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Google Voice Alternatives for Business: What Works

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Executive Summary

The best **Google Voice alternative for business** depends on the limit that prompted the search. Google Voice remains a strong choice for a solo US user who wants a second number, voicemail transcription, calling, and texts. Its Basic plan is explicitly for personal consumer use, while paid single-user plans cost **\$10 or \$20 per month** and do not require Google Workspace (support.google.com). For organizations, Workspace Voice Starter, Standard, and Premier cost **\$10, \$20, and \$30 per user per month**, respectively, as of September 21, 2026 (knowledge.workspace.google.com). Standard adds the multi-user features many teams actually seek, including multi-level attendants and ring groups (knowledge.workspace.google.com).

That means there is no universal replacement. A solo consultant should usually keep Basic or consider a paid one-user plan. A small team wanting a shared app and messaging should compare **Quo, Grasshopper, Phone.com, or Talkroute**. A team needing queues, analytics, customer relationship management integrations, international administration, or desk phones should evaluate **RingCentral, Zoom Phone, Dialpad, Nextiva, 8x8, or GoTo Connect**. A company that only needs one public number and a keypad menu to ring existing mobiles can compare dedicated routing products, including **autoattendant.io at \$29 flat per month for the company**. A business that wants someone outside the company to answer needs a live service such as **Ruby or Smith.ai**, not phone software. Smith.ai starts at **\$300 per month for 30 calls** as of the same date (smith.ai).

Migration deserves equal weight. A personal Google Voice number must be unlocked before port-out, normally for **\$3**, although Google waives that fee if the number was originally ported in (support.google.com). Managed business accounts use an administrator-generated validation code, and Google says not to cancel Voice until the receiving provider confirms completion (knowledge.workspace.google.com). Export call logs, texts, voicemail, transcripts, and greetings first because those records do not automatically become data in the new system (support.google.com). Keep the old account active, test inbound calls, texts, voicemail, emergency location, menus, and outbound caller identification, then retire the old configuration only after the port is accepted.

Introduction and Background

The useful way to evaluate a **Google Voice replacement for business** is to begin with the exact boundary a user has reached. Google Voice is not a weak product. It is unusually economical for a single US user, works across familiar Google interfaces, and now has paid standalone tiers that eliminate an older assumption that every paid user needs Workspace. The current product family also reaches far beyond a simple second line: Workspace Standard supports unlimited users, ring groups, and call delegation.

The decision tree is therefore about fit:

- **More than one person must receive calls:** choose a shared virtual-phone product or a Workspace tier with ring groups.
- **A caller needs a real menu:** compare Google Voice Standard, a small-business menu product, or a UCaaS suite, depending on routing depth.
- **Per-user cost rises too quickly:** compare flat account pricing or one-number routing, after confirming how many people need outbound identities.
- **The team lacks an eligible business setup:** consider the one-user standalone Google plans or a vendor that does not depend on Workspace.
- **The required country is unsupported:** start with country-level number, emergency-calling, and porting eligibility, not headline price.
- **The existing number must move:** confirm that both Google and the gaining carrier accept that exact number and account type.
- **Integrations or compliance controls matter:** select a UCaaS or contact-center product with documented integrations, recording controls, administration, and retention.
- **A person must answer for the company:** select an answering service, not an auto attendant.

These answers are deliberately different. A solo consultant replacing a working second line with a full unified communications as a service (UCaaS) suite is likely overbuying. A five-person trade business needing “press 1 for service” is not helped by another one-person second-line app. The sections below compare published US pricing and documented functions as of **September 21, 2026**, while treating country and porting rules as jurisdiction-specific.

Google Voice as the Baseline

Capabilities

Google’s current lineup has three distinct shapes. **Basic Google Voice** is a no-charge personal service that requires a forwarding number and includes voicemail transcription, domestic calls, and texts (support.google.com). **Starter Standalone** costs **\$10 per month**, while **Standard Standalone** costs **\$20 per month**, each for one personal Gmail user in the United States (support.google.com). Standard Standalone includes auto attendants, but Google’s plan descriptions reserve ring groups and call delegation for the multi-user Workspace editions.

