



AUTO ATTENDANT / RESEARCH & PRACTICAL GUIDANCE

How to Transfer a Business Phone Number to a New Owner

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

To transfer a business phone number to a new owner, establish who subscribes to the service, have the provider confirm the correct transfer route, obtain the required seller authorization and buyer acceptance, and verify the resulting account and call handling. A signed purchase agreement is an important transaction document, but providers operate separate authorization processes. The Small Business Administration (SBA) distinguishes purchases of assets from purchases of corporate stock; the parties' adviser should establish what this transaction changes before anyone submits a carrier request. (www.sba.gov) (www.wilkinsonlawllc.com)

Account administration, financial responsibility, and number porting are different actions. AT&T explicitly separates online access levels from financial responsibility. (www.att.com) Verizon's business transfer procedure requires both parties' authorization, while AT&T's small-business procedure requires both customers to sign a Transfer of Service Agreement. Neither instruction makes a business sale itself proof of a completed carrier transfer. (www.verizon.com) (www.att.com) If the buyer changes providers, the seller should keep the existing account open and line active until the port completes, following the applicable provider's instructions. (www.verizon.com)

The recommended evidence is a **seller, buyer and provider handover register**: subscriber identity, authorized signatory, selected route, financial acceptance, provider confirmation, tested routing, voicemail recipients, listing access, and final buyer acceptance. Preserve records separately: Sideline, for example, says previous calls, messages and voicemails do not follow its number port. (support.sideline.com) Public listings need their own handover. Google restricts certain actions for new Business Profile owners and managers for **7 days**, independently of telephone service. (support.google.com)

As of October 2026, an inbound menu routing calls to existing mobiles is one possible destination. **autoattendant.io** lists **\$29 per month for the company**, rather than per recipient; suitability still depends on the buyer's requirements and confirmed number eligibility. The decisive milestone is verified buyer control, not an advertised setup speed. **U.S. simple-port rules** specify **one business day** for covered requests, subject to

scope and a longer requested interval; they do not establish the total acquisition handover schedule.

(www.ecfr.gov) Choose the service first, secure approval second, and remove seller access only at the agreed, verified handover gate.

Introduction and Background

An acquired business may have an advertised telephone number on its vehicles, invoices, website and customer records. The buyer's practical question is whether that number will reach the right people after the seller leaves, and whether the buyer can maintain the service independently. This report treats that question as an operational handover with documentary evidence, rather than assuming a reference to the number in the deal documents resolves everything.

Start with the transaction adviser. The SBA recommends considering an attorney and accountant when buying an existing business. (www.sba.gov) Its selling guidance says the sales agreement can cover assets or corporate stock and should receive legal review. (www.sba.gov) Ask the adviser which entity remains, which assets and liabilities move, and which contracts need attention. Then ask the provider how those facts affect its subscriber record and approval process.

There is a useful distinction between the parties' agreement and a third party's implementation. Wilkinson Law's goodwill-transfer guidance notes that phone numbers may require carrier authorization letters or personal identification number (PIN) releases. That is attributable professional guidance, not a universal legal rule or a substitute for the selected carrier's instructions. (www.wilkinsonlawllc.com) The relevant evidence comes from both the transaction records and the provider handling the actual account.

For an owner-operated trade, agency or professional firm, the recommended objective is straightforward: retain the advertised customer contact route while establishing accountable control. The worksheet below is an editorial operating framework for coordinating that work. It is not a carrier form, contract clause or legal opinion. It asks the seller, buyer and provider to record approvals and outcomes without publishing passwords or transfer credentials. This approach is consistent with the Federal Trade Commission's (FTC) guidance to inventory business systems and restrict sensitive access to people who need it. (www.ftc.gov)

Define the Subscriber and Choose a Transfer Route

Subscriber means the customer recognized on the service account for the process in question. Establish that identity from the account records and provider confirmation. Do not infer it from the business's trading name, the person answering calls, or a website footer. In the toll-free rules specifically, the subscriber is the entity assigned the number, while the Responsible Organization, or **RespOrg**, manages the relevant database records on that subscriber's behalf. (www.ecfr.gov)

Likewise, **number portability** means retaining a telephone number when switching service providers. The U.S. Number Portability Administration Center (NPAC) describes that provider-change function; it is not a description of selling a business or changing the people authorized on an existing account.

