



Business Phone Number Parking: Seasonal Service Choices

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

Business phone number parking is appropriate when a seasonal business needs to retain its advertised number but can stop, or sharply reduce, customer interaction. It becomes an incomplete purchase when warranty requests, existing bookings, urgent contractual duties, or next-season inquiries still require action. The choice should therefore start with the remaining customer tasks. NumberBarn's Park documentation distinguishes reservation from live call handling: the parked number does not ring another phone. Voicemail requires the corresponding service level rather than an instruction in the greeting alone.

(help.numberbarn.com)

As of **October 7, 2026**, NumberBarn advertises **\$2.99 monthly** parking and a **\$5 port-in fee**. (www.numberbarn.com) Its voicemail add-on costs **\$2 monthly**, producing a calculated **\$4.99 monthly** base-plus-add-on charge before applicable taxes and fees. (help.numberbarn.com) Voiply documents **\$20 annually**, although the same page's introduction says \$2 per month; its separate pricing documentation limits parking to annual or three-year terms. That discrepancy should be resolved at checkout rather than treated as a confirmed monthly subscription. (kb.voiply.com)

An **active menu** serves a different task: reaching the right available employee. Autoattendant.io currently lists **\$29 monthly for the whole company**, with up to **nine menu options**; it routes calls to the customer's team rather than supplying people who answer on that team's behalf. Where outside staff must handle calls, Smith.ai's human receptionist Starter plan instead lists **\$300 monthly for 30 calls**, with additional calls charged separately. These are different service levels, not interchangeable ways to reserve a number. (smith.ai)

The recommended decision is the least expensive service that actually supports the remaining promises, accompanied by an owner, a checking schedule, and a reopening test. Keep the old service active during a transfer and have the intended receiving carrier check the exact number. AT&T's transfer instructions require an active number, while the FCC's accessible guidance describes portability across wireline, Internet Protocol,

and wireless providers within the same geographic area. Neither establishes universal eligibility for every destination. (www.att.com) (consumercomplaints.fcc.gov) A parked number also needs separate authentication testing: Twilio's verification documentation explicitly identifies landline SMS as unsupported. (www.twilio.com)

Introduction and Background

A seasonal closure is a change in operations, not necessarily the end of customer obligations. A landscaping crew may stop mowing while the owner still quotes spring work. A workshop may pause new projects while honoring warranties. A tourism operator may close its premises while continuing to sell future bookings. The phone decision is whether those tasks need an announcement, a message, or a conversation. This report treats those situations as purchasing decisions, with hypothetical examples rather than claimed customer outcomes.

Number parking retains a telephone number under a provider's service arrangement, with capabilities determined by the selected plan; **call parking** temporarily holds an existing call for retrieval, as Microsoft's documentation describes. (learn.microsoft.com) **Active forwarding** redirects an incoming call to another number, such as an employee's existing phone, instead of merely reserving the advertised number. Grasshopper documents forwarding to an existing phone or another team member. (grasshopper.com)

For U.S. owners, **local number portability** means the ability to retain a number when changing providers under applicable arrangements. The Federal Communications Commission (FCC) describes number retention when remaining in the same geographic area. (consumercomplaints.fcc.gov) That general guidance should be paired with the receiving provider's actual eligibility check, such as AT&T's number-specific transfer tool. (www.att.com)

Do not equate continued number retention with unchanged texting or account access. NumberBarn classifies its numbers as **wireline**, rather than wireless. (help.numberbarn.com) Short Message Service (SMS) authentication is consequently a separate purchase question, not a benefit to assume from the word "parking." Twilio Verify's landline SMS error provides a concrete example of that distinction. (www.twilio.com)

The practical objective is to preserve the public contact point and every customer task that remains necessary. Keeping a complex system merely because it is already installed can be unnecessary; replacing it with reservation alone can also be insufficient. The worksheet below evaluates both decisions using the same closure period and service requirements.

Number Parking and Owner-Checked Voicemail

Capabilities

The first two service levels are **reserve only** and **reserve with an announcement**. A closure announcement can state when operations resume and where current information is published. It should invite callers to leave a message only when message recording is actually enabled. NumberBarn documents a parked outgoing greeting of **30 seconds**. (help.numberbarn.com) A concise script is therefore more useful than an attempt to describe every off-season exception.