For organizations, Voice is an add-on to a paid Workspace plan (support.google.com). **Workspace Starter** supports up to 10 users (support.google.com). **Workspace Standard** supports unlimited users and is the practical starting point when a company needs ring groups, delegation, or a multi-level auto attendant. **Premier** adds the higher-end recording and international administration capabilities. Manual recording is available across paid Voice services, while automatic recording is restricted to Premier (support.google.com).

The routing is substantive, not merely call forwarding. An attendant option can send a caller to a licensed user, ring group, another attendant, or another number (support.google.com). A ring group can ring everyone simultaneously or in a fixed sequence (knowledge.workspace.google.com). One easily missed constraint is that ring-group calls do not forward to mobile numbers linked to a user's Voice number (knowledge.workspace.google.com).

Call delegation is available on Workspace Standard and Premier (knowledge.workspace.google.com). A delegate can answer on another user's behalf (knowledge.workspace.google.com). When paid Voice recording is used, Google says both caller and recipient are notified before recording begins (support.google.com).

Adoption fit, strengths, and limitations

Google documents business-number availability in **14 first-party calling markets**: Belgium, Canada, Denmark, France, Germany, Ireland, Italy, the Netherlands, Portugal, Spain, Sweden, Switzerland, the United Kingdom, and the United States (knowledge.workspace.google.com). Single-user plans remain US-only (support.google.com). Availability alone does not guarantee that a specific number can be ported, so an international buyer should verify number type, locality, emergency service, and portability independently.

Emergency calling is documented for Workspace add-ons and the two paid standalone plans, but not Basic Google Voice (support.google.com). Google also warns that emergency calling is unavailable during a power, internet, or Voice-service outage (support.google.com). These are Google's US product instructions, not a statement of universal emergency-service rules.

Stay with Google Voice when the current plan already matches the need:

- **Solo use:** Basic or paid Standalone provides a clean second identity without buying a broader suite.
- **Google-centered operations:** Workspace administration and familiar Google surfaces reduce tool sprawl.
- **Standard team routing:** Standard already provides menus, ring groups, delegation, and desk-phone support.
- **Predictable user licensing:** Per-user billing can be clearer than minute-based or call-based answering charges.
- **No operational pain:** Migration has risk and labor; a merely different interface is not a business case.

Move only when a documented requirement is unmet, such as native customer relationship management integration, broader country support, contact-center queues and dashboards, a flat company price, app-free routing to ordinary mobiles, or live receptionists. That framing is fairer and more useful than treating “alternative” as a synonym for “better.”

Established UCaaS Suites

Capabilities

UCaaS combines business calling with some mix of video, messaging, administration, integrations, devices, and analytics. This is the correct category when the requirement extends beyond one number and a menu.

- **RingCentral RingEX:** Core starts at **\$20 per user per month with annual payment** as of August 10, 2026 (ringcentral.com). It supplies each user a business number, supports single-level and multi-level interactive voice response (IVR), and documents local public switched telephone network support in 45 countries (ringcentral.com).
- **RingCentral queue behavior:** the developer documentation describes sequential routing as ringing available members one at a time in a set order (developers.ringcentral.com).
- **Zoom Phone:** a September 10, 2026 example prices a 10-user US and Canada Unlimited deployment at about **\$16 per user per month** (zoom.com). Another current official page says metered plans start at **\$10 per user per month** (zoom.com), so buyers should verify checkout pricing. Zoom documents unlimited multi-level attendants, queues, overflow rules, and plan mixing (zoom.com).
- **Dialpad Connect:** Standard is **\$15 annually or \$27 monthly per user**, and Pro is **\$25 annually or \$35 monthly**, as of September 2026 (dialpad.com). It combines calls, video, SMS/MMS, and team messaging, and its attendant supports business-hours, after-hours, holiday, and special schedules (dialpad.com).
- **Nextiva:** published annual small-business pricing is **\$15 Core and \$25 Engage per user per month** for eligible new customers accepting at least a 12-month term (nextiva.com). Its business voice product documents custom call menus and simultaneous or sequential team ringing (nextiva.com).
- **8x8 and GoTo Connect:** both currently steer buyers toward sales rather than publishing a numeric US list price. 8x8 describes mix-and-match custom plans (8x8.com), while GoTo Connect lists unlimited attendants and call queues in its Phone System tier (goto.com).

