sign with is the company that runs your calls, is accountable when something goes wrong, engineers for **99.99% uptime**, hosts your data onshore, and answers the phone with an **Australian-based 24/7 team**. Add a **price guarantee**, free **number portability**, and real customers from Harvey Norman and Ampol to Coco's Wealth of Health, and you have a provider you can build a business on, no fabricated heritage required.

The short version

What matters	Thin reseller	Overseas platform (local office)	VOCPhone
Owns the network	✗ Resells someone else's	~ Owned overseas	✓ Owns & operates it
Data sovereignty	✗	~ Foreign jurisdiction	✓ Under Australian law
Support	✗ Ticket queue	~ Offshore hours	✓ 24/7 Australian team
Accountability	✗ Blames upstream vendor	~ Head office overseas	✓ The buck stops here
Longevity risk	✗ High	~ May exit AU	✓ 15+ years, still here
Price guarantee	✗	✗	✓ Matches genuine quotes

■ Key points

- 1. Australian owned
- Build Your Business on a Network We Own

The One Question to Ask Any Provider

Before you sign with anyone, ask a single question: **"Do you own the network my calls run on, or are you reselling someone else's?"** The answer tells you almost everything, about who is accountable, where your data lives, how quickly problems get fixed, and whether the company will still be standing behind you in three years. VOCPhone answers that question one way: we own it.

■ Questions the full guide answers

- ☐ Is VOCPhone an Australian-owned company?
- ☐ What does it mean that VOCPhone owns its own network?
- ☐ How reliable is VOCPhone?
- ☐ Why does it matter who owns the phone provider I choose?
- ☐ What does VOCPhone's price guarantee cover?
- ☐ Which Australian businesses use VOCPhone?
- ☐ Can I keep my existing phone numbers if I switch to VOCPhone?

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.