Adding voicemail creates a third level: **messages checked by an owner**. Park My Phone describes voicemail recordings delivered to email as playable audio. (parkmyphone.com) That delivery mechanism still leaves the business responsible for listening, deciding what matters, and replying. An inbox notification is a handoff to a person, not proof that the customer's request has been handled.

Storage also matters. NumberBarn documents **90-day retention** and a **five-minute limit per message**. (help.numberbarn.com) Callcentric separately documents **90-day retention on accounts with paid service**, compared with a shorter period for free accounts. These are provider-specific conditions, not a universal voicemail standard. (www.callcentric.com)

Adoption

Reservation is a reasonable selection when the owner can truthfully say that no caller needs human action during the pause. Owner-checked voicemail fits asynchronous spring inquiries or nonurgent warranty intake when someone remains available to respond. These are suitability judgments, not measured adoption rates.

Before selecting voicemail, answer:

- **Owner:** Who checks the actual account, rather than only a shared email notification?
- **Schedule:** On which working days will messages be reviewed?
- **Response promise:** What response window can the greeting honestly offer?
- **Retention:** Which recordings must be downloaded before automatic deletion?
- **Backup:** Who checks the inbox if the owner is away?

NumberBarn's email configuration permits audio delivery to **up to two addresses**. (help.numberbarn.com) Even when both people receive the alert, the worksheet should name one primary owner to avoid assuming that the other person responded.

Strengths and Limitations

The strength of parking is proportionality: it purchases retention without automatically purchasing a live response. The limitation is the same boundary. A mailbox can collect information, but a customer waiting for a booking decision or urgent warranty instruction still needs somebody to act.

Treat **message storage**, **email delivery**, and **callback ownership** as separate checks. Callcentric advertises voicemail at no additional cost, but that does not establish the cost or suitability of every underlying inbound plan. (www.callcentric.com) For any provider whose retention period or greeting limit remains undocumented, enter **verify** rather than assume unlimited storage. An unmonitored mailbox should not be presented as continuing customer service.

Call Forwarding to a Staffed Mobile

Capabilities

Forwarding is the appropriate next level when one person can handle most off-season calls live. Park My Phone describes redirecting incoming calls to valid continental U.S. or Canadian numbers. (parkmyphone.com) Confirm the intended destination with the provider before purchase. The published

business number remains the caller's entry point; the business supplies the person receiving the forwarded call.

Forwarding plans can have usage allowances. NumberBarn's current business-number article describes a **\$6.99 monthly plan with 600 minutes**. (www.numberbarn.com) That quoted allowance needs to be evaluated against the provider's billing definition, including any relevant forwarded-call legs, overage terms, and excluded destinations. The worksheet should request those details before multiplying the headline price by the closure period.

Forwarding also should not be confused with a complete replacement for business calling. Voiply's parking documentation states that outgoing calling is unavailable with that service. (kb.voiply.com) Callcentric likewise labels its number products as inbound-only plans. (www.callcentric.com) An owner needing outgoing calls under the business identity should separately verify the plan's outbound capability and costs.

Adoption

Choose forwarding when the remaining calls have a clear owner and a credible availability schedule. For example, one tourism manager may handle reservations, or one workshop owner may assess warranty requests. Adding forwarding does not resolve a rota gap; it merely directs the call toward whichever destination was configured.

The operating decision should specify:

- **Destination:** The staffed phone that should ring during published coverage hours.
- **Availability:** When its owner is actually able to answer.
- **Fallback:** What the caller hears if that person is unavailable.
- **Identity:** Whether callbacks need an approved business-number calling method.
- **Usage:** Expected forwarded minutes and the charge for additional usage.

Keep the original customer task visible. A live answer that merely asks the customer to call again next season is not necessarily worth more than an accurate announcement. Conversely, a person who can modify an existing booking provides a capability that reservation alone does not supply.

