

AUSTRALIAN NETWORK · DATA SOVEREIGNTY

We Own the Network: Australian-Hosted Voice | VOCPhone

Every one of them can report a fault. Only one can fix it. Here's how to trace your telephony supply chain in about ten minutes, what it means for your data under Australian law, and why owning the network changes the answer to every.

Most business phone services in Australia arrive through a chain of companies, and the length of that chain decides what happens on your worst day. A global vendor owns the platform, a distributor takes a margin, a reseller invoices you, and none of the ones you can actually ring have access to the system that breaks. Three consequences follow. Your data sits under whichever jurisdiction the platform owner answers to, while the Privacy Act keeps *you* accountable for it. Your calls may leave the country and come back, adding delay and jitter to a conversation between two people in the same city. And your bill carries three stacked margins instead of one. VOCPhone is at the other end of that spectrum: **we own and operate our own network**. 15+ years, 99.99% uptime, Australian-hosted data including AI processing, and Australian humans answering 24/7.

■ The short version

Ask for	Must separately cover	Why
Data residency statement	Live data · backups · DR copies · support access · analytics · AI processing	Six distinct routes out of the country. One sentence about "hosting" covers one of them.
Platform operator statement	Which legal entity runs the platform, and whether it's the one you're contracting with	Determines whether anybody in your commercial relationship can actually fix a fault.
Outage notification commitment	How and how quickly you're told, and where a public record is kept	Australian carriers now face enforceable obligations here. See the transparency rules.
Operating history	Years in market, uptime record, named reference customers	Easy to verify, hard to fake. VOCPhone: 15+ years, 99.99%, customers from local trades to national names.

■ Key points

- Carrier interconnection
- Numbers and porting
- Emergency calling
- Session border control and fraud
- Our own network, not rented capacity
- 15+ years at 99.99% uptime
- Australian data, including AI
- Australian humans, 24/7

Watch for the passive voice

"Data is hosted in Australia." "Our platform is deployed on world-class infrastructure." Both sentences can be entirely true while the system is controlled, updated and supported from somewhere else, and while your backups sit in a third country. A company that runs its own network uses active verbs and names itself as the actor, because it can.

■ Questions the full guide answers

- ☐ How do I work out whether my provider is a carrier or a reseller?
- ☐ Why does the number of companies in the chain matter so much?
- ☐ What does Australian privacy law make me responsible for?
- ☐ Where does AI fit into the data question?
- ☐ Does an offshore platform actually make calls sound worse?
- ☐ Isn't a huge global cloud provider more reliable than an Australian company?
- ☐ What evidence should a tender or procurement process ask for?

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.