(www.numberportability.com) Telephone numbering also has a public-resource dimension, reflected in the Federal Communications Commission's (FCC) numbering-administration order. Avoid treating an advertised number as unrestricted property independent of service arrangements. (docs.fcc.gov)

Table 1 distinguishes the operational routes. Its destination-service row makes the inbound-mobile option concrete without suggesting that choosing a product supplies seller consent.

Route or destination	Who must act	Evidence to request	What remains to resolve
Same subscriber, different administrators	Existing authorized contact and incoming administrators	Provider-confirmed roles and buyer access	Whether the transaction also triggers a contractual or subscriber change; access alone does not change financial responsibility. (www.att.com)
New subscriber, same provider	Relinquishing and accepting parties under the account's procedure	Accepted transfer request and updated subscriber/billing record	For Verizon business-to-business service, the relinquishing party initiates. (www.verizon.com)
New provider, retained local number	Authorized representative and receiving provider	Eligibility result, accepted authorization and completion confirmation	Coverage, service address and receiving configuration; Zoom documents a portability-check step. (support.zoom.com)
Toll-free administration change	Subscriber and relevant RespOrgs	Applicable authorization and confirmed database/routing work	Somos distinguishes associated customer-record routing work from the RespOrg change. (support.somos.com)
Inbound menu to existing mobiles, example: autoattendant.io	Buyer chooses service; authorized subscriber approves the applicable port	Listed plan: \$29/month , one local or toll-free number, up to nine options , unlimited receiving people	Inbound routing to the buyer's own team; confirm eligibility and all additional requirements separately.

The matrix is a decision aid, not a required sequence. A suitable existing service may remain the best destination. If the legal subscriber stays the same, ask whether administrator and billing-contact changes suffice. If a new entity must take responsibility, obtain the provider's approved subscriber-transfer procedure. If a different service is needed, coordinate the authorized port with the receiving provider.

Before deciding, document **number type**, **current account type**, **actual subscriber**, **required call handling**, and **intended subscriber after closing**. Confirm eligibility for the particular number rather than assuming every transfer is available: the U.S. NPAC notes geographic limitations for wireline portability. (www.numberportability.com) These questions keep an acquisition decision from becoming an unnecessary provider migration.

Secure Provider Approval and Financial Acceptance

A seller's willingness to cooperate is essential operational evidence, but the carrier determines which authorization it accepts for that account. Verizon's business instructions require a current existing balance, a credit check for the assuming party, and acceptance of the remaining contract line term. These are conditions of that service-transfer procedure, not universal rules for every port. (www.verizon.com)

AT&T's small-business instructions require both customers to sign an agreement and require the accepting customer to take responsibility for billed and unbilled charges. (www.att.com) The same guide says a deposit may be required and a service-order charge may apply. The buyer should obtain the applicable account-specific terms before treating continuation of the existing plan as financially settled. (www.att.com)

Device financing needs its own answer. T-Mobile says the original responsible party remains liable for Equipment Installment Plan charges if the accepting party cannot or will not take that plan. (www.t-mobile.com) This illustrates why the number, service contract, equipment and payment obligations belong on separate lines in the handover records. A deal's allocation of expenses between the parties should be reconciled with what the provider actually accepts.

The following are recommended questions for the provider and transaction adviser, not assertions that every carrier demands the same documents:

- **Authority:** Which person or entity can authorize this exact account change?
- **Procedure:** Is this a business subscriber transfer, an administrator update, or a port?
- **Acceptance:** What must the buyer sign, verify or pass before responsibility changes?
- **Obligations:** Which service commitments and equipment payments remain or transfer?
- **Charges:** What deposits, setup charges, taxes, fees and final bills require allocation?
- **Confirmation:** What record will establish completion, and who receives it?

Account size does not establish the procedure. For example, T-Mobile directs transfers involving a business line and **21 lines or fewer** to its signed Business Change of Responsibility form. Confirm that the selected account fits the current instructions rather than applying a consumer workflow to a business purchase. (www.t-mobile.com)

Administrative capability also deserves an explicit check. Verizon permits multiple administrators but only one Primary Contact. (www.verizon.com) Accordingly, record the buyer's intended role and test it after the provider implements the change. A successful login establishes something useful, but AT&T's distinction between access and financial responsibility means it cannot establish everything. (www.att.com)

If approval is incomplete before closing, the recommended response is to identify the missing gate, assign an owner and have the adviser address the resulting transaction dependency. Do not manufacture evidence by marking an initiated request complete. **Submitted**, **accepted**, and **completed** should remain distinct statuses in the working register.

