

WHY VOCPHONE · 2026

A Market-Leading Business Phone System

Judged on the bad days, not the feature list, with every claim something you can check.

On a good day every business phone system rings, transfers and sends voicemail to email. What separates them is what happens when something goes wrong. **Leading is decided by ownership, people and paperwork, not by the app.**

■ The four bad days, and what decides them

The bad day	What decides how it goes
Calls stop connecting at 2pm	Whether the company you ring can see and fix the platform.
Calls sound broken or drop	How many networks and companies sit between you and the caller.
The bill is higher than the quote	Published prices and a promise in writing.
A customer rings at 9pm	Whether anything answers, books the job and writes it up.

■ Leading starts underneath: VOCPhone owns the network

- **Not a reseller.** VOCPhone owns and operates its own network and softswitch: carrier and software vendor in one.
- **Faster fixes.** The person you ring can see your live calls and read the signalling.
- **Shorter call paths.** Direct interconnects with Australian carriers.
- **One accountable company** for numbers, porting, platform and support.
- **Australian data by default**, including recordings, transcripts and AI processing.

The track record

15+ years in Australian business voice. **99.99%** carrier-grade network uptime. Australian support team, with an AI agent after hours.

Who runs on it

Harvey Norman, Ampol, Gold's Gym, YMCA, Ray White, Inspirations Paint, Choices Flooring, and small businesses like Coco's Wealth of Health. Buy NSW endorsed supplier.

■ Prices you can check

Item	Price
3 users, 36-month term	\$84.90 a month
3 users, no lock-in	\$104.90 a month
Each extra user	\$30 a month
Setup and number porting	\$0
AI receptionist for after hours	from \$49 a month

Price-match guarantee, in writing

Send a recent bill or quote for a like-for-like cloud voice service and get a written, line-by-line comparison within one business day.

■ Answering the 9pm call, and trying before you buy

- AI phone agents answer in a natural Australian accent, answer questions, book appointments and write the call up, 24/7.
- Working app demos in your browser: vocphone.com/desktop-app and vocphone.com/mobile-app.
- A 30 minute demo set up around your own calls: vocphone.com/book-demo.

■ Who VOCPhone is not the best fit for

- A business that needs one telephony vendor across many countries.
- A sole trader who never transfers a call. A business number on the mobile may be enough.
- A site with no reliable internet. Solve that first (we also supply NBN on the same bill).

■ Test any provider's market-leading claim, in writing

- 1 Who operates the platform my calls run on? A company name, not a description.
- 2 If calls fail at 2pm, who fixes it, and can the person I ring see my live calls?
- 3 Where are my calls, recordings, transcripts and AI processing stored?
- 4 What is the full monthly price for my user count, and what changes it?
- 5 Can I use the product before I talk to sales?