Auto Attendant

AUTO ATTENDANT / RESEARCH & PRACTICAL GUIDANCE

Business Phone Number for Calls and Texts: Checklist

> Get a business phone number with a simple auto attendant menu from Auto Attendant. A caller picks who they need and the call rings that person's own mobile, so nobody on your team has to publish a personal number.

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Executive Summary

A business can publish **one number for calls and texts**, but the buyer must confirm two separate routes: the provider that receives the call and the provider that receives a customer's Short Message Service (SMS) or Multimedia Messaging Service (MMS) message. Bandwidth's number lookup treats voice and messaging providers separately, and its documentation cautions that a voice classification does not guarantee SMS support. (www.bandwidth.com) The question is: **If a customer texts the number on the truck, which inbox receives it, who can reply, and what number appears on the reply?** The answer should be demonstrated with real devices before the number appears on a vehicle, sign, listing, or invoice.

There are **four purchase paths**. A new number can be provisioned with both channels under one provider. A full port can move the number's voice and messaging service to a new provider, as Twilio documents for its own porting model. An eligible number can sometimes keep voice with one provider while a specialist hosts its messaging, but eligibility is number and provider specific. A voice-only routing product remains a sound choice when the business does not invite texts. Twilio and Bandwidth both describe hosted messaging with voice staying at the existing provider; Bandwidth also documents cases where the voice owner does not permit the split. (www.twilio.com) (support.sinch.com) (www.bandwidth.com) No buyer should infer that a voice port carries over the old SMS inbox: Bandwidth says messaging transfer during a port is expected but not guaranteed. (www.bandwidth.com)

The lowest apparent monthly price is rarely the entire cost. As of **October 2026**, **autoattendant.io** lists **$29 per month for the whole company** for a business number and menu that rings existing mobiles; its public product page does not document SMS. **Quo** lists **$23 per user per month when billed annually** for a Business plan and describes a shared number for team calls and texts. (www.quo.com) **Google Voice Standard** is listed at **$20 per license per month** as a Workspace add-on. (knowledge.workspace.google.com) Those figures describe different bundles and should be compared against seats, message charges, registration, and the exact number to be used.

For U.S. business texting from a **10-digit long code (10DLC)**, the business should ask its messaging provider to handle brand and campaign registration; The Campaign Registry says even individual nonmarketing business messages are in scope. (www.campaignregistry.com) Registration is separate from permission to

text a person, and toll-free messaging follows a separate verification path. (api.ctia.org) (www.twilio.com) Before launch, run the eight tests in this guide, including inbound SMS, picture message, team reply, opt-out, voicemail, and a separate emergency-calling inquiry. A failed text test means the public number must be advertised as a calling channel only until a supported text route is verified.

Introduction and Background

A two-to-twenty-person contractor, property office, or professional practice often wants one memorable number. Calls should ring the appropriate employee's existing mobile without publishing personal numbers. Customers may still text the number because they see it on a vehicle, website, or appointment reminder. **One public number** is therefore an identity decision and a routing decision, not a single feature checkbox. A provider can answer calls perfectly while an SMS goes to a different service, is rejected, or is never placed in an inbox someone monitors. Bandwidth explicitly describes numbers whose voice carrier differs from the provider routing SMS and MMS. (www.bandwidth.com)

The initial requirement should be stated in observable terms. Must callers reach a live team member through a menu? Must a customer's first text reach a shared inbox? Can two employees see a conversation but only one claim the reply? Must photos arrive? Must staff reply from the published business number rather than their personal mobile identity? Products document different answers: **Quo** describes one team interface for calls and texts, **Grasshopper** says a reply lands in a shared inbox, and **Zoom Phone** documents a claim mechanism intended to prevent duplicate replies. (www.quo.com) (grasshopper.com) (support.zoom.com)

This guide uses **SMS** for ordinary text, **MMS** for media messages, and **10DLC** for U.S. business messaging over a ten-digit long code. It distinguishes a public number from the phone used to receive a forwarded call. Forwarding a call to an employee's mobile does not by itself make the employee's native text app an inbox for texts sent to the public number. The incoming message needs a configured messaging route and a receiving application; Twilio, for example, says its incoming messages need a webhook to reach an application. (www.twilio.com) The provider must show where messages arrive and who owns the reply process.

