



How to Stop Spam Calls to Your Business: Screening Guide

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.

Published by Auto Attendant · 2026-10-15 · how to stop spam calls to your business · business call screening · business phone spam filtering · stop robocalls · anonymous call rejection · auto attendant · caller challenges · call blocking · mobile call filtering

Original article: <https://autoattendant.io/articles/stop-spam-calls-to-your-business>



In this article

1. [Executive Summary](#)
 2. [Introduction and Background](#)
 3. [Key Changes](#)
 4. [Business Phone Call Screening: Comparing Filters](#)
 5. [Implementation Considerations and Process Changes](#)
 6. [External Acceptance Test and Rollback](#)
 7. [Operating the Pilot and Escalating Problems](#)
 8. [Data Analysis and Evidence](#)
 9. [Implications and Future Directions](#)
 10. [Frequently Asked Questions \(FAQs\)](#)
 11. [Conclusion](#)
-

Executive Summary

To **stop spam calls to a business**, begin with the advertised number's provider, identify where unwanted calls enter, and apply the narrowest reversible rule that addresses the observed problem. Keep a monitored route for unfamiliar customers. The **Federal Trade Commission (FTC)** warns that blocking tools can also block wanted calls; a lead-generating business should therefore test the effect on genuine callers before enabling a broad rule. (consumer.ftc.gov) The **National Do Not Call Registry excludes business numbers and fax lines**, so registration is not the main solution for a published business line. (consumer.ftc.gov)

The important distinction is between **number blocking**, **anonymous-call rejection**, **caller challenges**, **human screening**, and **handset filtering**. These controls act at different points. **Zoom Phone**, for example, documents app blocking for direct user numbers rather than calls through an Auto Receptionist or Call Queue. (support.zoom.com) **Google Voice** can display either the Voice number or the original caller's number on forwarded calls in its managed-account setting. (support.google.com) A mobile filter therefore needs testing against the identity it actually receives. An unfamiliar visible number is not evidence that the caller is unwanted, and withholding caller identification (caller ID) is distinct from spoofing. (www.govinfo.gov)

A menu can help route callers, but it is not a security service or a guarantee against automated callers.

Google expressly cautions that its Call Screen cannot detect every spam call or robocall.

(support.google.com) Preserve a no-input route: **Microsoft Teams** documents operator handling when callers make no menu selection, with additional configuration required to enable that operator. (learn.microsoft.com)

Include relay access in testing; Department of Justice guidance requires covered entities to accept telecommunications and video relay calls. (www.ada.gov)

The available numbers establish context, not likely savings. The FTC reported **over 2.6 million Do Not Call complaints** for fiscal year **2025**, and says these data are not a consumer survey. (www.ftc.gov) For a routing comparison, **autoattendant.io** currently lists **\$29 per month for the company**, without per-user seats; this is routing pricing, not measured spam protection. Choose controls using the matrix below, run external

acceptance tests, log known outcomes separately from unresolved calls, and give an authorized owner a documented rollback path. Measure the business's interruptions and mistaken filtering instead of assuming an industry effectiveness rate.

Introduction and Background

A small firm's public main number has to admit people the team has never spoken to. The practical objective is to reduce unwanted interruptions while preserving a usable path for prospective customers, suppliers, existing customers calling from another phone, and people using relay services. For covered businesses, **accepting relay calls** is an accessibility requirement, not an optional exception to a spam rule. (www.ada.gov) Staff should understand that a relay communications assistant may voice a caller's typed message. (www.ada.gov)

This report concerns **incoming calls** to United States (U.S.) businesses with small teams. It does not address a business's **outgoing calls being labeled Spam Likely**. The publication date is October 8, 2026; live documentation was checked October 15, 2026. Current instructions are described as documentation, not evidence that a particular customer configuration was tested or that every interface existed unchanged on the publication date.

Start with the actual symptom:

- **Repeated visible number:** investigate a targeted number block, retaining a way to remove it.
- **Rotating numbers or risk labels:** compare provider labeling, screening, and monitored voicemail rather than expanding a block list indiscriminately.
- **Withheld identity:** evaluate anonymous-call rejection separately from unfamiliar-number screening.
- **Unwanted ringing on an employee's mobile:** establish whether the call used the business number or reached that mobile directly.

These distinctions matter because labeling may still let the call ring, whereas blocking can prevent connection. The FTC describes call labeling as a warning that leaves the recipient able to decide whether to answer. (consumer.ftc.gov) Caller number authentication addresses a different question: the Federal Communications Commission (FCC) describes it as a mechanism designed to combat illegal caller ID spoofing. It should not be treated as a recommendation to trust or answer the caller. (docs.fcc.gov)

Use the following process to decide where to filter, what legitimate access might be affected, and how to recover if the rule behaves differently from its description.

Key Changes

Map the entire incoming-call path

Write down this path before changing a setting: **caller** → **advertised number and provider** → **menu** → **forwarding** → **employee mobile** → **fallback**. Add the actual service and responsible person at every stage. Record whether the fallback is business voicemail, an employee mailbox, another teammate, or a separately arranged answering service.

