

SIP TRUNKING · AUSTRALIA · 2026

SIP Trunking in Australia: Costs and ISDN Migration

No jargon, no fluff. Here is exactly how SIP trunks work, what they really cost, how to migrate off ISDN, and how to tell whether a SIP trunk or a hosted cloud phone system is the smarter choice for your business.

A SIP trunk is a virtual phone line delivered over the internet that feeds calls and numbers into your existing phone system. Since Telstra switched off ISDN by mid-2022, SIP is the standard replacement, and moving across typically cuts monthly voice spend by around 30 to 60 percent. You size a SIP trunk by concurrent calls, not staff numbers, budgeting roughly 100 Kbps per call. The key decision is SIP trunk versus hosted cloud PBX: keep your existing PBX and feed it with SIP, or retire the hardware entirely with a hosted cloud phone system. This guide walks through both so you can choose with confidence.

■ The short version

Concurrent calls at peak	Suggested channels	Rough bandwidth (each way)
Up to 4	4. 5	~0.5 Mbps
Up to 8	8. 10	~1 Mbps
Up to 15	15. 18	~1.8 Mbps
Up to 30	30. 35	~3.5 Mbps

■ Also worth knowing

Consideration	SIP trunk (keep your PBX)	Hosted cloud PBX
Who manages the phone system	You / your IT team	The provider
Upfront hardware	Keep existing PBX	None required
Best when	Your current PBX still serves you well	Hardware is ageing or you want it gone
Built-in AI, mobile app, SMS	Depends on your PBX	Included as standard
Maintenance and updates	Your responsibility	Handled for you
Scaling up or down	Add channels; PBX limits apply	Change plans on demand

The one-sentence version

A SIP trunk is a virtual phone line over the internet that plugs into your existing phone system, carrying your numbers and as many simultaneous calls (channels) as you buy.

■ Questions the full guide answers

- ☐ What is a SIP trunk in simple terms?
- ☐ Do I still need to migrate from ISDN in Australia?
- ☐ How much does a SIP trunk cost in Australia?
- ☐ How many SIP channels does my business need?
- ☐ What is the difference between a SIP trunk and a hosted cloud PBX?
- ☐ Will Triple Zero (000) still work after I move to SIP?
- ☐ Is SIP the same thing as VoIP?

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**.