Strengths and Limitations

Forwarding's strength is simplicity when one available person can finish the task. Its limitation is dependence on that person's capacity and the configured unanswered-call behavior. Grasshopper's documentation confirms forwarding to another team member, but the destination still needs staffing. (grasshopper.com)

Providers can offer an upgrade path from reservation to active handling: Unitel Voice says parked-number customers can upgrade their plan. (www.unitelvoice.com) Confirm the effective date, billing change, destination settings, and test result instead of assuming the upgrade restores the previous configuration. A service-level change is complete only when an external caller reaches the intended outcome.

Active Menus and Specialist Answering

Capabilities

An **auto attendant** offers choices that route callers to different destinations. Unitel Voice describes extension options based on operating hours, directing callers to employees, departments, or voicemail.

(www.unitelvoice.com) For a seasonal firm, useful choices might distinguish an existing booking from a future inquiry or a warranty request. The value comes from matching each choice to an available person or an explicitly monitored mailbox.

Autoattendant.io lists a **\$29 company-wide monthly price**, without per-user seats. Its model uses one business number and a menu to reach the team's existing mobiles, with no app or desk phone required. The published plan includes emailed voicemail recordings and transcripts. It should be evaluated as active routing, not as outside staff answering calls. The business remains responsible for supplying available recipients.

Specialist answering purchases a different layer of labor. Smith.ai's human receptionist pricing describes answering by real people trained in the customer's field. (smith.ai) Its Starter plan lists **30 calls for \$300 monthly**, one transfer destination, and **\$11.50 per additional call**. (smith.ai) Determine whether those people can complete the actual booking, intake, or escalation workflow before comparing their price with a menu.

Adoption

A full menu makes sense when different off-season tasks have different owners. It is less useful when every option reaches the same unavailable person. The comparison should distinguish the service configuration from its billing commitment. A suitable menu can still be the wrong purchase if the paid term exceeds the planned pause.

Use the following operating rules:

- **Real recipients:** Include an option only when somebody owns the destination.
- **Short choices:** Describe the customer's task, rather than the business's internal organization.
- **Closure notice:** State that general operations are paused before offering available services.
- **Escalation:** Identify the responsible person for urgent contractual matters.
- **Answering brief:** Give any outside answering provider explicit permitted actions and handoff rules.

Strengths and Limitations

Menus organize access; **answering services** add external handling. Neither should be selected solely because it has more features. If the off-season need is only to hold the number, simple parking can be the better purchase. If the business must still accept or modify bookings while its employees are unavailable, an outside answering arrangement deserves evaluation.

The distinction also prevents overbuying. A menu can distribute calls across the team, but availability remains a business process. Outside answering can collect or process information, but its instructions must define which tasks require the owner's approval. No public evidence collected for this report establishes a universal revenue gain from either option.

Feature Comparison

Use the following **five yes/no questions** before seeking a quote. These are the report's decision rules, not a provider's eligibility test:

- **Customer duties:** Must warranty requests, existing bookings, emergency obligations, or other commitments receive action during closure?
- **Messages:** Does the business need customers to leave information that somebody will review?
- **Live response:** Does any remaining task require a conversation rather than a later callback?
- **Texts:** Must the advertised number continue handling **customer text messages**?
- **Account recovery:** Is the number still attached to business account access or recovery?

Table 1 translates those answers into a service-level selection. “Verify” means the capability depends on the purchased plan and configuration; it is not a claim that every provider supports it. The matrix follows the documented distinction between parked numbers and active routing. (www.unitelvoice.com)

Customer task	Reserve only	Announcement	Park + voicemail	Staffed forwarding	Active menu	Outside answering
Retain advertised number	Core purpose; verify eligibility	Core purpose; verify eligibility	Core purpose; verify eligibility	Verify transfer or retained carrier arrangement	Verify transfer or retained carrier arrangement	Verify underlying number arrangement
Explain closure	Verify default caller treatment	Configured greeting	Configured greeting	Verify pre-ring announcement	Configured menu greeting	Scripted response; verify scope
Record caller message	Unavailable unless included	Unavailable unless included	Selected capability	Verify fallback	Verify voicemail destination	Verify intake and delivery
Resolve live customer task	Unavailable	Unavailable	Later owner callback	Available staff must answer	Available team must answer	Verify agent authority and workflow
Handle business texts	Verify separately	Verify separately	Verify separately	Verify separately	Verify separately	Verify channel and scope
Preserve account authentication	Test each account	Test each account	Test each account	Test each account	Test each account	Test each account

