

VOIP VS LANDLINE 2026

VoIP vs Landline: Which Is Right for Your Business?

The copper network is being retired, and traditional landlines with it. This balanced, decision-focused guide compares VoIP and landline on cost, features, reliability, call quality, and future-proofing, so you can choose.

A **landline** carries calls over the old copper telephone network; **VoIP** (Voice over Internet Protocol) carries them over the internet. For Australian business in 2026 the decision has largely been made for you: the copper PSTN and legacy ISDN services have been retired under the NBN migration, so traditional standalone landlines are on the way out. Beyond that timing, VoIP simply does more, calls plus video, SMS, apps, and AI, for less money, and it scales in minutes instead of requiring a technician. Its one genuine dependency is your internet and power, but a well-designed cloud platform is actually *more* resilient than a landline because it is not chained to your building: calls automatically reroute to mobiles, and 4G/5G backup and a UPS close the gap. You keep your existing number through porting, with zero downtime.

The short version

Factor	Traditional Landline (PSTN/ISDN)	VoIP (Uniden Voice Over Cloud)
Available for new connections in AU	✗ Copper being retired under NBN	✓ The current standard
Monthly cost	✗ Line rental per line + call charges	✓ Simple per-user, national calls included
Upfront hardware	✗ PBX capex + cabling	✓ None required, use free apps
Voice calling	✓ Narrowband	✓ HD wideband audio
Video meetings	✗	✓ Built in
Business SMS	✗	✓ Built in
Mobile + desktop apps	✗ Desk phone only	✓ Free, all platforms
CRM & accounting integrations	✗	✓ Xero, MYOB, Salesforce, HubSpot+

■ Key points

- See What VoIP Can Do That a Landline Never Could
- Make the Switch on Your Own Terms

The Core Difference in One Line

A **landline** sends your voice down a dedicated copper circuit built only for phone calls. **VoIP** sends your voice as data over the internet, so the same connection can also carry video, SMS, apps, and AI. One is a single-purpose wire; the other is software on a network you already have.

■ Questions the full guide answers

- ☐ Is VoIP better than a landline for Australian business?
- ☐ Are landlines being switched off in Australia?
- ☐ Does VoIP work when the power or internet goes down?
- ☐ Can I keep my existing phone number if I switch from a landline to VoIP?
- ☐ Is VoIP cheaper than a landline in Australia?
- ☐ Is call quality on VoIP as good as a landline?
- ☐ Who might still want a landline 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**.