Adoption fit, strengths, and limitations

The suite category is strongest when many employees need individual outbound numbers, common administration, desktop and mobile apps, integrations, queues, or multinational deployment. RingCentral integrates with Salesforce, Microsoft Teams, and Google Workspace (ringcentral.com); Zoom lists Salesforce, HubSpot, and other compatible applications (zoom.com); and 8x8 documents an automated receptionist, ring groups, and queues (8x8.com).

The limitation is not quality but scope and economics. If five people only need to answer one inbound number on their existing mobiles, buying five full communications seats adds functions they may not use. Conversely, a team that needs queue metrics, recordings, integrations, or distinct outbound identities should not choose a minimal forwarding service merely because its headline price is lower.

Small-Business Virtual Phone Systems

Capabilities

This middle category offers a shared business-phone experience without the full breadth of a larger suite.

- **Quo, formerly OpenPhone:** Starter is **\$15** and Business **\$23 per user per month** on annual billing as of 2026 (quo.com). Month-to-month Starter is **\$19 per user** as of September 21, 2026 (quo.com). Business includes the auto attendant, and the service has Mac, Windows, iOS, and Android applications (quo.com)
- **Grasshopper:** True Solo is **\$14 per month** for one number and one extension; Solo Plus is **\$25** for one number, three extensions, and unlimited users; Small Business is **\$55** for four numbers and unlimited extensions and users, as of September 21, 2026 (grasshopper.com). Its account pricing, mobile and desktop apps, and extensions suit teams that want shared access without per-user fees.
- **Phone.com:** Basic starts at **\$18 per user per month on monthly billing** as of September 21, 2026 (phone.com). It supports simultaneous ringing across desk phones, mobiles, and softphones, plus time-based routing (phone.com). Its separately priced AI-Connect is conversational routing, not a traditional fixed keypad menu.
- **Talkroute:** Basic, Plus, and Pro cost **\$19, \$39, and \$59 per account per month** as of September 21, 2026 (talkroute.com). Plus includes three users and one multi-level attendant; extra users are **\$5 per month each** (talkroute.com).

Adoption fit, strengths, and limitations

These products are realistic **Google Voice alternatives for small business** when users want shared numbers, extensions, team messages, or menus but not a full contact center. Pricing axes differ materially. Quo and Phone.com meter by user, Grasshopper uses flat account tiers, and Talkroute combines included users with add-on user fees. A buyer should map actual staff roles, not total headcount: an employee who only receives a forwarded call may not need the same license as an employee who places calls, texts customers, reviews history, and administers routing.

The tradeoff is operational model. App-centered products give users a shared record and outbound business identity. Forwarding-centered products may be easier for occasional recipients but offer less shared workflow. Neither is inherently better. The deciding questions are who needs to place outbound calls, who needs shared texts or call history, and whether the business wants staff to work inside a vendor app.

Dedicated Routing and Human Answering

Capabilities

A dedicated auto attendant answers with a recorded menu and routes the call. It does not employ someone to speak with callers. **autoattendant.io** is one example: as of September 21, 2026 it charges **\$29 per month flat for the company**, includes one local or toll-free number, and offers up to seven menu options. Each option can ring up to three mobiles in sequence (never simultaneously); outside opening hours callers hear a closed-

hours message or leave a voicemail, which is sent by email. Recipients use their normal mobile dialer and plan, with no app or desk phone. It does not offer queues, agent dashboards, call recording, customer relationship management integration, or wallboards.