What a Single Business Number Actually Controls

The channel and owner map

A buyer should record the owner of each channel before ordering a number or port. **Voice** includes inbound ring, menu, forwarding, voicemail, and any outgoing caller identity the plan permits. **Messaging** includes inbound SMS, inbound MMS, outbound business messages, replies, and opt-out handling. The public number can be common to both even when the back-end service providers differ. Bandwidth's lookup separates the voice and messaging providers, and Telnyx also documents hosted messaging with voice remaining at the existing provider. (www.bandwidth.com) (support.telnyx.com)

Table 1 is a fill-in responsibility map. Replace each "confirm" with a named provider and an observed test result. It is deliberately channel based because a single "supports texting" answer hides where the text is delivered.

Channel or duty	Provider to identify	Person or system that owns the response	Evidence before publication
Inbound call and menu	Voice carrier and routing product	On-duty employee or ring group	Call from an outside mobile; record which phone rings.
Unanswered call and voicemail	Voice product	Named voicemail reviewer	Leave a message and verify delivery and access.
Inbound SMS	Messaging host	Shared inbox owner	Send a first text from a real external phone; identify the actual inbox.
Inbound MMS	Messaging host	Same inbox or named exception owner	Send a photo and inspect the full message.
Outbound business SMS	Messaging provider and registered sender	Authorized staff member	Reply and inspect the sender number on recipient device.
Short-code or verification text	Sender and receiving provider	Account administrator	Test a specific required service; keep a second authentication method.
Opt-out and help request	Messaging provider plus business process	Compliance or service owner	Test supported opt-out and help behavior.
Export, port-away, and failure escalation	Current providers	Account owner	Obtain written exit steps and an escalation contact.

The map should be maintained whenever a provider or number changes. A voice-provider change can alter the messaging route on a split-hosted number, according to Bandwidth. (www.bandwidth.com) The call and text tests must be repeated after any port or hosting change. For verification texts in particular, never treat “SMS-capable” as a guarantee: Twilio’s documentation says delivery from short codes can remain uncertain even when its account setting is enabled. (www.twilio.com)

Why the receiving mobile is not the text destination

A common mistake is to assume the public number’s calls and texts follow the same path to a worker’s personal phone. A forwarding service sends **calls** to that phone. A combined calling-and-messaging product sends **texts** to its own application or shared inbox. Grasshopper, for example, says its team uses an app on existing devices; Textline’s hosted landline setup keeps voice with the current carrier while enabling text through its service. (grasshopper.com) (help.textline.com) The business therefore needs a reply policy: who watches the inbox, who claims a conversation, who handles after-hours texts, and what happens when that person leaves the company.

Three Ways to Obtain the Number and a Voice-Only Path

New dual-capable number

A new number supplied by a combined phone-and-messaging provider can reduce the coordination between separate vendors. **Quo** documents shared calling and texting from one number, and **Grasshopper** describes a shared business number and inbox. (www.quo.com) (grasshopper.com) “New” still does not prove every

feature. Buyers should verify the chosen local or toll-free number's inbound SMS, MMS, shared access, outgoing sender identity, registration status, and menu behavior. **Google Voice** shows why plan and number type matter: its support page says SMS is supported only in the United States and that SMS/MMS is unsupported for SIP Link numbers. (support.google.com)

Full port of an existing public number

A full port transfers control of the number to a receiving provider. Twilio says its own port moves both voice and messaging capability, while the previous provider releases control. (www.twilio.com) Yet **capability** is not the same as preserved workflow or conversation history. Telnyx explicitly says its voice and SMS ports are separate processes and that a voice port's completed status does not cover SMS. (support.telnyx.com) The buyer should document whether the old provider's text service ends, whether existing messages can be exported, whether the new inbox is live at cutover, and when outbound business messages can begin. Twilio warns that a hosted or ported number may not be usable for outbound messages until provisioning finishes. (www.twilio.com) Bandwidth says messaging service transfer during a port is expected but not guaranteed, which makes a written cutover plan and real-device test necessary. (www.bandwidth.com)