The interpretation is straightforward: answer “yes” to live action and reserve-only service is insufficient. Answer “no” to messages and live action, and a mailbox or menu may add unnecessary cost. Authentication remains a separate test across every column. Twilio's documented landline SMS limitation supports that caution. (www.twilio.com)

Table 2 compares current published commercial options. All quoted amounts are U.S. dollars as accessed on **October 7, 2026**; taxes, eligible numbers, billing commitments, and any unlisted charges require confirmation.

Provider and service	Published charge or commitment	Off-season fit and quote condition
NumberBarn Park	\$2.99/month; \$5 port-in. (www.numberbarn.com)	Reservation; voicemail is a separately purchased service level.
Voiply parking	\$20/year in knowledge base; introduction also says \$2/month. (kb.voiply.com)	Confirm checkout; separate documentation limits parking to annual or three-year terms. (kb.voiply.com)
Unitel Voice Simple Parking	\$1.99 monthly base plus \$1.49/local number or \$0.49/toll-free number. (www.unitelvoice.com)	Calculated one-local-number charge \$3.48/month; no porting fee stated. (www.unitelvoice.com)
Park My Phone Deep Freeze	Parking page shows \$2/month paid annually (\$24/year); pricing page lists \$3/month annually and \$15 porting. (parkmyphone.com)	Conflicting published offers; obtain a written current quote rather than choose the smaller figure.
Phone.com Forward Connect	\$15/month, plus any number acquisition costs, taxes, and regulatory fees. (www.phone.com)	Active forwarding category; confirm existing-number eligibility and destination terms.
autoattendant.io active menu	\$29/month for the company; unlimited receiving people.	One business number with team routing; business supplies the people who answer.
Smith.ai human receptionists, Starter	\$300/month for 30 calls; \$11.50/additional call. (smith.ai)	Outside handling; confirm script, transfer destinations, and task authority.

The table compares purchasing models, not equivalent service bundles. The **lowest published number** is not automatically the lowest closure cost, particularly where annual payment or an additional number charge applies. The brand belongs in the active-service comparison because it directly provides that option; it is not represented as a reserve-only parking plan.

Performance and Benchmarks

No independent, directly comparable off-season response-time, booking-conversion, or call-quality benchmark was established by this research. Published feature descriptions demonstrate available configuration, not the likelihood that a particular team will answer. The useful benchmark is consequently an **acceptance test** designed around the owner's remaining tasks.

Configuration can change caller outcomes materially. Grasshopper documents that closed account-level business hours play an away greeting with **no menu options and no voicemail**. (grasshopper.com) Its extension-level office-hours setting instead lets callers leave voicemail outside that extension's hours. (grasshopper.com) A seasonal business should therefore test the exact closure configuration, even if voicemail worked during the open season.

Record a result for each applicable task:

- **Reservation:** An outside call reaches the expected number and caller treatment.
- **Announcement:** The greeting states the closure accurately and finishes without misleading instructions.
- **Message:** A complete test message appears in the actual voicemail account.

- **Notification:** The responsible person's email receives the correct recording or alert.
- **Forwarding:** The intended staffed destination rings during coverage hours.
- **Fallback:** An unanswered call receives the chosen response.
- **Menu:** Every enabled option reaches its assigned person or mailbox.
- **Authentication:** Each critical account accepts its intended recovery method.

Do not report these tests as vendor uptime statistics or general quality rankings. They are configuration evidence for one business. Enter the tester, test date, actual result, and corrective action in the decision sheet. Repeat the affected test after changing a greeting, destination, account setting, or plan.

A useful acceptance criterion is a completed customer task rather than simply a ringing phone. If the caller needs to amend a booking, test that the recipient knows how to do so. If only an announcement is promised, test the announcement and stop there. Adding an unnecessary live-response requirement would bias the comparison against appropriate simple parking.

