



AUTO ATTENDANT / RESEARCH & PRACTICAL GUIDANCE

Can Toll Free Numbers Be Called Internationally? 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

Toll-free numbers can sometimes be called internationally, but overseas reachability and free calling must be verified separately. A domestic toll-free number should not be the only advertised telephone route for overseas customers without evidence for their originating countries and networks. Twilio describes its toll-free numbers as domestic inbound products, while Talkdesk documents a Canada-access exception for its United States (U.S.) toll-free numbers. These are provider-specific statements, not a universal ban or an overseas-access guarantee. (help.twilio.com) (support.talkdesk.com)

The numbering distinction is decisive. **+1** is the country code for the North American Numbering Plan, which serves **20 countries**. (nanpa.com) A **Universal International Freephone Number (UIFN)** instead uses global-service country code **800** followed by an **eight-digit** subscriber number. (www.itu.int) The International Telecommunication Union (ITU) requires a UIFN to be in service between at least **two countries within 180 days** of reservation, but excludes services accessed only within a **single national or integrated numbering plan**. (www.itu.int) Because the U.S. and Canada share the integrated North American Numbering Plan (NANP), **U.S./Canada-only access within that plan does not satisfy this eligibility rule**. (nanpa.com) Provider-specific activation requirements are separate; Amazon Web Services (AWS)'s documented UIFN offering separately requires at least **five countries**. (www.itu.int) (docs.aws.amazon.com) Neither registration nor a successful test proves that every mobile, fixed-line or internet-based network can connect without charges. ITU warns that some mobile companies charge for freephone calls. (www.itu.int)

For a tourism operator, agency or service business, a practical starting point is to publish an internationally formatted geographic alternative and an email or contact form, then test the routes customers actually use. The Internal Revenue Service (IRS) illustrates this approach by publishing a non-toll-free overseas contact with stated Eastern-time assistance hours. (www.irs.gov) Keep separate records for **connection, caller charges, business charges and callback ability**. **A menu that answers but ignores keypresses** is another incomplete result: the telephone signaling standard treats keypad events as a separate function. (www.rfc-editor.org)

An inexpensive domestic plan does not establish international scope. As checked in October 2026, **autoattendant.io** advertises **\$29 monthly** for the company rather than per-user seats; evaluate that price separately from overseas access and receiving-destination permissions. This report explains the distinctions without certifying a purchased number. Obtain country-and-network answers in writing, collect consenting callers' billing evidence, and label untested access honestly. Use country-specific numbers where they solve a demonstrated problem, and ask a specialist about UIFN when a shared international freephone identity is needed.

Introduction and Background

A business may have employees in one country, customers in another and a telephone number associated with a third. For deciding **who can dial the number**, the starting point is the caller's originating network and the service attached to the advertised number. The answering employee's physical location is a separate routing and charging question. T-Mobile's U.S. guidance illustrates the distinction: a stateside call to a domestic U.S. mobile number does not become an international call merely because its owner is abroad, while that owner can face roaming charges. (www.t-mobile.com)

This report addresses a purchase decision: whether a domestic toll-free number alone is sufficient, whether to add a geographic alternative, or whether country-specific access or international freephone deserves further evaluation. It treats provider documentation as evidence of that provider's service. For example, Twilio's U.S. guidelines explicitly ask about toll-free access **within the locale**. Reading that row as an overseas promise would expand its stated scope. (www.twilio.com)

The label “toll-free” needs geographical context. Ofcom identifies **0800 and 0808** as UK freephone ranges, but its UK Calling explanation excludes international calls and calls to the UK while roaming overseas from the rules discussed there. (www.ofcom.org.uk) The Australian Communications and Media Authority (ACMA) separately describes **1800** numbers as usually free from a landline and notes that the caller's plan matters. (www.acma.gov.au) Similar-looking digits should not substitute for a country-and-network check.

The checklist below is an operational framework, not a new international rule or a carrier certification. Evidence comes from primary standards, numbering administrators, regulators and provider documentation fetched for this report. It does not estimate a market success rate or assume that routing a call to an employee's existing mobile expands the advertised number's international coverage. Recommendations describe how a buyer can resolve uncertainty before printing contact details or committing to additional services.

