

CLOUD PHONE SYSTEMS 2026

What Is a Cloud Phone System? Australian Guide (2026)

Hosted VoIP calling delivered from the cloud, explained in plain English. How cloud phone systems work, how they compare to traditional on-premise systems, what they cost, and how to switch, for Australian business in 2026.

A **cloud phone system** is a business phone service delivered over the internet from a provider's servers instead of from a physical PBX box in your office. Calls travel as data using VoIP, and everything, extensions, call routing, IVR menus, voicemail, and apps, is managed through software in the cloud. There is no hardware to buy or maintain, you pay a simple monthly per-user fee, and staff can make and receive calls from a desk phone, computer, or mobile app anywhere they have internet. Compared with a traditional on-premise system, a cloud phone system is cheaper to run, scales in minutes, keeps working when your office loses power, and adds modern features, mobile apps, voicemail-to-email, SMS, and AI, that old PBXs simply cannot match.

■ The short version

Capability	Traditional On-Premise PBX	Cloud Phone System (Uniden Voice Over Cloud)
Where it runs	✗ Hardware in your building	✓ Hosted in the cloud
Upfront cost	✗ High capex for PBX + handsets	✓ None required
Ongoing cost	~ Line rental + maintenance	✓ Simple per-user monthly fee
Mobile & desktop apps	✗ Desk phone only	✓ Free, all platforms
Work from anywhere	✗ Location-locked	✓ Number follows the user
Voicemail-to-email & SMS	~ Rare / add-on	✓ Built in
CRM & accounting integrations	✗	✓ Xero, MYOB, Salesforce, HubSpot+
Scalability	✗ Hardware project per change	✓ Add users in minutes

■ Key points

- See a Cloud Phone System in Action
- Step 1: Book a demo

What You Actually Need to Run It

A reliable internet connection. A business-grade NBN or fibre service is ideal; each concurrent call uses only a modest amount of bandwidth, so most connections handle a typical office comfortably.

■ Questions the full guide answers

- ☐ What is a cloud phone system in simple terms?
- ☐ What is the difference between a cloud phone system and a traditional phone system?
- ☐ Is a cloud phone system the same as VoIP?
- ☐ Are cloud phone systems reliable?
- ☐ Where is my data stored with a cloud phone system?
- ☐ How much does a cloud phone system cost in Australia?
- ☐ Can I keep my existing phone number when switching to a cloud phone system?

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**.