A live answering service is categorically different. **Ruby** prices by receptionist minutes and offers around-the-clock live answering, including weekends and holidays ([ruby.com](#)). Its published entry plan was **\$250 per month for 50 receptionist minutes** as of September 21, 2026 ([ruby.com](#)). **Smith.ai** bills live receptionists per call, with real people available 24/7 ([smith.ai](#)). Its Basic plan is **\$810 per month for 90 calls**, including two transfer destinations, as of the same date ([smith.ai](#)).

Adoption fit, strengths, and limitations

Choose a routing-only service when callers merely need to reach the right employee and the team wants to keep personal numbers private. Choose a live answering service when the business needs an outside person to take messages, qualify leads, schedule appointments, or answer common questions. Ruby states that its receptionists transfer calls, take messages, answer frequently asked questions, book appointments, and gather intake information ([ruby.com](#)).

The price comparison is misleading unless labor is acknowledged. A **\$29 routing tool** and a **\$300 live answering plan** are not substitutes. One connects the caller to the buyer’s staff; the other supplies people to interact with the caller. An AI voice agent is a third category again. Buyers should specify whether “receptionist” means a keypad menu, generative voice software, or a human before comparing prices.

Feature Comparison

Table 1 compares realistic categories and current published US prices. All figures are in US dollars and were checked on **September 21, 2026**. “From” prices may require annual billing or a term, as stated.

Option	Category and pricing model	Published starting price on September 21, 2026	Menu and routing	Best fit, not a fit
Google Voice Basic	Personal second line, one user	\$0 (support.google.com)	No business auto attendant	Solo US user; not a shared team system
Google Voice Standard Workspace	UCaaS add-on, per user, plus paid Workspace	\$20/user/month (knowledge.workspace.google.com)	Multi-level attendant, ring groups, delegation	Google-centered teams; not flat company pricing
RingCentral RingEX Core	UCaaS, per user, annual billing	From \$20/user/month (ringcentral.com)	Single and multi-level IVR, queues	Integrations and international reach; may be too broad for simple forwarding
Zoom Phone	UCaaS, per user	About \$16/user/month in a current 10-user US/Canada example (zoom.com)	Unlimited multi-level attendants, queues	Zoom-centered teams; confirm checkout because official pages differ

Option	Category and pricing model	Published starting price on September 21, 2026	Menu and routing	Best fit, not a fit
Dialpad Connect Standard	UCaaS, per user, annual billing	\$15/user/month (dialpad.com)	Multi-level attendant and schedules	App-based communications and AI features; not flat priced
Nextiva Core	UCaaS, per user, qualifying annual term	\$15/user/month (nextiva.com)	Auto attendant, groups, queues	Broader phone platform; eligibility and term matter
Quo Business	Shared virtual phone, per user, annual billing	\$23/user/month (quo.com)	Auto attendant included	Shared app, calls, and texts; every user adds cost
Grasshopper Solo Plus	Virtual phone, flat account price	\$25/month (grasshopper.com)	Three extensions, routing	Small team with limited extensions; not contact-center operations
Talkroute Plus	Virtual phone, account plus extra-user fees	\$39/month , three users included (talkroute.com)	One multi-level attendant, simultaneous ring	Small routing team; added users cost extra
autoattendant.io	Dedicated menu and mobile routing, flat company price	\$29/month	Up to seven options, sequential ringing of up to three mobiles per option	App-free inbound routing; not answering, UCaaS, or contact center
Ruby	Live human answering, by receptionist minute	\$250/month for 50 minutes (ruby.com)	Humans answer and transfer	Outsourced reception; not a low-cost phone system
Smith.ai Starter	Live human answering, per call	\$300/month for 30 calls (smith.ai)	Human answering and one transfer destination	Lead handling; not self-service routing

The central comparison is the billing unit. Per-user licensing is rational when every employee needs an identity, app, history, and outbound calling. Flat account pricing is rational when many people occasionally receive calls. Per-minute or per-call pricing buys receptionist labor. A quote-only vendor can still be competitive, but the absence of a public number makes a standardized cost comparison impossible without a proposal.