Key Changes to the Purchase Decision

Replace the label with a defined access scope

The first change is procedural: turn “international customers can call us” into a statement identifying a country, network type, roaming status and exact number. **Voice over Internet Protocol (VoIP)** means calling carried over an internet-based service. Keep it separate from fixed-line and mobile access because documented restrictions can distinguish originating services. Twilio's Argentina toll-free guidance, for example, excludes Skype and Google Voice for that specific offering. (help.twilio.com)

A domestic toll-free number can have cross-border access within a provider's stated footprint. Talkdesk documents access from Canada to its U.S. toll-free numbers, while describing its toll-free coverage generally as domestic and excluding payphones. (support.talkdesk.com) That example answers “can toll-free numbers receive international calls?” conditionally. It supports neither universal overseas access nor a universal international ban.

Separate national numbering from international freephone

Within the North American Numbering Plan, Somos lists the active toll-free codes as **800, 888, 877, 866, 855, 844 and 833**. (support.somos.com) These prefixes are not interchangeable: different prefixes can identify different subscribers. (support.somos.com) Adding a country code changes how a number is written; it does not convert it into another numbering service.

The International Telecommunication Union (ITU) defines UIFN using global code **800** and an eight-digit subscriber component. (www.itu.int) Its E.169.1 recommendation addresses universal international freephone numbering. (www.itu.int) A domestic number beginning with **+1 800** and a UIFN beginning with **+800** therefore require different purchase and access questions. These are format descriptions, not callable sample numbers.

Require charging and callback evidence

A connection result answers whether the route worked at that time. It does not answer what appears on the caller's bill. ITU's freephone FAQ acknowledges mobile charging, and AWS's Singapore UIFN guidance warns that mobile airtime charges might apply. (www.itu.int) (docs.aws.amazon.com) A truthful contact label should reflect the documented scope and remaining uncertainty.

Callback capability needs its own answer. AWS explicitly documents its UIFN service as unavailable for outbound calling. (docs.aws.amazon.com) That is a limitation of its documented offering, not a universal rule for every toll-free product. Buyers should ask which outbound service returns the call, which destinations it permits and which identity the recipient sees. A reachable incoming number should not silently become the basis for an unsupported callback promise.

Implementation Considerations and Process Changes

Choose the simplest verified contact option

Begin with the countries that actually produce enquiries. Use booking records, customer addresses and voluntarily provided preferences to build a working list. This is a planning method, not a claim about a typical customer mix. Separate customers calling before travel from visitors using a local subscriber identity module (SIM), travelers roaming with a home SIM and people using an internet calling service.

A **geographic alternative** is a number associated with an area rather than a freephone range. Talkdesk defines local numbers as tied to a city, region or country. (support.talkdesk.com) Publishing one can offer another dialable route, but it must be tested and should not be labeled free. ACMA's Australian landline guidance identifies connection fees and per-minute rates as possible components of international charges. (www.acma.gov.au)

Table 1 compares contact options and the evidence needed before advertising them. The provider row records a domestic small-team offering without asserting verified overseas access.

Option or documented offering	Numbering and application route	Decision context	Evidence still needed
Domestic North American toll-free	+1 with a domestic toll-free prefix; a Responsible Organization administers the number in the TFNRegistry. (support.somos.com)	Existing domestic callers, with additional origins checked individually.	Overseas origins, mobile/VoIP restrictions, caller and business charges, callback service.
Geographic alternative	A geographic number under its country's code; +1 belongs to the North American plan. (nanpa.com)	A supplementary route when callers cannot use the toll-free listing.	International dialing support, carrier rates, menu performance and receiving destinations.
Country-specific access number	A purchased access route for a specified national market.	A country where enquiries justify another route.	Provisioning requirements, originating networks, charges and routing arrangements.
UIFN	+800 with an eight-digit subscriber number; a recognized operating agency submits the application. (www.itu.int)	A shared international freephone identity across confirmed countries.	Enabled countries and carriers, access restrictions, activation obligations, itemized costs.
autoattendant.io small-team plan	\$29 monthly for the company; one local or toll-free business number.	A business number and menu routing callers to the customer's team.	Overseas-origin access, international receiving destinations, additional-number arrangements and UIFN are not established by these pricing statements.

The table separates number identity from service availability. It does not rank an untested geographic route above a tested toll-free route. Retain channels the intended customers can use, label their scope, and add complexity where evidence shows a gap. Another subscription should solve an identified access problem rather than serve as an unexplained precaution.

