

BUSINESS VOIP 2026

Business VoIP in Australia: The Complete Guide (2026)

What business VoIP is, how it works, how it stacks up against a landline and full UCaaS, the real benefits and honest drawbacks, pricing, number porting, security, and how to switch. The pillar guide for Australian companies.

Business VoIP (Voice over Internet Protocol) is a phone system that carries your calls over the internet instead of the old copper telephone network. It is cheaper, far more flexible, and packed with features a landline could never offer, your business number works on desk phones, computers, and mobile apps anywhere you have a connection. With Australia's copper PSTN network now retired under the NBN migration, VoIP has effectively become the *default* way businesses get a phone line. The honest trade-offs are that VoIP depends on your internet and power, so failover and call-quality factors matter, and provider quality varies enormously. When you choose, prioritise **Australian hosting and data sovereignty, AI included rather than gated as an add-on**, transparent per-user pricing, free number porting, and genuine local support.

The short version

Capability	Traditional Landline / PBX	Business VoIP	Full UCaaS (Uniden Voice Over Cloud)
Voice calling	✓ Copper / on-premise	✓ Over the internet	✓ Over the internet
Works on mobile + desktop apps	✗ Desk phone only	✓ Apps included	✓ Free, all platforms
Auto-attendant & call routing	~ Extra hardware	✓ Built in	✓ Built in
Video meetings & messaging	✗	~ Sometimes	✓ Built in
CRM & accounting integrations	✗	~ Limited	✓ Xero, MYOB, Salesforce, HubSpot+
Scalability	✗ Hardware project	✓ Add users in minutes	✓ Add users in minutes
Upfront hardware cost	✗ High capex	✓ Low / none	✓ None required
Runs on retired copper PSTN	✗ Being switched off	✓ Future-proof	✓ Future-proof

■ Key points

- Never miss a call, even when you are flat out
- Your Next Reads

The Plain-English Version

VoIP turns your voice into data, sends it over the internet, and turns it back into sound at the other end. It barely uses any bandwidth, but it cares deeply about a stable, low-latency connection. That is why a quality business internet service and an Australian-hosted provider like Uniden Voice Over Cloud together deliver call quality that matches or beats the old copper network, without the copper network's cost or limitations.

■ Questions the full guide answers

- ☐ What is business VoIP in simple terms?
- ☐ What is the difference between VoIP and a traditional landline?
- ☐ What is the difference between VoIP and UCaaS?
- ☐ Is business VoIP reliable and what happens in a power or internet outage?
- ☐ Can I keep my existing phone number when I switch to VoIP?
- ☐ How much does business VoIP cost in Australia?
- ☐ Is business VoIP secure?

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**.