Data Analysis and Evidence

The quantitative comparison should use the **same number of off-season months**, the same customer tasks, and the same treatment of taxes and staff time. This report does not use search-volume estimates as a business-demand forecast or assume any lost-call revenue. Its financial examples are arithmetic illustrations using published charges and explicitly entered assumptions.

The total-cost formula is:

Off-season total = setup and port charges + months × recurring base and add-ons + applicable taxes and fees + staff labor cost + reopening charges.

Staff labor cost = (total staff workload in minutes ÷ 60) × owner-entered hourly labor rate. Include handling, inbox-checking, announcement maintenance, and account upkeep across the entire closure period. If staff have different hourly rates, calculate each person's labor cost separately and add the amounts.

Table 3 is a worksheet and worked example. The illustrative closure lasts **four months**. Taxes, staff labor costs, and reopening costs are left as owner-entered amounts; blanks are not zero. Using NumberBarn's published \$5 port-in fee and \$2.99 monthly parking rate gives $\$5 + 4 \times \$2.99 = \textbf{\$16.96}$.

(www.numberbarn.com) Adding its \$2 monthly voicemail charge gives $\$5 + 4 \times \$4.99 = \textbf{\$24.96}$, both before unquoted costs. (help.numberbarn.com) These are calculated examples using the stated four-month assumption.

Worksheet item	Reserve-only example	Owner-checked voicemail example	Retain current service
Closure period	M, owner-entered months	Same M	Same M
Setup or port charge	P, actual quoted port cost	P, actual quoted port cost	Enter actual transition cost
Monthly base	B, written base quote	B, written base quote	Enter current billed base
Monthly add-ons	None assumed	A, quoted voicemail cost	Enter required add-ons

Worksheet item	Reserve-only example	Owner-checked voicemail example	Retain current service
Calculated quoted-charge subtotal	$P + M \times B$	$P + M \times (B + A)$	Setup + $M \times$ required recurring charges
Taxes, fees, commitment	Enter actual quote	Enter actual quote	Enter actual billed terms
Staff workload, total minutes for the closure	Enter announcement-maintenance and account-upkeep minutes	Calls $\times$ average handling minutes per call + total inbox-checking, announcement-maintenance, and account-upkeep minutes	Enter comparable total handling, checking, and upkeep minutes
Hourly labor rate	R, owner-entered dollars per hour	R, owner-entered dollars per hour	R, owner-entered dollars per hour
Staff labor cost, dollars	Total workload minutes $\div 60 \times R$	Total workload minutes $\div 60 \times R$	Total workload minutes $\div 60 \times R$
Reopening charges	Verify receiving service and transfer costs	Verify receiving service and transfer costs	Enter actual restart costs
Accountability	Owner; payment-check date	Owner; inbox schedule; backup	Owner; off-season coverage schedule
Evidence	Outside-call result; reopening date	Message/alert result; reopening date	Coverage/fallback result; reopening date

The worked subtotals are **not savings estimates**. They exclude amounts not established by the quote. NumberBarn's pricing lists federal charges and applicable state taxes, so its base price should not be treated as an all-in invoice. (www.numberbarn.com) A current-service comparison should include those costs on the same basis.

Commitments can change the result. Park My Phone's FAQ states a **six-month minimum payment requirement** for U.S. numbers. (parkmyphone.com) Voiply's documented annual and three-year terms likewise require evaluating the paid commitment, not merely multiplying an advertised monthly equivalent by a shorter closure. (kb.voiply.com) Smith.ai separately describes its human service as month to month. (smith.ai)

Existing-carrier suspension is not automatically a cost-saving alternative. Verizon Business says device-payment-agreement payments continue regardless of billing choice. (www.verizon.com) T-Mobile's seasonal suspension guidance says full monthly recurring charges continue. (www.t-mobile.com) These statements are plan-specific evidence for asking the current carrier for a written quote, not universal business-phone suspension rules.

Finally, include optional processing costs only when needed. Phone.com's voicemail documentation lists automated transcription at **\$1.50 per Basic user monthly**. (support.phone.com) A transcription feature can change the workload, but this report assigns no assumed productivity value to it. Owners should enter actual checking and handling time rather than use a vendor's general savings claim.