Keep receiving destinations separate

When **calls end on employees' mobiles**, request a separate statement covering those destinations and forwarding charges. An overseas caller reaching the published number and an employee receiving forwarded calls abroad are different scenarios. T-Mobile's domestic-number example makes the called person's roaming exposure explicit. (www.t-mobile.com)

For a small team, **autoattendant.io** advertises a menu with up to **nine options** and unlimited receiving people. Those features describe menu capacity and team participation. They do not establish international origins or destinations. Attach the provider's separate scope confirmation to the worksheet instead of inferring it from staff count or flat pricing.

Obtain Provider Answers in Writing

A useful request identifies the **specific number or number type**, rather than merely asking whether a company “supports international calling.” That phrase might refer to outbound calls, overseas inbound calls, UIFN provisioning or forwarding destinations. Twilio describes ordinary toll-free numbers as domestic inbound products, whereas DIDWW describes registering UIFNs through an international toll-free provider.

(help.twilio.com) (www.didww.com)

Create a “**who can dial this?**” **record** for each intended origin before comparing suppliers. Keep the evidence dimensions separate:

- **Reachability:** Whether the actual call connects and its required menu actions work.
- **Caller cost:** Carrier-confirmed tariff, observed bill, and anything still unknown.
- **Business cost:** The purchased route's quoted charges and actual usage record.
- **Callback:** Whether the intended outbound service can return a consented call.

Ask the provider to complete these fields. Keep unsupported and unknown answers visible:

- **Origins:** Countries from which the purchased number can be reached, including restrictions within each country.
- **Networks:** Fixed-line, mobile, VoIP and payphone support, plus named carrier exceptions.
- **Roaming:** Documented access conditions for a handset using another country's network.
- **Dial string:** Exact instructions for each supported origin and originating service.
- **Caller charges:** What is documented as free, what the carrier may charge and who confirms the tariff.
- **Business charges:** Rental, setup, country activation, incoming usage, forwarding, taxes and surcharges.
- **Return calls:** Outbound permissions, destination restrictions, billing and caller-ID behavior.
- **Administration:** Who administers the number and which changes require coordination.
- **Change notices:** How buyers learn about coverage, rate or routing changes.
- **Evidence date:** When the written scope was confirmed and when the next check is due.

Specific restrictions are part of the answer. DIDWW qualifies UIFN reachability by local regulations.

(www.didww.com) A country appearing in a directory or a sales discussion should lead to the narrower network-level question. Ask the provider to distinguish supported routes from routes it considers possible but does not support.

For domestic North American toll-free administration, a **Responsible Organization (RespOrg)** manages the subscriber's number in the TFNRegistry, according to Somos. (support.somos.com) For UIFN applications, ITU describes the recognized operating agency route. (www.itu.int) These are separate frameworks. Domestic porting assumptions should not be carried into an international freephone application.

Get callback permissions explicitly. Vonage Enterprise says enabling international dialing requires a Super User to contact the provider. (businesssupport.vonage.com) EE documents controls that block selected outgoing-call types on its Digital Home Phone service. (ee.co.uk) These examples show why a reachable inbound line is insufficient evidence of outbound permission.

Define how long the answer remains valid and what changes require another check. Talkdesk says its number coverage is regularly updated. (support.talkdesk.com) Preserve the written answer, its scope and the tests it was checked against. An ambiguous answer is a reason to keep a fallback visible. If a supplier gives only a broad statement, request the missing country, carrier, service and billing details before treating it as a public promise.

Test the Actual Countries and Networks

Make the test representative and consensual

Ask consenting staff, customers or partners to place test calls from the countries and networks on the worksheet. Explain that charges may arise, agree who will cover them, and collect only the evidence needed to assess the route. Observe real customer access conditions rather than infer them from a provider dashboard.

AWS describes UIFNs as designed for calls from end-phone configurations; its documentation distinguishes those calls from unsupported loopback-style testing within its service. (docs.aws.amazon.com) A successful call from an internal tool is therefore insufficient evidence for a mobile subscriber on an overseas carrier.

