

SMALL BUSINESS GUIDE 2026

The Best Phone System for Small Business in Australia (2026)

A tight, practical buyer's guide for sole traders, startups, and teams of 1 to 20. What a small business really needs from a phone system, the features that matter, why AI answers when you can't, and how to keep the cost small.

For almost every Australian small business, the best phone system in 2026 is an **all-in-one cloud phone system**, not a traditional landline and not a stripped-back VoIP line. A cloud system gives a one-person business the same professional setup a large company has: a real business number, an auto-attendant, calls that ring your mobile, voicemail-to-email, SMS, and an AI receptionist that answers when you can't, without hardware or an IT team. The factors that matter most for a small budget are **no minimum seats** (so a sole trader pays for exactly one user), **AI included rather than charged as an add-on**, transparent per-user pricing, easy setup, free porting of your existing number, and genuine local support.

The short version

What matters to a small business	Traditional Landline	Basic VoIP	All-in-One Cloud (Uniden Voice)
Professional auto-attendant	✗	~ Sometimes	✓ Built in
Calls ring your mobile	✗ Desk only	✓	✓ Anywhere
Voicemail-to-email	✗	~ Limited	✓ Audio + text
Business SMS	✗	~ Sometimes	✓ Built in
Mobile + desktop apps	✗	~ Basic app	✓ Free, all platforms
Xero / MYOB / CRM integrations	✗	~ Limited	✓ Native
Upfront hardware cost	✗ Handsets/wiring	✓ Low	✓ None required
Easy setup, no IT team	✗ Technician	~ DIY portal	✓ Set up for you

■ Key points

- An AI receptionist answers when you can't
- The Right Phone System for Your Small Business

The Five Features That Do the Heavy Lifting

If you only prioritise five things, make them: an **auto-attendant** for a professional first impression, **call routing to mobiles** so you never miss a call, **voicemail-to-email** so messages reach you fast, an **AI receptionist** that answers when you can't, and **mobile apps** so your business line goes where you go. Everything else is a bonus. Uniden Voice Over Cloud includes all five as standard, along with 50+ other features.

■ Questions the full guide answers

- ☐ What is the best phone system for a small business in Australia?
- ☐ How much does a small business phone system cost in Australia?
- ☐ Can a sole trader or one-person business get a proper phone system?
- ☐ Do I need an AI receptionist for a small business?
- ☐ Can I keep my existing phone number when I switch?
- ☐ Do I need special equipment or an IT person to set it up?
- ☐ Is a landline still a good option for a small business in 2026?

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**.