Performance and Migration Practicalities

No comparable, current, independent benchmark measures call quality across every service listed here under the same networks, devices, geographies, and traffic. Claims about one vendor “sounding better” should therefore carry less weight than a controlled pilot using the buyer’s actual mobile and broadband conditions. Operational performance is better evaluated through fit tests:

- **Inbound path:** call every menu option from multiple carriers.
- **No-answer path:** verify voicemail, email delivery, transcript, and fallback behavior.
- **Concurrent calls:** test the business’s expected busy-hour pattern.
- **Outbound identity:** confirm the displayed business number from every supported device.

- **Texting:** verify registration, sender identity, group behavior, and retained history.
- **Emergency calling:** confirm the service address and device-specific behavior in the relevant jurisdiction.
- **Administration:** test a staff addition, schedule change, holiday rule, and permission change.
- **Failure mode:** document what happens during internet, mobile-data, power, or vendor-service loss.

Porting the existing Google Voice number is possible, but personal and managed accounts follow different workflows. For a personal number, unlock it first. Google instructs the gaining carrier to use the **10-digit Voice number as the account number** and the Voice voicemail PIN as the PIN (support.google.com). Do not delete the number after initiating the transfer. Google also cautions that some third-party services may not accept numbers that originated with Google Voice (support.google.com).

For Workspace or business standalone Voice, the administrator obtains a PIN or country-specific code and submits the request through the receiving provider (knowledge.workspace.google.com). In the United States, the receiving provider may also require the address ZIP code. The primary Voice location can differ from the billing address, so copy the exact administrative record rather than guessing (knowledge.workspace.google.com). Dialpad, for example, explicitly accepts unlocked Google Voice numbers and warns customers not to cancel old service before the port request completes (help.dialpad.com).

Coverage labels also need scrutiny. Dialpad's country table says that "restricted service" omits some combination of caller identification, emergency calling, and domestic toll-free support (help.dialpad.com). A country shown on a vendor map therefore should not be treated as proof that every needed function is present.

Use this migration sequence:

1. **Inventory dependencies:** list the number, account type, SMS uses, voicemail, greetings, forwarding, menus, fax, alarms, and authentication dependencies.
2. **Check exact eligibility:** ask the gaining provider to validate the specific number, not just its area code.
3. **Export records:** download Google Voice data before moving.
4. **Build the destination:** configure users, menus, schedules, emergency addresses, and temporary routing before the port.
5. **Preserve the old service:** do not cancel Voice or alter the validation code while the request is pending.
6. **Test on completion:** verify calls, texts, caller identification, voicemail, transfers, and emergency configuration.
7. **Update integrations:** reconnect customer records, automations, websites, and directory listings where needed.
8. **Retain the export:** call history, texts, voicemail, and transcripts do not automatically populate the replacement.

In the United States, the Federal Communications Commission's rules address simple wireline and intermodal porting on a one-business-day interval (docs.fcc.gov), but that does not guarantee every Google Voice migration finishes in one day. Eligibility issues, inaccurate account data, complex orders, and the gaining provider's process can change the schedule. The applicable duties and timelines also differ outside the United States, so this US rule must not be generalized globally.

Data Analysis and Evidence

Published prices support a more useful analysis than a single “cheapest” ranking. *Table 2* models a five-person company that needs one inbound menu. It assumes each person needs a paid seat in per-user products, uses the public annual price where stated, and excludes taxes, regulatory charges, hardware, usage overages, and any required Workspace subscription. These are arithmetic scenarios, not vendor quotes.