Prepare the Port Without Closing the Existing Service

A provider change introduces a separate workflow. Verizon Business defines porting out as moving a line to a different carrier. (www.verizon.com) The receiving provider should confirm eligibility and explain how the seller's existing subscriber information relates to the buyer's destination account. The transaction documents and carrier records may describe different entities, so resolve that mismatch through authorized channels before submission.

A current bill is evidence, not authorization by itself. Twilio's port-in process includes uploading bills for the numbers being ported, while its Letter of Authorization (LOA) is signed by the number's authorized representative. (www.twilio.com) The buyer should request the receiving provider's actual evidence requirements rather than assuming a purchase agreement replaces either item.

Prepare a private document pack:

- **Account record:** Latest bill showing the relevant number and subscriber details.
- **Authority record:** Provider-approved signatory, contact and authorization method.
- **Service details:** Account number, service address and number inventory.
- **Transfer evidence:** Required LOA or equivalent carrier form, with accepted status.
- **Financial record:** Confirmed obligations and the parties' agreed expense allocation.
- **Operational record:** Destination routing, dependent services and acceptance criteria.

Check the details against the provider's records. Sideline suggests requesting a **Customer Service Record (CSR)** from the existing carrier. (support.sideline.com) Zoom specifically notes that the service address can differ from the billing address. (support.zoom.com) These distinctions support a practical rule: use verified subscriber and service data, and have the providers resolve discrepancies instead of repeatedly guessing names or addresses.

Keep the existing service available. Verizon instructs its business customers to keep the account open and line active until completion. (www.verizon.com) Separately inventory services sharing the account or line. Ooma Office warns that Digital Subscriber Line (DSL) internet delivered on the same line must be separated before initiating its number transfer. (www.ooma.com) Its partial-transfer guidance also calls for coordination over separate accounts for numbers being retained. (www.ooma.com) For any broadband, fax or alarm dependency, request an account-specific answer before authorizing disconnection.

The preferred cutover date is another request requiring confirmation. Zoom calls its requested port date best effort and expressly does not guarantee it. (support.zoom.com) Schedule seller cooperation, receiving-provider support and test callers around the agreed operational milestones. Avoid promising that the closing date and service-transfer date will coincide.

Finally, plan records preservation separately. Sideline states that only the number is carried over, excluding prior calls, messages and voicemails. (support.sideline.com) Ask each provider what can be exported, what must be retained under the business's policies, and which new inboxes need configuration. Carrying a familiar number forward does not, on this evidence, establish that its historical communications have migrated.

Build the Seller, Buyer and Provider Handover Register

The register is the central deliverable of this guide. It is a recommended evidence model, not a form prescribed by a regulator. Its purpose is to give every dependency an owner and a verifiable outcome. That is particularly relevant where separate providers and platforms each use their own authorization process, as Wilkinson Law's goodwill checklist explains. (www.wilkinsonlawllc.com)

Use role labels until named participants accept responsibility. The **seller owner** should obtain release authority and current records; the **buyer owner** should define the receiving arrangement and acceptance criteria; the **provider owner** should confirm its requirements and implementation status. Store supporting records privately. The FTC recommends restricting sensitive-information access to those who need it for their jobs. (www.ftc.gov)

Table 2 provides a copyable operating structure. Add named contacts, target milestones, evidence locations and actual results in a private working version. Leave a gate open until the stated evidence exists.

