

2026 PRICING GUIDE

How Much Does a Business Phone System Cost in Australia?

A transparent, no-spin breakdown of what a business phone system really costs in 2026: pricing models, typical per-user ranges, the hidden fees to watch for, on-premise versus cloud, and real cost scenarios for 5, 10 and 25-user.

For most Australian businesses in 2026, a modern cloud (VoIP) phone system costs a **per-user, per-month subscription of roughly \$10 to \$50**, with the sweet spot for a full-featured business plan around **\$25 to \$35 per user**. On top of that you may pay for calls or minutes, optional desk phones, and one-off setup or porting fees. A traditional **on-premise PBX** instead demands a large upfront capital outlay, commonly **\$8,000 to \$30,000-plus**, plus ongoing line rental and maintenance, which rarely stacks up now the copper PSTN and ISDN have been retired under the NBN migration. The real cost trap is not the headline price but the **add-ons and hidden fees**: minimum seat requirements, AI charged per minute or per seat, call recording, integrations, setup, and lock-in contracts.

The short version

Tier	Typical price / user / month	What you usually get	Commonly missing (add-on)
Entry / Starter	\$10. \$20	Calling, voicemail, basic call forwarding, one app	Call recording, integrations, AI, analytics
Business / Pro	\$20. \$35	Above plus IVR menus, call queues, some integrations, SMS	AI call agents, advanced analytics, extra integrations
Premium / Enterprise	\$35. \$50+	Full feature set, advanced analytics, most integrations	AI often still metered or per-seat; account manager

■ Also worth knowing

Cost factor	On-Premise PBX	Cloud / Hosted (e.g. Uniden Voice)
Upfront hardware & install	✗ \$8,000. \$30,000+	✓ \$0 required (apps free)
Monthly cost	~ Line rental + maintenance	✓ Predictable per-user fee
Maintenance & updates	✗ Your responsibility / contract	✓ Included by provider
Scaling up or down	✗ Hardware project	✓ Add/remove users in minutes
Hardware replacement	✗ Every 5. 10 years	✓ None
Business continuity	✗ Down if site power/internet fails	✓ Auto reroute to mobile
Works after PSTN/ISDN retirement	~ Needs SIP retrofit	✓ Built for the NBN era

Why the Model Matters When You Compare

A \$12,000 on-premise quote and a \$30-per-user cloud quote are not comparable until you spread both over the same period and add the same ongoing costs. Over five years, that \$30-per-user plan for a 10-person team is around \$18,000 in subscription, but with zero upfront outlay, no maintenance contract, no line rental, and no hardware to replace. Always convert every quote to a **total cost over three to five years** before deciding.

■ Questions the full guide answers

- ☐ How much does a business phone system cost in Australia?
- ☐ What is a good per-user price for a VoIP phone system in Australia?
- ☐ What hidden costs should I watch for in a business phone system quote?
- ☐ Is a cloud phone system cheaper than an on-premise PBX?
- ☐ Do I have to pay extra for AI on a business phone system?
- ☐ How much does it cost to run a phone system for a 10-person business?
- ☐ Are there setup or installation fees for a business phone system?

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**.