

PLAIN-ENGLISH GUIDE · 2026

What Is a Business Phone System?

One number for the business, calls that reach the right person, and nothing lost after hours. What it does, the three types, and which setup you need.

A business phone system is **numbers, rules and devices**. The number belongs to the business. The rules decide who rings, what happens when they are busy, and what callers hear when you are closed. The devices are desk phones, computer apps and mobile apps. Everything else is a feature on top of those three parts.

■ What it does that a personal mobile cannot

Situation	Personal mobile	Business phone system
Two people answer one number	Not really	Ring group: first free person answers
A customer rings at 9pm	Personal phone or voicemail	After hours message, voicemail or AI
The call needs a colleague	"I'll get them to call back"	Transfer, announced or direct
A staff member leaves	Customers keep their number	The number stays with the business
Desk, then car	One device	Same number on desk, computer, mobile

Cloud, VoIP, hosted PBX: same thing

Cloud says where it runs. **VoIP** says how calls travel. **Hosted PBX** is the older industry term. With the copper PSTN and ISDN retired under the NBN migration, nearly every business phone system sold in Australia is all three. Compare what it does, who supports it, where it is hosted and the total cost, not the label.

■ The three types in 2026

	On-premise PBX	Hosted system	Mobile only
Upfront cost	High	Low	Nil
Changes	Technician visit	Online, same day	Each phone
Work anywhere	Limited	Built in	Personal numbers
Menus, queues, recording	Yes, on site	Yes, online	Mostly no
Suits	Legacy sites	Most businesses	A stopgap

■ The features that change how you run

- **Business numbers**, local, 1300 or mobile, ported from your current provider.
- **Ring groups and opening hours**, so calls follow your day automatically.
- **Menus and queues** once you have teams and busy periods.
- **Transfers** to a colleague wherever they are working.
- **Voicemail to email and call recording**, so nothing sits unheard.
- **Desktop and mobile apps**, so the phone system travels with your people.
- **AI answering** for the calls nobody can take.

■ Which setup do you need?

Business	What you need
Sole trader	Business number in a mobile app, hours, voicemail to email, a real after hours path
3 to 20 staff	Ring groups, transfers, an app or desk phone each, a business call log
20 and growing	Menus or teams, queues at peak, recording, reporting, CRM integration
More than one site	One system across every site, with transfers and overflow between them

■ Five things that matter when you choose

- ☐ Who supports it, and in which time zone.
- ☐ Where recordings, voicemail and call records are hosted.
- ☐ The total cost over the term, not the per user rate.
- ☐ Whether you can change hours and add people yourself, today.
- ☐ Whether you can try the apps or see a demo on your own call flow first.

Uniden Voice Over Cloud

A business phone system designed, built, hosted and supported in Australia. Plans from \$84.90 a month with three users on a 36-month term, free setup and free number porting, Uniden desk phones such as the EVOC2, free apps for Windows, Mac, Linux, iPhone and Android, and AI Agents built in. Try the apps live at unidenvoice.com/desktop-app and unidenvoice.com/mobile-app, or call 1300 881 662.