Eligible split hosting

In a split arrangement, one company continues to carry voice while another hosts SMS and MMS. Twilio's hosted-number quickstart says voice traffic remains with the existing voice provider, and Textline describes the same general pattern for an existing landline. (www.twilio.com) (help.textline.com) Eligibility is the gate. Twilio's hosted-number documentation describes U.S. and Canadian numbers but excludes mobile numbers; it requires ownership verification and a letter of authorization for its process. (www.twilio.com) Bandwidth documents a scenario in which the voice owner does not permit messaging to be split. (www.bandwidth.com) **HubSpot** explicitly says its provided numbers cannot use Hosted SMS with other calling providers, a product-specific incompatibility. (knowledge.hubspot.com) No single provider's rule should be treated as a universal carrier rule.

Twilio's older Hosted Phone Numbers application programming interface (API) is marked as in development and not intended for new customers. (www.twilio.com) That warning concerns that API, not a blanket declaration that all hosted messaging is unavailable. A buyer considering split hosting should ask the specific messaging vendor to check the exact number, carrier, current SMS route, number type, country, ownership evidence, and available onboarding path before paying for implementation. Textline says its own process triggers a verification call to the number. (help.textline.com)

Voice-only routing when texts are unnecessary

A voice-only path is appropriate if customers are told to call, another supported channel handles written requests, and no public material promises texting. **autoattendant.io** lists one local or toll-free number, a menu with up to nine options, unlimited receiving team members, and mobile ringing. Its current public page does not document SMS capability, so the buyer must obtain a current, number-specific answer before advertising "text us." This is a comparison of documented offerings, not a claim that a voice-only number is intrinsically unable to receive texts through an eligible separate host.

Table 2 compares the routes by the question that matters most: who receives the customer's first text. Prices shown are published list figures as of October 2026, and quoted services bundle different functions.

Route or documented example	Voice destination	Customer text destination	Buying condition and illustrative price
New combined number, Quo Business	Product's team calling flow	Shared interface for team texts. (www.quo.com)	**$23 per user monthly, billed annually**; confirm plan and registration. (www.quo.com) (www.campaignregistry.com)
Google Voice Standard — number-assignment caveat	Google requires an auto attendant Voice number that is not already assigned to a user. (Google Workspace Help)	SMS delivery to that menu number is unverified here; do not count it as a demonstrated one-number menu-and-text route.	Require a test showing that the exact public number both runs the menu and receives texts before treating it as an option.
Full port to a provider with both channels	Receiving provider after cutover. (www.twilio.com)	Receiving provider's configured inbox or application.	Check actual port scope, provisioning, exports, and post-port tests. (www.bandwidth.com)
Eligible split-hosted messaging	Existing voice carrier. (www.bandwidth.com)	Separate messaging provider; confirm SMS and MMS routing.	Requires number eligibility and ownership evidence; no universal quoted price. (help.textline.com)
Voice routing, autoattendant.io	Menu rings the team's existing mobiles.	**Unverified in public product documentation**; do not promise SMS.	**$29 per month for the company**, not per seat.

The table is a starting shortlist, not a recommendation to port immediately. The buyer should compare a complete bill, the number's actual eligibility, who handles registration, and whether the reply experience fits the team. In **Zoom Phone**, for example, Team SMS on eligible call queue or auto receptionist numbers requires a Customer Engagement Pack add-on, and administrators select who may send and receive texts. (support.zoom.com) A headline "SMS available" feature can therefore require specific configuration and an added purchase.