Gate	Seller owner	Buyer owner	Provider or platform owner	Evidence and acceptance outcome
Subscriber and authority	Obtain bill and identify authorized signatory	Reconcile intended subscriber with adviser	Confirm account holder and accepted authorization	Subscriber identity recorded; signatory confirmed. Twilio requires an authorized representative for its LOA. (www.twilio.com)
Transfer route	Confirm release/cooperation	Select continued service or receiving provider	Confirm applicable account procedure	Route approved; required forms identified; no unresolved entity mismatch.
Financial responsibility	Disclose relevant charges and commitments	Accept agreed provider obligations	Confirm buyer acceptance and billing change	Updated responsibility and expense allocation documented; AT&T addresses billed and unbilled charges. (www.att.com)
Eligibility and live service	Preserve agreed existing service	Supply receiving details	Confirm eligibility and completion status	Number remains active pending confirmed completion under the applicable instructions. (www.verizon.com)
Routing and voicemail	Disclose existing destinations	Name recipients and schedules	Implement destination configuration	Calls and messages reach intended recipients; Microsoft documents group-specific voicemail routing. (learn.microsoft.com)
Public listings	Initiate applicable profile transfer	Accept the correct role	Confirm platform-specific access	Google primary ownership transferred by the existing primary owner. (support.google.com)
Buyer control	Remain available for agreed cooperation	Test independent access and recovery	Resolve residual permissions or account issues	Buyer can operate the service; seller access removed at agreed gate.
Acceptance and escalation	Confirm remaining support contact	Record test outcomes and exceptions	Supply completion record and support route	Accepted, conditional or incomplete status recorded with responsible owner and next action.

An administrative screenshot, an authorization receipt and a successful test call answer different questions. Keep all relevant evidence, but label each item for what it demonstrates. The recommended closeout packet contains the provider's completion record, the buyer's account-access confirmation, the billing-responsibility record and the operational test results. Where a provider uses different terminology, retain that wording alongside the register's status.

Include public listings and recovery dependencies

Public visibility needs a parallel workstream. Google says transferring primary ownership to the new business owner maintains information such as reviews. (support.google.com) Apple's location-management transfer process asks for supporting documentation, with a business license or utility bill as examples. (support.apple.com) Neither process is replaced by a telephone-number port.

Record the private dependencies without putting their secrets into the worksheet:

- **Recovery email:** Who controls the mailbox used to recover each service account?
- **Authentication device:** Which person controls the required verification method?
- **Administrative role:** Which buyer identity has the necessary provider permissions?

- **Message destination:** Who receives voicemail, transcripts and operational notices?
- **Listing access:** Which account manages each public business profile?
- **Escalation contact:** Who can resolve an incomplete handover after the seller leaves?

This inventory follows the FTC's broader recommendation to track the hardware, software, data and services the company uses. (www.ftc.gov) Keep credentials in a private, approved mechanism and establish buyer-controlled access through supported role and recovery changes. The FTC advises against password reuse and sharing passwords over the phone, text or email. (www.ftc.gov)

Test Routing, Recovery and Buyer Control

Provider completion and business acceptance need separate records. The former establishes the provider's reported implementation status. The latter is the buyer's evidence that the agreed operating arrangement works. This distinction is particularly useful for toll-free service: Somos describes RespOrg changes and associated customer-record routing changes as separate work requiring coordination. (support.somos.com)

Prepare the expected results before the cutover. Microsoft Teams, for example, documents different incoming-call handling and greetings after hours, and calculates business hours using the configured time zone. (learn.microsoft.com) A test performed only during office hours would leave an important configuration untested.

The following is a recommended acceptance sequence. Record the actual result, tester and time privately; do not substitute an unchecked box for a call outcome.

- **Incoming calls:** Dial the advertised number from independent originating networks.
- **Greeting:** Confirm the business name, **menu wording and intended options**.
- **Every option:** Follow each route through to the intended person or fallback.
- **No answer:** Let the call run to its configured destination and verify receipt.
- **After hours:** Test the applicable schedule, including its time zone.
- **Voicemail:** Leave a recognizable test message and confirm the correct inbox.
- **Texting:** Where required and supported, test sending, receiving and recipient access.
- **Callback identity:** Call a test customer endpoint through the intended outbound method.
- **Account access:** Have the buyer independently view the service and permitted settings.
- **Billing and recovery:** Confirm responsible account details and recovery control.
- **Retained services:** Verify unrelated lines and shared services against the dependency inventory.
- **Escalation:** Confirm the buyer can reach the agreed provider support route independently.

Voicemail is especially easy to mistake for a number-level setting. Microsoft documents routing to the mailbox associated with a specified Microsoft 365 Group. (learn.microsoft.com) T-Mobile warns that a change of responsibility can delete the voicemail box and old messages. (www.t-mobile.com) Name the intended recipient, check the message actually arrives there, and preserve required historical messages separately.