For a U.S. toll-free number, start with the provider's prescribed international form: country code **+1**, the actual toll-free prefix and the subscriber number. The North American Numbering Plan Administrator (NANPA) identifies country code 1 and the plan's area-code-plus-local-number structure. (nanpa.com) Use the origin's international access method where a plus sign is unavailable. ITU's UIFN page separately requires an international prefix before a UIFN. (www.itu.int) Do not remove or replace digits merely because the destination contains 800.

Table 2 is a **test matrix**, not measured performance data. Copy the fields into a spreadsheet and leave untested entries visibly incomplete.

Origin and access context	Execution record	Connection and menu evidence	Charging and callback evidence	Owner and fallback
Country; carrier; fixed/mobile/VoIP; roaming status	Actual number; exact dial string; date, time and time zone	Connected or failed; greeting; required keypresses; transfer; two-way audio	Caller plan and bill evidence; business usage; callback attempted; identity and cost	Tester; responsible owner; alternate number or written-contact route
Same country, different carrier or service	Repeat with that service's instructions	Record independently; do not inherit earlier results	Separate charges and unknowns	Record fallback offered
Relevant roaming scenario	Home carrier, visited country and access method	Observe connection, menu and transfer	Check roaming tariff, billing and receiving-party exposure	Record unresolved question and owner
After number, provider or routing change	New configuration and comparison date	Recheck required paths	Compare billing and callbacks	Update labels when evidence changes

The matrix preserves **observed success**, **documented support** and **untested access** as different statuses. Keep those labels separate even when the same country appears throughout the worksheet. ACMA's guidance to Australian travelers notes that roaming rates can vary by country or zone. (www.acma.gov.au) A normal domestic mobile test should not silently stand in for a roaming trial.

Test the menu and return path

Continue beyond ringing: hear the greeting, select relevant destinations, confirm the intended team member receives the call, test after-hours handling and check audio in both directions. **Dual-tone multi-frequency (DTMF)** is telephone keypad signaling. Request for Comments (RFC) 4733 defines DTMF events and discusses an encoded event failing to play at the receiver. (www.rfc-editor.org) Owners need to test the result, not implement the protocol.

- **Connection:** Did the intended number answer rather than an error recording?
- **Selection:** Did each required menu key produce the intended action?
- **Transfer:** Did the designated employee receive an intelligible call?
- **After hours:** Did handling match the published availability?
- **Charges:** Is the result supported by a tariff and available billing records?
- **Callback:** Could the intended outbound service reach the consenting tester?
- **Fallback:** Could the tester find and use the alternate contact route?
- **Unknowns:** Which findings still need provider or carrier confirmation?

Do not promise callback identity from an inbound trial. Zoom Phone describes original-number presentation on redirected calls as best effort. (support.zoom.com) That product-specific documentation is a reason to verify caller information rather than assume it provides a guaranteed return path. Obtain a callback number and permission directly when needed, and store them according to the business's normal customer-contact practices.

Publish Contact Details That Match the Evidence

Contact-page design should make the tested route understandable without making customers interpret numbering systems. Put the geographic alternative beside the domestic toll-free listing when overseas access remains unverified. Distinguish the number's **country** from the customer's location and identify the availability window's time zone.

Use placeholders deliberately, so nobody accidentally publishes a plausible-looking sample telephone number:

- **Domestic toll-free:** [actual number]. [Verified origin and network scope].
- **Calling from abroad:** [tested geographic alternative in international format]. Charges may apply; check the originating carrier.
- **International freephone, if purchased:** [actual UIFN]. [Verified countries and networks], with documented mobile or roaming qualifications.
- **Telephone hours:** [days and times], [named time zone].
- **Unable to connect:** [email address or contact-form location].
- **Callback request:** [how to provide an international-format number and suitable calling time].

- **Language:** [languages in which the team can respond].
- **After-hours handling:** [actual voicemail or other documented fallback].

The **plus sign** is the international-prefix symbol preceding the country code in ITU's E.123 notation standard. (www.itu.int) It helps present numbers consistently but does not certify routing or charging. Pair the format with a supported access statement rather than call every number containing 800 an “international free number.”

Official contact arrangements demonstrate this design without proving universal carrier behavior. The IRS publishes a non-toll-free overseas contact and specifies **Monday through Friday, 6 a.m. to 11 p.m. Eastern time** for telephone assistance. (www.irs.gov) BT publishes a separate route headed “From outside the UK,” with its own hours. (www.bt.com) These examples support an alternative access path and explicit availability, not a universal claim about domestic toll-free numbers.

