PARTNERS · DEALERS · MSPS · 2026

3CX Dealers in 2026: When Licences Stop Paying

Extension caps enforced from April. Editions consolidated. Renewal conversations that are harder than they used to be. If you sell and support 3CX in Australia, 2026 has changed the arithmetic, and the part that did not change is who.

Three changes, one structural problem. First, the **extension fair use policy**: maximum extensions are now tied to simultaneous call licence size at roughly **five to eight extensions per concurrent call**. 8SC allows 40 extensions, 16SC allows 80, 32SC allows 176, 128SC allows 768. Informational warnings came first, renewal warnings from **1 January 2026**, and **enforcement from 1 April 2026**, with non-compliant systems risking loss of technical support. 3CX put the affected share at about **15% of customers**, but that 15% is concentrated in exactly the deployments partners built their reputations on: schools, hotels, aged care, clinics, retail chains. Many endpoints, low concurrency.

The short version

Change	Detail	Timing
Extension fair use policy	A published maximum number of extensions per simultaneous call licence size, formalising an upper bound where "unlimited extensions" had been widely understood	Ratios published with effect from late October 2025
Informational warnings	Systems over the limit surface a notice in the console	From V20 Update 8
Renewal warnings	Systems over the limit get a warning at renewal in the ordering system, indicating an upgrade or extension removal will be required during 2026	From 1 January 2026
Enforcement	Enforcement begins, with a grace period; systems still in violation risk losing access to technical support	From 1 April 2026
Edition consolidation	Enterprise Plus retired; Enterprise renamed AI Edition; lineup becomes Free, Basic, PRO and AI	23 April 2026
Trial keys	Issued as 8SC PRO rather than 4SC PRO, with validity reduced from two months to one	From late April 2025
Hosting	4SC keys can no longer be hosted by 3CX; existing hosted 4SC keys renew as normal, but if one lapses it must be upgraded to 8SC to recover hosting	Current

Also worth knowing

Simultaneous calls	Maximum extensions	Effective ratio
8	40	1 : 5
16	80	1 : 5
32	176	1 : 5.5
64	384	1 : 6
96	576	1 : 6
128	768	1 : 6

To be fair to 3CX

Every one of these is a defensible commercial decision. “Unlimited extensions” against a concurrency-priced licence was always an arbitrage that some deployments exploited hard, and formalising a ratio is not unreasonable. The edition consolidation genuinely simplifies a lineup that had become confusing. **This page is not an argument that 3CX behaved badly.** It is an argument about what happens to *your* business when the terms of the product you resell can move underneath you, and about whether the model you are in is the one you would choose today.

Questions the full guide answers

- [ ] What changed with 3CX licensing in 2026?
- [ ] Which 3CX deployments are affected by the extension limits?
- [ ] Why is carrying support for 3CX harder than it looks?
- [ ] Is a wholesale service model better than reselling licences?
- [ ] Do I have to migrate all my customers at once?
- [ ] What should I demand from a phone system partner program?
- [ ] How do I know whether to change model at all?

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 881 662** or visit **unidenvoice.com/get-started**.