Inbound routing also does not establish outbound behavior. In Microsoft Teams, the default outbound calling-line identification uses the telephone number assigned to the user; delivery of the calling-party name still depends on public telephone network operators. (learn.microsoft.com) Test the method the buyer's team will actually use for callbacks. If **calls are received on ordinary mobiles**, ask separately how business-number callbacks will work before choosing the destination service.

Control should be independently recoverable by the buyer. The Cybersecurity and Infrastructure Security Agency (CISA) recommends starting multifactor authentication with administrator accounts and people handling sensitive data. (www.cisa.gov) Use supported account roles and recovery updates to establish that control. After the agreed acceptance gate, remove obsolete access and retest the buyer's permissions. Verizon specifically instructs administrators to remove permissions manually where a user should no longer see an account or line. (www.verizon.com)

Where a test fails, record the exception and escalation owner. Keep the service and seller cooperation available according to the agreed arrangements until the parties resolve the remaining gate. Do not label temporary forwarding, receipt of an email or successful ringing as evidence of every aspect of control.

Data Analysis and Evidence

The most useful quantitative evidence here consists of **scoped operational clocks**, not acquisition market estimates. Each measures a different event. Reading them as one universal transfer deadline would erase the distinction between authorization, processing, profile administration and acceptance.

Table 3 collects the relevant figures verified for this report. They are provider or rule-specific, and none is an estimate of how long an entire business acquisition takes.

Evidence	Published figure	What it measures	Planning implication
U.S. simple-port rule	One business day , unless a longer interval is requested	Covered simple wireline-to-wireline and simple intermodal port requests	Confirm the request qualifies; this is not the entire transaction schedule. (www.ecfr.gov)
U.S. non-simple-port rule	Four business days , unless a longer interval is requested	Covered non-simple wireline-to-wireline and intermodal port requests	Do not assume the simple-port clock applies. (www.ecfr.gov)
Verizon business transfer request	15 days before an uncompleted request is canceled	Expiration of that service-transfer request	Track acceptance and re-submission requirements; it is not a completion promise. (www.verizon.com)
Verizon Business transfer PIN	7 days validity	Credential validity for its port-out workflow	Coordinate authorized generation with the receiving provider. (www.verizon.com)
Google Business Profile	7 days of restrictions for new owners/managers	Access to certain profile-management features	Start profile handover separately from carrier cutover. (support.google.com)
Apple location transfer	Up to five business days for review	Apple's location-management transfer request	Treat listing review as a separate dependency. (support.apple.com)

Evidence	Published figure	What it measures	Planning implication
Somos Help Desk intervention	Letter of Agency (LOA) dated within the relevant 30-day window	Documentation freshness for that specific process	Ask the RespOrg which procedure applies; do not generalize this to all transfers. (support.somos.com)

The regulatory intervals require particular care. The simple-port rule refers to an **accurate and complete Local Service Request (LSR)** and includes business-day and cutoff provisions. (www.ecfr.gov) A buyer still needs the relevant provider approvals and a usable destination. The table therefore supports milestone planning, not a promise of uninterrupted service or a guaranteed date.

Calculate overlap from actual quotes

Use a user-entered calculation rather than an invented industry average:

Overlap cost = old service during the agreed overlap + new service during that period + verified setup, transfer and contract charges.

Use actual bills and quotations, account for their billing periods, and avoid counting the same charge twice. Keep refundable deposits separate from nonrefundable expenses, and ask the adviser how the parties should allocate them. AT&T's documentation establishes that deposit and service-order charges can arise, but does not supply a universal amount. (www.att.com)

A useful working calculation records the source of each input, the period covered, the paying party and whether the amount is confirmed. Where old service includes unrelated broadband or retained numbers, ask the provider to identify the relevant charges before estimating savings. Ooma's guidance about separating services and retained numbers illustrates why cancelling a whole account is not a reliable shortcut. (www.ooma.com)

The evidence supports provider-specific operational decisions. The handover register itself is a proposed coordination tool, not an independently measured method for reducing failures, costs or completion times.

Implications and Future Directions

The durable management issue is **control continuity**. The buyer needs to know who can operate the service after closing, who receives customer communications, and who can recover access if the routine login path stops working. CISA defines multifactor authentication (MFA) as requiring two or more ways to verify identity. (www.cisa.gov) The recommended implication is to transfer the relevant recovery dependencies through supported processes rather than leaving the business dependent on the seller's personal device.

