

THE EVIDENCE · 2026

Why Uniden Voice Leads in Business Phone Systems

Seven measures that separate a leading business phone system from a long feature list, and the evidence for Uniden Voice on each one.

Every provider says it leads. A business owner does not need a leader in the abstract, they need the business phone system that **answers their calls properly**, works on the phones and computers their team already uses, and does not turn into a project. Judge any provider on evidence you can check, not on the word.

■ The scorecard: seven measures

Measure	The evidence for Uniden Voice
1. One vendor, end to end	Uniden desk phones, apps, service and support from one vendor
2. Try before you talk	Working desktop and mobile app demos in your browser, no sign up
3. AI that does the work	AI Agents answer and book; calls recorded, transcribed, summarised
4. Australian, end to end	Designed, built, hosted and supported in Australia
5. Named customers	Case studies from OSA and Coco's Wealth of Health
6. Public proof	4.6 on Google at the time of writing; Shorts with millions of views
7. Published pricing	From \$84.90 a month for 3 users, 36 month term, free setup and porting

■ One vendor, from the desk to the app

- Uniden has been a name in Australian homes and businesses **since 1966**.
- The **Uniden EVOC2** desk phone (\$249) arrives provisioned and sets itself up over Wi-Fi or cable.
- A single user setup ships as one box: handset, apps, three months of plan and your number brought across.
- Desk phones are optional: free apps for Windows, Mac, Linux, iPhone and Android run the same number.

Try it before anyone calls you

Working demos at unidenvoice.com/desktop-app and unidenvoice.com/mobile-app use a sample business and sample numbers. Make a test call, open an AI call summary, send a chat. Five minutes there tells you more than a sales call.

■ AI that answers and writes up

- Picks up on the first ring, after hours and on public holidays.
- Checks the calendar, books the job and sends the confirmation SMS.
- Transcript, summary and outcome logged against every call.

■ Built and supported in Australia

- Support in Australia, Mon to Fri, 9am to 5pm AEST.
- Recordings and customer details stay onshore.
- 1300 and 1800 numbers, porting and business NBN on one bill.

Who runs on it

Optical Solutions Australia, a Hexatronic Group company, retired five separate branch PBXs across Brisbane, Sydney, Melbourne, Canberra and Perth for one platform. "One platform changed that overnight." (Mike Thomas, CEO). **Coco's Wealth of Health**: "On the road I can make and take calls and dial out as the shop, not my mobile." (Marie-Claire, Owner). Plus Harvey Norman Business Hub, Ampol, Gold's Gym, the Y and Ray White on our customer wall.

■ Where something else may suit you better

The situation	What to do
Most staff sit in rostered queues measured on service level	Compare contact centre platforms; often only a few seats need it
Every call already lives inside another collaboration suite	Ask how calls connect into it before replacing anything

■ Ask every provider, including us

- ☐ Who owns the fault when a call fails?
- ☐ Can we use the apps before we sign?
- ☐ What does the AI actually do on a call?
- ☐ Where are recordings and transcripts stored?
- ☐ Two customers like us who will take a call?
- ☐ Where are your public reviews?
- ☐ The full price, in writing, for our number of users?