Configuration for five people	Monthly arithmetic as of September 21, 2026	What the total actually buys
Google Voice Standard Workspace	5 x \$20 = \$100, plus paid Workspace (knowledge.workspace.google.com)	Five licensed users, ring groups, delegation, multi-level attendant
RingCentral RingEX Core	5 x \$20 = \$100 on annual billing (ringcentral.com)	Five business identities plus broader UCaaS functions
Zoom Phone example	5 x \$16 = about \$80 (zoom.com)	Five seats, menus, queues, and unified app; verify current checkout
Dialpad Connect Standard	5 x \$15 = \$75 on annual billing (dialpad.com)	Five app users with calls, messages, and attendant
Quo Business	5 x \$23 = \$115 on annual billing (quo.com)	Five shared-phone users and auto attendant
Talkroute Plus	\$39 + 2 x \$5 = \$49 (talkroute.com)	One menu, three included users, two added users
Grasshopper Solo Plus	\$25 flat (grasshopper.com)	One number, three extensions, unlimited users
autoattendant.io	\$29 flat	One number and up to seven menu options routing to existing mobiles

The arithmetic explains why the “right” price depends on scope. At five people, the observed range is **\$25 to \$115 per month before prerequisites and extras**, but the low end does not supply five individual outbound phone identities, and the high end may include collaboration functions the buyer wants. The comparison should therefore normalize both cost and delivered workflow.

Table 3 converts common limits into a category choice rather than a vendor ranking.

Limit reached	Category to evaluate first	Reason
One person only needs a second line	Stay with Google Voice Basic or Standalone	A team platform adds cost without solving a new problem
Several people need shared calls and texts	Small-business virtual phone	Shared apps and history matter more than forwarding alone
Caller needs a menu to reach existing mobiles	Dedicated routing or Google Voice Standard	The menu and ring behavior are the core requirements
Every employee needs an outbound identity	Per-user virtual phone or UCaaS	Individual licensing maps to the actual user need

Limit reached	Category to evaluate first	Reason
Queues, dashboards, recording, or CRM are required	UCaaS or contact center	Minimal routing services intentionally omit these controls
Someone outside the company must answer	Live answering service	The purchased input is human labor, not software routing
Required country or number fails eligibility	Country-supported carrier or UCaaS	Coverage and porting eligibility override feature preference

The evidence also shows why copied comparison articles age quickly. Quo now identifies itself as “formerly OpenPhone” (quo.com); Google now offers paid standalone plans without Workspace; and several major providers publish only custom pricing or show different numbers across current pages. A defensible 2026 comparison must date every price and preserve the billing conditions.

Implications and Future Directions

The market is separating into four economic models: per-user communications suites, flat small-business accounts, minimal routing, and metered human answering. Buyers can expect the feature boundaries to keep shifting, particularly around transcription, summaries, and AI reception. The safest procurement method is to define the human workflow first and treat an AI label as a feature description, not a category.

Several implications follow:

- **Seat count is not headcount:** license only people who need the app, identity, history, or administrative access.
- **Inbound and outbound needs differ:** a person who receives routed calls may not need a distinct outbound business line.
- **Country support is multidimensional:** number availability, porting, texting, emergency calling, and caller identification can differ.
- **Compliance is a configuration problem:** recording notices, retention, emergency location, permissions, and integrations must match the organization’s jurisdiction and policy.
- **Public pricing needs normalization:** annual commitments, Workspace prerequisites, included users, minutes, calls, and overages make headline prices incomparable.
- **Migration is data work:** export and retention planning matter alongside the number transfer.

For international teams, provider footprint may dominate price. Zoom advertises public switched telephone network coverage in more than **49 countries** plus bring-your-own-carrier support (zoom.com), while RingCentral documents local support in **45 countries**. These are vendor-documented coverage claims, not guarantees that every number type and function works in each market. A country-by-country written confirmation remains necessary.