U.S. Messaging Registration and Separate Calling Questions

The registration owner

Application-to-person **10DLC** is the U.S. framework used for business messages sent from ten-digit long codes. The Campaign Registry's 2026 introduction says even individual, nonmarketing business messages are in its registration scope and directs businesses to their messaging provider for the process. (www.campaignregistry.com) Twilio likewise says anyone sending SMS or MMS over a 10DLC number to U.S. recipients must register in its workflow. (www.twilio.com) The business should ask the messaging provider which legal entity is being registered, which use case covers customer replies, whether each number is attached to the approved campaign, and what happens when the number changes.

Registration does **not** create permission to text a customer. The Campaign Registry says it is not the organization that advises on collecting opt-ins and processing opt-outs; CTIA's messaging best practices recommend express permission and documented opt-in. (www.campaignregistry.com) (api.ctia.org) Twilio's

campaign-information guide asks for a detailed description of how recipients consent. (www.twilio.com) A team planning appointment updates, estimates, photos, or marketing texts should record the specific consent path and ask its provider how STOP, HELP, and staff replies are handled. The user's first inbound text should not be mistaken for blanket permission for unrelated promotional messages.

Toll-free numbers are a separate messaging lane. Twilio states that toll-free numbers and short codes are outside 10DLC, and its own toll-free onboarding page requires verification before its toll-free numbers can send SMS to the United States and Canada. (www.twilio.com) Ask the proposed provider for its current toll-free verification path if the public number is toll-free. A business that only receives calls still needs to ask about emergency calling independently: the National 911 Program says Voice over Internet Protocol (VoIP) location may rely on a registered physical address, and recommends coordinating any 911 test call with the local call center. (www.911.gov) This is a separate purchase question, not evidence that a forwarded call or texting product provides emergency service.

Short codes and verification messages

Do not treat one successful person-to-person text as proof that every authentication code will arrive. Twilio says its numbers cannot send messages to short codes, and its documentation describes uncertainty for receiving short-code traffic even when enabled. (www.twilio.com) A bank, scheduling platform, or field-service account may also apply its own rules to VoIP or business numbers. The practical test is service specific: ask that account's provider whether the exact number is accepted and retain an alternate authentication method. A purchase sheet should keep **ordinary customer SMS**, **MMS**, **short-code messages**, and **verification codes** as separate checkboxes.

Provider Questions and Launch Procedure

Printable provider question sheet

Give the same written questions to each shortlisted provider. Have them answer for the **exact number**, not a generic plan page. The goal is an implementation record that can be handed to the next employee who owns the phone system.

- **Number type:** Is it local, toll-free, mobile, or another category, and in which U.S. jurisdiction is it provisioned?
- **Voice ownership:** Which carrier and application will receive an inbound call after purchase or port?
- **Message ownership:** Which provider currently routes SMS and MMS, and which one will route them after cutover? Bandwidth says its lookup can identify both. (www.bandwidth.com)
- **Number eligibility:** Is this specific number eligible for full port, hosted SMS, or both? Twilio offers a portability checker for its port-in process. (www.twilio.com)
- **Split permission:** Will the current voice owner permit messaging to be separately hosted? Bandwidth documents that some will not. (www.bandwidth.com)
- **Existing service:** Is the number already text enabled, and must an existing messaging service be released first? Twilio lists an existing messaging route as a hosted-SMS eligibility issue. (www.twilio.com)

- **Verification:** What bill, authorization, call, or one-time code proves ownership? Twilio describes a letter of authorization; Textline describes a verification call. (www.twilio.com) (help.textline.com)
- **Inbound scope:** Can the number receive SMS, MMS photos, group messages, and messages from the carriers customers actually use? Grasshopper documents business MMS on local numbers, but that fact should not be generalized to every number. (grasshopper.com)
- **Outbound scope:** Can staff reply from the same public number? Is business registration or toll-free verification already complete? (www.campaignregistry.com)
- **Shared work:** Is there one inbox, conversation assignment, history, role permission, and audit or export function? Zoom describes claiming a conversation to prevent duplicate replies. (support.zoom.com)
- **Automation:** Does any auto reply, missed-call text, or bulk message require a separate feature, registration, and consent workflow?
- **Short codes:** Which inbound and outbound short-code cases are supported, and what is the fallback for account verification? (www.twilio.com)
- **Fees:** What are the number, seat, add-on, usage, carrier, registration, and tax charges on an actual monthly bill? Telnyx says carrier passthrough and taxes vary. (telnyx.com)
- **Port scope:** What happens to voicemail, call forwarding, the old SMS inbox, message history, and the existing texting registration? Bandwidth says messaging transfer during port is not guaranteed. (www.bandwidth.com)
- **Exit:** How can the number and message history be exported or moved away, and who is responsible for a disputed routing failure?
- **Emergency use:** Does this service support 911 calls from the business workflow, and what address or calling location must be maintained? (www.911.gov)