Forwarding identity is a configuration question. **Twilio** documents that its inbound-call Dial behavior normally presents the original inbound caller's number to the destination. (www.twilio.com) Google's managed Voice setting offers a choice between the original caller and the Voice number, while explicitly excluding Voice internet calls from that setting's effect. (support.google.com) These are platform-specific examples. They do not establish what an unrelated provider sends to an employee's handset.

Ask the receiving employee to observe the displayed number during an external test. Do not assume that saving the business number as a contact makes every **forwarded customer call** exempt from a filter. Conversely, do not assume that blocking a number on one employee's phone blocks it at the company menu. Zoom's direct-number restriction is a documented example of why that assumption can fail. (support.zoom.com)

Separate identity from a risk assessment

Use distinct labels in the call log:

- **Unfamiliar visible number:** the team does not recognize it; the call's purpose remains unknown.
- **Withheld caller ID:** the displayed number has been suppressed; FCC guidance distinguishes this from spoofing. (www.govinfo.gov)
- **Spoofed identity:** the displayed identity is not a reliable representation of origin; do not infer this solely from unfamiliarity. (docs.fcc.gov)
- **Provider risk label:** an assessment based on signals such as calling patterns or complaints, rather than a conclusion about the caller's purpose. (www.govinfo.gov)

The meaning of a setting named “unknown” also needs checking. Apple's current **Screen Unknown Callers** choices concern unsaved numbers, and its Silence choice sends those calls to voicemail. (support.apple.com) **Vonage Enterprise**, by contrast, documents that its anonymous-call rejection does not block calls displaying Unavailable. (businesssupport.vonage.com) Similar-looking labels should not be treated as interchangeable rules.

Make fallback behavior explicit

A challenge's no-input behavior is part of the design. Twilio's input collection can accept speech, keypad digits, or both; its default no-input behavior falls through to the next instruction. (www.twilio.com) Specify what should happen to a caller who says nothing, presses nothing, makes an invalid selection, or cannot complete the interaction. The useful change is a documented path, not merely an extra prompt.

Business Phone Call Screening: Comparing Filters

Choose controls by symptom and layer. Blocking tools can also block wanted calls. (consumer.ftc.gov) This framework does not rank effectiveness.

Table 1 compares filtering choices and a routing option.

Control or option	Layer and signal	Who changes it	Legitimate-caller risk	Fallback to verify	Rollback
Provider number block list	Selected number at the documented account or user scope	Authorized provider administrator; Zoom requires owner/admin privileges for its account list. (support.zoom.com)	A genuine caller using that number may also be rejected.	Hear the actual announcement; Zoom describes a generic unavailable message. (support.zoom.com)	Deactivate the specific rule where supported; Zoom documents this option. (support.zoom.com)
Anonymous-call rejection	Identity presentation at the service applying the rule	The service's authorized operator; Verizon Business Digital Voice documents a User Portal control. (businessdigitalvoice.verizon.com)	Legitimate withheld-ID callers lose that route.	Determine whether the call reaches any mailbox or forwarding destination.	Restore the prior setting; use that product's instructions.
Caller-name screening	Spoken identification before acceptance	User or administrator, according to product permissions	Adds effort for genuine callers.	Google Voice lets the recipient accept a screened call or send it to voicemail. (support.google.com)	Restore the previous screening configuration and retest.
Menu or keypad challenge	Menu/input processing before forwarding	Authorized menu administrator	No-input callers and some telephone paths may need an alternative. Twilio documents keypad-signaling difficulties on some internet phones. (www.twilio.com)	Human or monitored voicemail route after failed input	Restore the saved menu and timeout route.
Human screening	A teammate or separately contracted service assesses the conversation	Owner assigns coverage and authority	Waiting, staffing gaps, or an incorrect judgment can still interrupt access.	Named backup and monitored message-taking route	Remove the screening step or restore direct routing.
Carrier or handset filter	The destination mobile's network or device	Subscriber or device administrator	Contacts, allow lists, and risk thresholds can interact. Verizon warns that another app or device may still block an allowed number. (www.verizon.com)	Check device history and all relevant mailboxes.	Reverse the actual network/device rule, then retest.

Control or option	Layer and signal	Who changes it	Legitimate-caller risk	Fallback to verify	Rollback
autoattendant.io routing option	Advertised number → menu → team mobiles	Account operator; confirm configuration permissions	Public pricing does not establish a spam-classification service.	The site documents emailed voicemail recordings/transcripts when unanswered.	Confirm how to restore the previous menu and destinations. \$29/month company-wide, up to nine menu options, unlimited receiving people.

The matrix separates routing from filtering. A menu directs calls to the team; the team still answers. For managed screening, evaluate **staffing or an answering service**. For specialist protection, require documented controls.