Verizon's international travel page gives another distinction: its support toll-free listings specify landline access, and its geographic fallback expressly says toll charges apply. (www.verizon.com) This separates reachability from price information at the point where the caller chooses a route.

Avoid a blanket “free worldwide” statement unless the purchased service and originating-carrier evidence support it. Ofcom's UK Calling explanation excludes overseas roaming and international calls from its stated rules, while BT Mobile scopes free 0800/0808 calling to dialing from the UK. (www.ofcom.org.uk) (www.bt.com) A short qualification tied to verified scope is more useful than an exhaustive list of imagined exceptions.

Data Analysis and Evidence

What the numerical evidence establishes

The quantitative evidence here concerns numbering, activation and documented service scope. It does not measure the percentage of international calls that succeed. No representative call dataset was collected, and the test matrix contains no invented results. Search-interest figures are not used as a proxy for telephone reachability.

NANPA describes an integrated plan serving **20 North American countries**, and Somos lists **seven active toll-free prefixes**. (nanpa.com) (support.somos.com) These describe a numbering framework, not countries where a purchased toll-free number is guaranteed accessible.

UIFN has an **11-digit fixed format** in ITU's definition, comprising the global code and subscriber number. (www.itu.int) ITU requires a UIFN to be in service between at least **two countries within 180 days** of reservation and excludes services accessed only within a **single national or integrated numbering plan**. The U.S. and Canada share the integrated NANP, so **U.S./Canada-only access within that plan is insufficient for UIFN eligibility**. (nanpa.com) (www.itu.int) AWS's minimum of **five countries** is separately documented in its UIFN service guide. (docs.aws.amazon.com) The comparison shows why standard-level eligibility must be separated from a provider's implementation.

Build costs from quoted components

Keep **business costs** and **caller costs** in separate records. ITU directs questions about servicing a universal international number to the chosen recognized operating agency. (www.itu.int) Use an itemized written quote rather than an assumed international minute rate.

Table 3 defines a **cost worksheet**. Its variables are owner-entered inputs, not market prices or assumed call traffic.

Cost component	Business-side input and calculation	Separate caller-side evidence
Number/application/setup	Itemized one-time charges, currency, payer and applicable date	None inferred from the purchase price
Recurring number and country access	Each quoted subscription, enabled countries and billing period	Actual country's carrier tariff and service
Inbound usage	Owner-entered minutes by route multiplied by each quoted rate	Free, plan-inclusive or chargeable access
Transfer or receiving destination	Actual service's quoted forwarding or destination charges	Separate receiving-party roaming exposure
Callback usage	Outbound destinations and owner-entered minutes at quoted rates	Recipient's applicable receiving conditions
Taxes and billing rules	Taxes, minimums, increments, connection charges and conversion policy	Billed record, carrier confirmation and unresolved items

The business calculation is **one-time charges plus recurring subscriptions plus route-specific usage plus applicable taxes and surcharges**. Preserve different billing periods before comparing totals. A subscription that looks inexpensive may still be unsuitable when supported origins or receiving destinations do not meet requirements.

Caller charges require different evidence. ACMA identifies possible international connection fees, while Vonage Residential directs users to destination-specific landline and mobile rates. (www.acma.gov.au) (support.vonage.com) Neither provides a universal international tariff benchmark.

AT&T's Wi-Fi Calling guidance illustrates another boundary: billing depends on the number called, and it documents calls to U.S. numbers without additional charge for that service. (www.att.com) This does not establish free access for every traveler, SIM or VoIP service to every U.S. toll-free number. Record the actual service rather than label the trial merely "mobile abroad."

Implications and Future Directions

The purchasing implication is consequential: **a contact channel should earn its scope through documentation and testing**. A single number may suffice for a verified caller population. A business with unresolved overseas origins should keep an alternative visible until those routes are confirmed. The deciding evidence is the worksheet, not an international-sounding service name.

Discuss UIFN with a specialist when a common international freephone identity would justify administering country access. DIDWW describes obtaining UIFN through an international toll-free provider; ITU's FAQ identifies country-organized recognized operating agencies. (www.didww.com) (www.itu.int) Presence in that administrative framework does not confirm participation by every intended customer's network.