An incomplete answer is useful information. For example, **Zoom Phone** says SMS cannot be sent to a main company number when it is set as the main auto receptionist number in a documented configuration. (support.zoom.com) The buyer should ask a vendor to demonstrate the chosen number and routing pattern, rather than assuming a product-level SMS claim covers a main menu line. Likewise, **HubSpot** documents a hosted-SMS incompatibility for its own provided numbers. (knowledge.hubspot.com)

Eight-row real-device acceptance log

Use at least two external mobile devices, preferably on different carriers, and test while the old and new providers can still respond. Record time, sender device, observed destination, named owner, and a screenshot or call log reference. A provider’s dashboard saying “active” is weaker evidence than a delivered message and a reply seen on the recipient device. Bandwidth explicitly advises testing the telephone number after messaging transfer. (www.bandwidth.com)

Table 3 is the pre-launch log. Fill the result column before putting the number on public material; rerun it after every port or hosting change.

Test	Action from a real device	Expected observed result and owner	Result / timestamp
1. Inbound call	Call the public number during business hours.	Correct greeting, menu, and intended team mobile ring.	____

Test	Action from a real device	Expected observed result and owner	Result / timestamp
2. After-hours call	Call outside the configured schedule.	Correct after-hours destination and named on-call owner.	____
3. Voicemail	Let the call go unanswered and leave a message.	Recording or transcript reaches the assigned reviewer.	____
4. First inbound SMS	Text from a customer-like phone that has never contacted the number.	Exact shared inbox and staff owner identified.	____
5. Inbound MMS	Send a photo and caption.	Full picture and caption visible to assigned staff.	____
6. Team reply	Have an authorized teammate reply.	Recipient sees the public business number and conversation is retained.	____
7. Opt-out/help	Use the provider's supported STOP and HELP flows in a safe test thread.	Expected response and suppression or escalation recorded.	____
8. Failure and exit	Disable the assigned responder or simulate an unclaimed message.	Escalation owner and recovery path work; export steps are known.	____

A separate emergency-calling review belongs in the procurement file, because a real 911 call should be coordinated with the local center rather than improvised as an ordinary acceptance test. The National 911 Program advises scheduling a test through a local 911 center's nonemergency number. (www.911.gov) For any failed row, the vendor should provide the actual route, logs, and retest plan before the business publishes a text invitation.

Data Analysis and Evidence

The most useful numbers in this purchase decision are **plan prices and billing units**, not broad market-size estimates. Public list prices reveal whether a product charges per company, per user, per number, or per message, but the quoted bundles are not interchangeable. As of October 2026, autoattendant.io lists **$29 monthly for the company** for voice routing to existing mobiles. Quo lists **$15 per user monthly when billed annually** for Starter and **$23 per user monthly when billed annually** for Business. (www.quo.com) Google lists Voice Starter at **$10 per license monthly** and Standard at **$20 per license monthly**, both as Workspace add-ons. (knowledge.workspace.google.com) These are list figures, not a calculated total cost of ownership.

(Hypothetical Example) For a **five-person** team, the listed base fee would be **$29 monthly** for the flat voice-routing plan, **$115 monthly** at Quo Business's annually billed per-user rate, or **$100 monthly** in Google Voice Standard add-on licenses before the underlying Workspace cost and any other charges. This arithmetic uses the cited list prices and assumes one paid license for each person; it is a scenario, not a vendor quote or an assertion that the plans offer the same SMS capability. (www.quo.com) (knowledge.workspace.google.com) The owner should add any SMS registration, add-on, message usage, number, and carrier fees from a written quote.

