

COST AUDIT · 2026

# Save Money on Your Business Phone System

A one hour audit of last month's bills, run before your contract renews, with the payback sum that tells you whether moving is worth it.

The cheapest moment to change a business phone system is the month before the contract renews. **Find the end date and the notice period first**, then audit the bills. Ask for the critical information summary for your plan: the ACMA says every telco must publish one covering minimum monthly charges, contract length and early termination fees.

## Put this on the desk

- ☐ Last month's phone bill, plus any separate 13, 1300 or 1800 bill
- ☐ The internet bill, even if it is from another company
- ☐ Any handset or system lease, with its end date and payout figure
- ☐ PBX maintenance invoices and IT callouts from the last 12 months
- ☐ Your card statement, for SMS, conferencing or recording subscriptions
- ☐ A list of the people who make and take business calls today

## The seven leaks

| Leak                 | What to look for                                                      |
|----------------------|-----------------------------------------------------------------------|
| 1. Line rental       | A charge per line, every month, for capacity you rarely use.          |
| 2. Calls and 13/1300 | Per minute charges, plus 1300 rental and inbound minutes.             |
| 3. Leases            | Handsets or a system on finance. Count phones against people.         |
| 4. PBX maintenance   | Contract, licences and callouts on an on premises or self hosted PBX. |
| 5. Two bills         | Internet and phones from different providers.                         |
| 6. Users who left    | Seats or extensions billed for nobody.                                |
| 7. Overlapping tools | Separate SMS, conferencing or recording that the plan may include.    |

### Measure against the market

Current Australian price ranges are in our cost guide at [unidenvoice.com/articles/business-phone-system-cost-australia-2026](https://unidenvoice.com/articles/business-phone-system-cost-australia-2026).

## ■ Worked example: six desks, three people (illustrative figures)

| Monthly                         | Today           | After           |
|---------------------------------|-----------------|-----------------|
| Plan, 3 users, apps included    | n/a             | \$84.90         |
| Line rental, two lines          | \$70.00         | \$0.00          |
| Calls                           | \$85.00         | \$40.00         |
| 1300 rental and inbound minutes | \$40.00         | \$29.90         |
| PBX and handset lease           | \$95.00         | \$0.00          |
| PBX maintenance                 | \$55.00         | \$0.00          |
| SMS tool or messages            | \$29.00         | \$15.00         |
| Conferencing (kept)             | \$25.00         | \$25.00         |
| <b>Total</b>                    | <b>\$399.00</b> | <b>\$194.80</b> |

## ■ The payback sum

- 1 Add every one off cost: exit fee, lease payout, hardware, setup and porting, one month of overlap.
- 2 Divide by the monthly saving. Example: \$1,203.80 / \$204.20 = about 5.9 months.
- 3 Under 12 months: move. 12 to 24: look at timing. Over 24: probably wait.

### Move now or wait?

Multiply the monthly saving by the months left on the contract or lease. If that beats the exit cost, move now. Example: 8 x \$204.20 = \$1,633.60 against a \$760 payout, so moving now is \$873.60 better. If it does not, give notice in time and move the month before the term ends.

## ■ Move without losing calls

- Do not cancel the old service. The port ends it.
- List every number, including 1300 and second lines.
- Give notice to the lease company and PBX maintainer yourself.
- Test the new system before the port date.

### Fill in the "after" column with us

Uniden Voice plans from \$84.90 a month with three users on a 36 month term, free setup and porting, apps for every user. Book a free demo at [unidenvoice.com/get-started/book-a-demo](https://unidenvoice.com/get-started/book-a-demo) or call 1300 881 662.