

AUSTRALIAN INFRASTRUCTURE

Australian Network, Not Overseas Cloud | Uniden Voice

Almost every business phone system sold as "Australian" is a login to somebody else's platform in somebody else's country.

"Australian" on a telco website usually describes the invoice, not the infrastructure. A large share of business phone systems sold here are reseller logins to platforms owned and operated overseas, which means your call recordings, voicemail and transcripts live under another country's jurisdiction, your calls make an international round trip, and a platform fault can only be escalated, never fixed, by the people you pay. **Uniden Voice runs on Australian infrastructure we operate ourselves**, interconnected to Australian carriers, with Australian support and a 99.99% carrier-grade network uptime target. That changes four concrete things: **where your data sits and whose laws reach it, how far a call has to travel, how long a fault takes to fix, and how many margins sit between the platform and your bill.**

■ The short version

Model	What it actually is	Where your data sits	Who can fix a platform fault
Global UCaaS vendor	An overseas platform with an Australian sales presence and an Australian phone number on the website.	Usually offshore, sometimes with an Australian region for live data only.	An engineering team in another timezone, reached through a global ticket queue.
White-label reseller	An Australian business billing you for capacity on somebody else's platform, often two or three layers removed.	Wherever the upstream platform puts it, frequently not disclosed, frequently not known.	Nobody in the chain you can reach. Your reseller lodges a ticket like anyone else.
Local software on rented hyperscaler capacity	An Australian company running its own software, but inside a foreign-owned cloud region.	Physically in Australia; legally within reach of the cloud operator's home jurisdiction.	The provider, for its own software. Not the underlying platform or region.
Australian operator	An Australian company operating its own voice platform on Australian infrastructure, interconnected to Australian carriers.	✓ Australia, including backups	✓ The provider you already ring

■ Also worth knowing

Ask for	What it must cover	Why it matters
Data residency statement	Live data, backups, disaster recovery copies, support access, analytics, and AI processing, named separately.	Each of those is a distinct path out of the country. A single sentence about "hosting" covers one of six.
Platform operator statement	Which legal entity operates the platform, and whether it is the entity you are contracting with.	Determines whether anyone in your commercial relationship can actually fix a fault.
Outage notification commitment	How and how quickly you are told about significant outages, and where a public record is kept.	Australian carriers now face enforceable obligations here. Ask how your provider meets them.
Australian commercial standing	Verifiable credentials, for Uniden Voice, a registered NSW Government supplier and an nbn ready provider .	Easy to verify, hard to fake, and evidence that the entity is a real Australian operator rather than a shopfront.

The tell is the passive voice

Watch for phrasing like "data is hosted in Australia" or "we partner with tier-one global data centres". Both sentences can be true while the platform is designed, controlled, updated and supported from somewhere else entirely, and while your backups sit in a third country. A provider that runs its own Australian infrastructure will use active verbs and name itself as the actor, because it can.

■ Questions the full guide answers

- ☐ How can I find out where my current phone system is actually hosted?
- ☐ Does it actually matter for call quality where the platform sits?
- ☐ What are the compliance implications of overseas-hosted call data?
- ☐ Is an overseas hyperscaler not more reliable than an Australian provider?
- ☐ What practical difference does it make when a fault happens?
- ☐ Does Australian hosting cost more?
- ☐ We are a government or enterprise buyer – what evidence should we 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 881 662** or visit **unidenvoice.com/get-started**.