Usage-based examples show why a bare number price can mislead. **Telnyx** lists U.S. local numbers from **$1 per month**, an additional **$0.10 monthly** for SMS/MMS capability, and outbound local SMS at **$0.004 per message part** before variable carrier passthrough and taxes. (telnyx.com) A developer-capable business might assemble these components, but number rental and per-part messaging rates do not supply a shared inbox, call menu, staff permissions, support, or a complete compliance workflow by themselves. That gap must be priced in the actual implementation.

The other measurable constraint is **number-specific compatibility**, not a market average. Twilio's hosted documentation limits its relevant hosted-number flow to U.S. and Canadian numbers and excludes mobile numbers, while Bandwidth documents a voice-owner restriction that can prevent split hosting. (www.twilio.com) (www.bandwidth.com) Google Voice's product FAQ limits SMS to the United States and excludes SIP Link numbers; Zoom Phone's Team SMS requires a specified add-on. (support.google.com) (support.zoom.com) These observations are provider-specific and can change. A reader should request a written eligibility result for the exact public number and preserve the real-device test log as the evidence of launch readiness.

Implications and Future Directions

The architecture decision should precede any number purchase. If a business wants only inbound calls to reach its own people, a flat voice-routing plan can be operationally simple, provided the website and vehicle say **call** rather than **call or text** until SMS is verified. Google Business Profile's text contact option itself calls for a number that can receive messages. (support.google.com) If the business expects customers to send job photos, gate codes, appointment changes, or signed documents by text, a documented shared inbox and MMS path become part of the primary buying requirement. Grasshopper says its business SMS feature supports picture messages, while Quo documents one shared number for team calls and texts. (grasshopper.com) (www.quo.com)

A split-hosted architecture may preserve a familiar voice setup while introducing a specialized text workflow. It also creates a coordination duty: know who owns each route, and repeat the tests after a voice-provider change. Bandwidth says a new voice provider may attempt to overwrite messaging when a hosted number's voice service changes. (www.bandwidth.com) The business should keep one internal owner for provider contacts, authorization records, registration status, inbox permissions, and post-change tests. Small teams cannot afford an unowned customer message, even if each provider's individual component appears active.

The more useful future feature question is whether an inbound customer message can be delivered, assigned, answered from the published identity, retained, exported, and safely moved when the business changes provider. **RingCentral** markets a Business SMS Booster with shared inbox and compliance tools, while **Comm100** documents replying to Twilio SMS inside its agent console and exporting tickets. (www.ringcentral.com) (help.comm100.com) Those are examples of workflow layers, not evidence that any exact number or plan is eligible. A team should revisit its matrix at every renewal and after each number or provider change.

Frequently Asked Questions (FAQs)

Can a business phone number receive texts?

Yes, if the exact number is text enabled and a messaging provider has an inbound route to a monitored application or inbox. Textline describes enabling an existing voice-only landline for texts, and Twilio says an SMS-capable number still needs an application route for incoming messages. (www.textline.com) (www.twilio.com) A voice plan alone is insufficient proof.

Can the same business number make calls and send texts?

Yes. Combined products can use one shared number for both channels, and eligible split-hosted models can keep calls and texts with different providers. (support.sinch.com) Verify that replies show the public number and that the team knows who owns the inbox.

Can employees handle business calls and texts on their personal cell phones?

They can use existing devices, but the experience varies. A voice-routing menu can ring existing mobiles; Grasshopper says its shared calls and texts use an app on those devices. (grasshopper.com) Ask whether the business number appears on outgoing replies and whether staff need an app or shared web inbox.

Does porting an existing number preserve all texting?

No general promise is safe. Telnyx says its voice and SMS ports are separate processes, and a completed voice port does not itself cover SMS. (support.telnyx.com) Back up existing conversations where possible, confirm the new inbound route, and test immediately after cutover.