Case Studies and Real-World Examples

Closed Landscaper With Spring Inquiries (Hypothetical Example)

A landscaping owner suspends field operations but wants customers to ask about next-season work. No urgent field response is offered. The least sufficient level is a closure announcement if inquiries can wait elsewhere, or owner-checked voicemail if customers need to leave details. The example does not assume that the base parking plan records messages.

An illustrative voicemail greeting is: “Thanks for calling our landscaping business. Field operations are closed for the season. For next-season inquiries, leave your name, callback number, and project location. The owner checks messages on working days and will respond within the stated callback window.” Replace the final promise with a schedule the owner can actually meet.

The decision sheet names the owner, the checking days, a backup, and a planned reopening date. It also records a test message and its delivery. If nobody will check messages, remove the invitation and select an announcement-only arrangement instead.

Workshop Honoring Warranties (Hypothetical Example)

A project workshop stops accepting new production jobs but continues handling existing warranty requests. That is a customer-duty “yes.” The owner determines whether voicemail and a later callback can satisfy each remaining obligation or whether live access is necessary. The report does not infer the owner's legal response duties from a phone plan.

If one owner can assess requests during stated hours, staffed forwarding is a proportionate choice. If several people hold different project records, a menu may route existing customers to the appropriate recipient. The worksheet lists the actual recipient and fallback for each task, including the procedure when the main owner is unavailable.

The greeting explains that new production is paused while existing-customer support continues. Avoid a general “closed until spring” announcement that omits the available warranty route. Before closure, an outside tester follows the existing-customer path and verifies that the recipient can act on the request.

Tourism Firm Still Accepting Bookings (Hypothetical Example)

A seasonal tourism business closes its visitor premises but continues accepting and modifying future bookings. Its phone remains part of active operations. A reserve-only purchase would preserve the number while failing the required live task.

If available team members manage bookings and existing customers separately, an active menu may help direct callers. If those employees are unavailable, a specialist answering provider can be evaluated for the booking workflow and permitted actions. Neither choice is justified by an assumed conversion uplift.

The service brief specifies who can confirm availability, modify a reservation, approve an exception, and escalate a question. A test booking inquiry verifies the handoff without creating a real transaction. The selected service then receives an owner and review date, just as the lower-cost announcement or voicemail arrangement does.

Implications and Future Directions

Transition and Reopening Checklist

Portability and operational readiness are separate checks. NumberBarn says a number can port away on any service plan, but its instructions also require active service in good standing and confirmation that the gaining carrier accepts wireline ports. (help.numberbarn.com) That is an arrangement to confirm before parking, not a promise of future acceptance or a specific completion date.

- **Eligibility:** Check the exact number with both the parking provider and intended receiving carrier.
- **Active service:** Keep the existing service until the providers confirm completion; AT&T requires an active number for transfer. (www.att.com)
- **Account records:** Save the current account number and required transfer credentials securely; AT&T documents transfer PIN and account-number requirements for wireless transfers. (www.att.com)
- **Caller experience:** Verify the announcement, message recording, and delivery after activation.
- **Account access:** Record an administrative owner and a recovery method independent of the parked number.
- **Billing:** Schedule payment-method and renewal checks before the next charge.
- **Reopening:** Book an external test and restore the actual recipients and coverage hours.
- **Published information:** Align the website and listing with the real closure and available support.

Google recommends “Temporarily closed” for off-season closures in Business Profile, and its seasonal guidance says to restore regular hours when reopening. (support.google.com) A business still taking bookings should ensure its published explanation accurately describes that continuing function.

Toll-free administration requires separate confirmation. Somos distinguishes a **Responsible Organization (Resp Org)** change from a carrier change and documents Letter of Agency requirements for its Help Desk intervention process. Do not assume the local-number workflow covers every toll-free arrangement. (support.somos.com)

Billing, Recovery, and Permanent Closure

An unmonitored parked account still needs maintenance. NumberBarn's terms describe payment delinquency and possible suspension, and state that accounts suspended for more than **30 days** will be terminated. (www.numberbarn.com) The appropriate response is a named billing owner and renewal reminder, not a guarantee that reservation continues indefinitely.