The same principle applies to operating records. Maintain a buyer-controlled dependency inventory and update its responsible people when staffing or ownership changes. That inventory should make the next administrator change easier to assess without suggesting that any future subscriber change will bypass provider approval.

A larger platform is not automatically required by a purchase. An inbound menu may suffice when the buyer wants calls delivered to its own team; autoattendant.io describes precisely that human-on-the-customer's-team model. If the buyer requires outbound workflows, separate messaging administration or additional platform functions, the recommended approach is to verify those requirements explicitly with the candidate service. An inbound demonstration alone cannot establish them.

Providers and platforms may change procedures. Keep the current support-page reference and case confirmation with the handover records, then recheck them when implementing the request. Do not convert an old checklist into a permanent rule. Even the underlying porting function concerns routing updates: NPAC explains that it receives routing information and distributes it to service providers. (www.npac.com) The business-facing acceptance process must still establish where calls land and whether the buyer controls the resulting service.

Frequently Asked Questions (FAQs)

Can a buyer keep the phone number when buying a business?

Potentially, subject to the actual subscriber's authorization, provider requirements and number eligibility. Keeping the number with a new provider is number portability; retaining the current service can involve a different responsibility-transfer process. (www.numberportability.com) Establish the correct route before treating retention as settled.

Does an asset purchase agreement transfer the phone account?

Do not treat the agreement as carrier-completion evidence. The SBA says a sales agreement can cover asset or stock purchases, while the provider or platform uses its own authorization process. (www.sba.gov) (www.wilkinsonlawllc.com) Have the adviser address the deal rights and the provider confirm implementation.

How should the seller release the number?

Ask the current and receiving providers for the approved authorization path for this account. It may involve an authorization letter or PIN-based release; Wilkinson Law identifies both possibilities in its handover guidance. (www.wilkinsonlawllc.com) Keep credentials private and retain the acceptance record.

Will calls and text history move with the number?

Do not assume they will. Sideline explicitly excludes previous calls, messages and voicemails from its number transfer. (support.sideline.com) Ask the selected providers separately about message preservation, [new texting capability](#), required registrations and inbox access; test whichever channels the buyer needs.

Is a toll-free number handled the same way?

It needs toll-free-specific confirmation. U.S. rules define a subscriber-selected RespOrg to administer the database records. (www.ecfr.gov) The rules also generally restrict acquiring toll-free numbers for fee-based resale, with specified exceptions; this guide does not evaluate speculative number sales. (www.ecfr.gov) Ask

the actual RespOrg for the authorized subscriber-change and routing procedure. Somos' documented Help Desk intervention process, for example, requires an LOA for each toll-free number. (support.somos.com)

Conclusion

The recommended transfer process starts with the legal subscriber and ends with evidence that the buyer can operate the service independently. Between those points sit separate decisions about administrator authority, financial acceptance, provider approval and routing. Treating them as explicit gates gives the parties a practical way to distinguish cooperation, submission and verified completion.

Use the route matrix to choose the operation the provider actually supports for the transaction. Preserve a suitable existing service when it meets the buyer's needs; select a different destination when the required capabilities justify the change. In either case, keep the relevant service available under the agreed arrangements while approval and implementation remain incomplete.

The handover register should remain open until the responsible people record the required confirmations and test results. Maintain a private evidence pack, identify the recipient of every relevant communication, and track listings and recovery dependencies alongside the telephone account. Record unresolved issues with a named owner and an escalation path.

The central acceptance question is concrete: after the seller leaves, can the buyer receive the advertised calls, manage the intended routing, access the relevant messages, control the account and resolve problems through the provider? A purchase agreement, carrier request and working telephone number each contribute evidence. The strongest handover connects them through documented authority, confirmed responsibility and observed operating results.

Source links

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

1. <https://www.sba.gov/counseling/manage-your-business>
2. <https://www.wilkinsonlawllc.com/whats-missing-from-your-asset-purchase-agreement/2026/01/02/asset-purchase-agreement-goodwill-transfer>
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25. <https://www.npac.com/customer-center/faq>
26. <https://www.ecfr.gov/current/title-47/chapter-I/subchapter-B/part-52/subpart-D/section-52.107>

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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](#).

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Website: <https://autoattendant.io>

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