Can a business add texting to a voice number without porting calls?

Sometimes. Telnyx and Bandwidth describe hosted messaging that leaves voice with the existing carrier. (support.telnyx.com) (www.bandwidth.com) Eligibility depends on the specific number and voice owner; Bandwidth documents cases where a split is disallowed. (www.bandwidth.com)

Is an auto attendant plus SMS automatically included?

No. A menu is a voice-routing feature, while SMS needs messaging capability, routing, registration where applicable, and a reply inbox. Zoom Phone’s Team SMS requires a Customer Engagement Pack add-on, illustrating why the exact plan and number should be checked. (support.zoom.com) A buyer should ask the menu provider to identify the actual text inbox before promising SMS.

What if a customer texts a voice-only number?

Do not assume the text reaches the call recipient. Ask the provider to identify the current SMS route and run a first-message test from an outside device. Bandwidth cautions that voice classification alone does not guarantee SMS support. (www.bandwidth.com) Until delivery and reply are demonstrated, publish the supported contact channel and remove “text us” from signs, listings, and templates.

Conclusion

The right business number is the one whose **call path, text path, reply owner, and exit path** are all known. A single printed number can support both calls and texts through one combined product or through eligible separate providers. It can also function well as a voice-only line if the business communicates that limit clearly. The decisive evidence is not the number's appearance or a plan label; it is a tested call, a delivered first text, a staff reply showing the same public identity, and a named person accountable for the inbox.

Choose the route that matches the team's actual work. A call-focused crew can prioritize reliable menu routing and voicemail. A property team that receives photos should insist on MMS and a shared response process. A practice that already advertises a number should document its existing message history and test every channel after any port. Keep registration, consent, emergency calling, short-code acceptance, and export as separate purchase questions. Recheck the matrix whenever the number's voice or messaging provider changes. The purchasing record should name the person who checks each channel and set a date for the next retest. That disciplined test turns "one number for calls and texts" from a marketing phrase into an operational fact.

Source links

Links cited in this article, in order of first appearance. Full addresses are provided for readers using extracted text.

1. https://www.bandwidth.com/support/en/articles/12823347-phone-number-lookup-faq
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About Auto Attendant

Auto Attendant gives a small business one phone number and a recorded menu that sends each caller to the right person. The call rings the mobile that person already carries, using their normal dialler and their normal mobile plan. Pricing is a single flat monthly fee for the whole company rather than a charge for each user, and there is no app, desk phone or hardware to install.

One number, one menu, the phones you already own

A caller dials the business number, hears a short greeting and chooses an option. Each option can ring one mobile, ring several at once so whoever is free answers first, or try people one after another in a set order. There is no limit on how many people sit on the receiving end, because nobody is billed per seat. Setup is done by the owner in a few minutes: pick a number, write the greeting, and point each option at a mobile.

What it deliberately is not

An auto attendant routes a call; it does not answer one. Nobody at Auto Attendant speaks to callers, and no AI stands in for a receptionist. A business that wants its calls handled, messages taken and appointments booked wants an answering service, which is a different product at a different price. A business that needs call recording, queues, agent dashboards or CRM integration wants a contact centre platform. Auto Attendant is for the case where the call should simply reach the right pocket.

Keeping personal numbers off the internet

The business number is the only number a caller ever sees. Personal mobile numbers are never displayed and never given out, which is what lets an owner put a number on a website, an invoice, a van or a Google Business Profile without handing a personal line to everyone who finds it. An existing advertised number can be ported across and kept, and the old line keeps working while the port is in progress.

Work with Auto Attendant

Visit Auto Attendant to see how it works, how it compares to a personal mobile, Google Voice and a full phone platform, and the current pricing.

Telephone number portability, emergency calling and caller-ID rules differ by country and change over time. Articles published here describe general practice and cite primary regulator and carrier sources; they are not a guarantee of any timeline, and they are not legal or regulatory advice for a specific business.

Website: https://autoattendant.io

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