Network restrictions deserve a maintenance owner. T-Mobile's U.S. stateside guidance documents blocking **+800 international toll-free** calls on its own network. (www.t-mobile.com) This is a named carrier's documented restriction, not a universal ban. It demonstrates why global numbering and individual-network access remain distinct purchasing questions.

Assign responsibility for revising labels after number, provider or routing changes, preserving old records for comparison, and investigating new origins. Talkdesk notes that its coverage is regularly updated. (support.talkdesk.com) Retest business-critical routes when their configuration changes, then evaluate additional countries when actual enquiries justify them.

The expected benefit is clearer uncertainty, not a promised success rate. Record "not tested," "carrier tariff unconfirmed" and "callback not enabled" as separate findings. Improvements should follow those findings: verify another route, revise a label, enable a permitted outbound service or obtain a specialist quote. Do not expand the advertised promise simply because one overseas call succeeded.

Frequently Asked Questions (FAQs)

How do you call a U.S. toll-free number from abroad?

Use the complete number under country code **+1**, the actual toll-free prefix and the originating service's international access method. NANPA identifies country code 1 for the North American plan. (nanpa.com) Ask the provider about the particular origin. Twilio's U.S. guideline describes within-locale access, not every overseas route. (www.twilio.com) Correct formatting does not prove reachability.

Can you call 800 numbers internationally?

Sometimes, depending on the numbering service and supported route. A domestic North American 800 number and **+800 UIFN** are different services. DIDWW describes UIFN dialing as an international prefix followed by 800 and an eight-digit subscriber number. (www.didww.com) Do not change a domestic prefix to imitate that format.

Are toll-free numbers free internationally?

The label alone does not establish this. ITU warns that some mobile companies charge for freephone calls. (www.itu.int) Ofcom excludes international calls and calls to the UK while roaming overseas from its UK Calling explanation. (www.ofcom.org.uk) Confirm the originating carrier's tariff and preserve billing evidence.

Why can a toll-free call fail from overseas?

Check formatting, supported country, originating carrier or service, roaming conditions and call barring. Twilio documents origin-service restrictions for its Argentina toll-free offering. (help.twilio.com) EE documents controls blocking certain outgoing calls. (ee.co.uk) These identify diagnostic questions, not the cause of a

specific failed call without further evidence.

Is international toll-free better than a local number?

The useful comparison is verified access and charging. A country-specific geographic number can be an alternative, but its name does not establish free calling. Vonage directs callers to destination-specific international landline and mobile rates. (support.vonage.com) Choose the option meeting the actual caller list with supportable costs.

How should international toll-free calling be tested?

Use representative end phones, record country, carrier and roaming status, exercise the menu, check billing and attempt a consented callback. AWS distinguishes UIFN end-phone use from unsupported internal loopback testing. (docs.aws.amazon.com) Separate success, price and callback results so one connection does not erase remaining unknowns.

Conclusion

International toll-free calling is a conditional service question. Domestic toll-free, another country's freephone range, a geographic number and UIFN should not be treated as interchangeable because their digits look similar. International formatting specifies the number; service scope and originating-network support determine what happens next.

For a small business, first define the people who must be able to call. List their countries, access services and relevant roaming situations. Obtain written, number-specific provider answers, then verify the required routes before relying on a single telephone contact. Keep a tested geographic or written-contact alternative visible while uncertainty remains.

The evidence record should answer separate questions: did the call connect, did the menu and transfer work, what did the caller pay, what did the business pay, and could the business return the call through its intended service? Successful connection remains a result with a scope and date rather than becoming a promise of universal free access.

The contact page expresses that work. Publish actual numbers with country codes, state availability in a named time zone, qualify charges and explain the fallback. Revisit these statements when the number, provider or routing changes. This supports a proportionate choice: a domestic line alone where verified, a geographic alternative where useful, country-specific access where justified, or specialist international freephone where its administration serves the caller population.

Source links

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

1. <https://help.twilio.com/articles/115007579027-Toll-free-Phone-Number-Restrictions-and-Limitations>
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27. <https://www.att.com/support/article/wireless/KM1009432>

THE PUBLISHER

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>

This article is educational. Verify consequential medical, legal, financial, regulatory and technical decisions with appropriate professionals and the cited primary sources. Company services are described separately from the article's research findings.