Update recovery methods early. Google warns that recovery-number changes can take **up to seven days**; Microsoft documents a **30-day wait** when all security information is replaced. (support.google.com) (support.microsoft.com) Test critical accounts before relying on the retained number or releasing it.

Permanent closure is a separate branch. Princeton's historical **2021 U.S. mobile-number research** explains number reassignment after disconnection; it does not establish a current probability for seasonal businesses. (recyclednumbers.cs.princeton.edu) Before release, update recovery methods and published contact points, export needed records, and resolve remaining account responsibilities. The Small Business Administration

(SBA) notes record-retention requirements, while the Internal Revenue Service (IRS) requires a final return for the closure year. These closure obligations should not be confused with a seasonal pause. ([legacy.sba.gov](https://www.irs.gov)) (www.irs.gov)

Frequently Asked Questions (FAQs)

How Does a Business Park Its Phone Number?

Choose the required service level, obtain number-specific eligibility confirmation, collect the losing carrier's account credentials, and follow the receiving provider's transfer process. Keep current service active during the transition. AT&T's transfer guidance explicitly requires an active number. (www.att.com) Finish with an outside-call test, rather than assuming a completed transfer also produced the intended greeting or mailbox.

Can a Business Pause Phone Service Without Porting?

Ask the current carrier for the plan-specific suspension terms and actual continuing charges. A suspension can differ substantially from active call handling: Verizon Business says suspended lines cannot make or receive network calls or texts. (www.verizon.com) If customers still need to reach someone, that limitation must be addressed in the selected arrangement.

Is Parking Better Than Forwarding During Seasonal Closure?

Parking fits number retention with limited caller interaction. Forwarding fits remaining tasks requiring a staffed conversation. Choose voicemail only when it is supported and somebody owns the response. A full menu becomes appropriate when available recipients have different responsibilities; outside answering becomes relevant when somebody else must perform call handling.

Will a Parked Number Keep Business Accounts Accessible?

Do not assume so. Test each account and establish another accepted recovery route. Google advises against using a Google Voice number as its recovery phone, while Apple requires a trusted phone number capable of receiving verification codes. These are account-provider requirements, not universal assurances about parked numbers. (support.google.com) (support.apple.com)

Conclusion

The minimum off-season phone service is the one that preserves the advertised number **and** completes the customer tasks that remain necessary. Those tasks should be defined before prices are compared. A reservation-only arrangement can be a sound purchase when no response is required. An announcement can explain a closure. Owner-checked voicemail can support asynchronous requests. Forwarding, active menus, and specialist answering become appropriate as live handling requirements increase.

The decision sheet should contain the remaining duties, message requirement, live-response requirement, texting needs, and account-recovery dependencies. It should then record the selected plan, actual billing commitment, responsible owner, checking schedule, reopening date, and external test results. A service

should not promise messages, callbacks, or live assistance that its purchased configuration and available staff cannot deliver.

Compare the chosen arrangement with retaining current service over the same closure period and with the same tasks. Include setup, recurring charges, add-ons, taxes, fees, staff labor cost calculated from workload and hourly rates, and restart costs. Treat missing charges as items to verify, rather than zero. Keep permanent closure on a separate track involving records, account cleanup, recovery updates, and published contact changes.

The practical result is a deliberate service level that the owner can maintain through the off-season and verify again before reopening. More features are useful only when they support work that still needs to happen.

Source links

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

1. <https://help.numberbarn.com/hc/en-us/articles/360022311054-Park-Service-Plan-Overview>
2. <https://www.numberbarn.com/number-parking>
3. <https://help.numberbarn.com/hc/en-us/articles/42011859548951-Add-Voicemail-to-a-Park-Number>
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7. <https://consumercomplaints.fcc.gov/hc/en-us>
8. <https://www.twilio.com/docs/verify/api/error-codes>
9. <https://learn.microsoft.com/en-us/microsoftteams/call-park-and-retrieve>
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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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