Frequently Asked Questions (FAQs)

What is the best Google Voice alternative?

There is no single best replacement. For a shared app, compare Quo and similar virtual-phone products. For a full suite, compare RingCentral, Zoom Phone, Dialpad, Nextiva, 8x8, and GoTo Connect. For one menu routing to existing mobiles, compare dedicated routing products. For people answering on the company's behalf, compare live answering services.

In other words, the **best Google Voice alternatives** are selected by constraint. **Business phone alternatives to Google Voice** should be compared within the relevant category, not collapsed into one ranking.

Is there a Google Voice alternative with an auto attendant?

Yes. Google Voice Standard itself has a multi-level attendant, and RingCentral, Zoom Phone, Dialpad, Nextiva, Talkroute, Phone.com, and autoattendant.io document menu or attendant functions. The important distinction is whether the destination is an app user, queue, extension, ordinary mobile, AI agent, or live receptionist.

For a buyer seeking a **Google Voice alternative with auto attendant** functionality, there may be no conflict: Google Voice Standard itself includes an attendant. In a **Google Voice vs auto attendant** decision, a separate routing product becomes relevant when the business wants flat pricing or ordinary mobile destinations without giving every recipient a full software seat.

Can a business get flat-rate phone service instead of per-user pricing?

Yes, but "flat rate" describes billing, not equal functionality. Grasshopper publishes flat account tiers, Talkroute combines an account plan with included users, and autoattendant.io charges one company price for inbound menu routing. Confirm number count, extensions, outbound calling, texts, and fair-use terms before comparing totals.

A search for **flat rate business phone service** or a **virtual business phone number for teams** should therefore begin by separating inbound recipients from full app users. That distinction determines whether a flat account, a routing-only number, or per-user software is the honest comparison.

Can a Google Voice number be ported to another provider?

Usually, if the specific number is eligible with the gaining provider. Personal users unlock the number and supply their Voice number and PIN. Managed business users obtain an administrator validation code. Keep Voice active until the new provider confirms completion, and export Voice data first.

What breaks during a move?

The number can move, but configuration and historical data generally do not rebuild themselves. Recreate menus, schedules, voicemail, emergency locations, users, permissions, integrations, and texting setup. Call logs, texts, transcripts, and greetings should be exported and retained separately. Test authentication services that use the number because Google notes that some third parties may not accept numbers that originated with Voice.

When should a business stay on Google Voice?

Stay when it already satisfies the workflow, especially for a solo US user, a Google-centered team, or an organization whose Standard plan already covers attendants and ring groups. Switching is justified by a concrete unmet requirement, not by the existence of more feature-rich software.

Conclusion

The strongest Google Voice alternative is the one aligned with the specific limit reached. Google Voice remains a good product for personal second lines, paid single-user service, and Google Workspace teams that need structured routing. Its current Standard offering already addresses several limitations that older comparison articles still attribute to the whole product.

The replacement decision should begin with seven questions: how many people receive calls, whether callers need a menu, who needs an outbound identity, whether per-user billing fits, which countries and number types are required, whether the existing number is portable, and whether integrations, compliance controls, queues, or human answering are necessary. Those answers point to different product categories.

A small team needing one public number and simple routing should compare flat account or dedicated-attendant services. A team needing shared calls and texts should compare app-centered virtual phones. An organization needing queues, analytics, integrations, devices, or international administration should evaluate UCaaS and contact-center platforms. A business that wants a person to answer should budget for an answering service. Finally, a user whose current Google Voice plan already works should keep it. The most economical migration is often the one that is not undertaken without a documented requirement.

Source links

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

1. <https://support.google.com/voice/answer/16515632?hl=en>
2. <https://knowledge.workspace.google.com/admin/voice/compare-voice-subscriptions>
3. <https://smith.ai/pricing/receptionists>
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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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