Use this selection sequence:

- **Start narrow:** use a confirmed nuisance number as the candidate for a targeted block.
- **Prefer observation first:** retain ringing or monitored voicemail while establishing which calls are genuinely unwanted.
- **Challenge selectively:** ask whether risk-labeled calls can take a different path from every new customer.
- **Protect exceptions:** establish who can amend an allow list and whether broader rules override it.
- **Escalate the category:** choose managed screening when someone must assess calls on the business's behalf.

For a product-specific example, **T-Mobile** documents an Allow list and a separate Send to Voicemail feature that does not block the number. (www.t-mobile.com) Check each outcome and the subscription's eligibility.

Implementation Considerations and Process Changes

Establish scope and permissions first

Before enabling business phone spam call filtering, create a short configuration record. This is the reference an owner uses to understand the change and reverse it:

- **Number and entry point:** identify the advertised number and any separate direct numbers.
- **Rule scope:** state account, site, menu, queue, user, carrier, or device.
- **Authority:** name the owner who approves the pilot and the administrator who can reverse it.
- **Identity handling:** record what reaches the destination mobile and whether a setting changes it.
- **Caller experience:** specify ring, announcement, challenge, voicemail, or disconnection.
- **Recovery:** record the previous setting, exception process, monitored fallback, and rollback instructions.

On Zoom, phone users can view account-level blocks without being able to change them. (support.zoom.com) An employee reporting a missed call may therefore need the account administrator rather than another handset adjustment. Confirm permissions before the pilot so that a mistaken rule is reversible when the responsible employee is unavailable.

Do not make a carrier allow list the only recovery plan. Verizon says Call Filter settings can persist across device changes or app removal. (www.verizon.com) Its documentation also says another app, service, or device can block an allowed number. (www.verizon.com) A rollback must identify the rule that changed, not simply uninstall an application.

Inspect voicemail and menu dependencies

AT&T ActiveArmor documents network-level allow, block, and voicemail-routing choices, with an active voice mailbox required for voicemail routing. (www.att.com) On a **Samsung** phone, the manufacturer directs users to their carrier to block voicemail from specific callers. (www.samsung.com) A handset block and a voicemail block are therefore separate questions to ask, rather than equivalent settings.

For menus, the configured escape route must actually be enabled. Microsoft Teams says its operator must also be assigned to a menu key; merely selecting an operator is insufficient. (learn.microsoft.com) Its documentation separately permits after-hours handling and greetings. (learn.microsoft.com) Test business hours and closed hours as different paths.

Keep routing and filtering changes small enough to interpret. Avoid changing the main-number block rule, menu prompt, forwarding identity, employee phone filter, and mailbox behavior together. Otherwise, a failed test will not show which change caused it. Restore the last known usable path before investigating additional layers.

Verify handset eligibility

Feature names do not establish availability. Samsung says **Smart Call** depends on the carrier and model. (www.samsung.com) T-Mobile's current T-Life Scam Shield documentation requires a postpaid account. (www.t-mobile.com) Apple says calls are not screened while roaming regardless of settings. (support.apple.com) Record the actual device, service, account type, and operating context used for the test. Treat instructions from another model or subscription as a lead to verify, rather than a deployment specification.

External Acceptance Test and Rollback

A useful acceptance test starts outside the business's own phone account. The tester calls the publicly advertised number and follows the path a real caller would experience. Record the caller's experience as well as the employee's screen. A successful ring on one handset does not establish that the menu's other destinations or after-hours branch work.

Table 2 is a test worksheet. Its expected paths are owner-selected acceptance criteria, not reported product behavior. The observed fields are intentionally unfilled.

Test case	Expected path to approve	Observed path and outcome	Owner and date
Known contact, visible number	Reach the intended menu/team destination or agreed mailbox.	To record: caller prompt, displayed ID, ringing, final destination.	To assign

Test case	Expected path to approve	Observed path and outcome	Owner and date
Unfamiliar visible number	New-customer route remains usable.	To record: label, challenge, delay, connection outcome.	To assign
Deliberately withheld test call, where supported	Follow the explicitly approved anonymous-call policy and recovery route.	To record: rejection, announcement, or connection.	To assign
Relay caller, participating with consent	Reach an accessible service path with staff prepared to respond.	To record with the participant: usability and outcome.	To assign
Separate mobile and landline/internet-phone origins	Reach the intended route with working input.	To record for each origin: keypress and audio behavior.	To assign
No keypress or invalid input	Reach the approved human or monitored message fallback.	To record: repeats, timeout behavior, final destination.	To assign
Unanswered employee mobile	Reach the approved mailbox or backup, avoiding an unexplained dead end.	To record: which system answers and who monitors it.	To assign
After-hours call and restored-rule retest	Follow the closed-hours plan; rollback restores the prior usable path.	To record both states and unresolved failures.	To assign

Run the cases relevant to the business before enabling a broad rule. The unfamiliar-number case is central for a firm seeking new customers. The withheld-ID case tests a different property. Neither case establishes the caller's intent.

Use these operating safeguards:

- **Preserve a baseline:** document a successful call through the existing configuration.
- **Change one control:** make the observed difference attributable to that rule.
- **Test actual input:** include no keypress and the telephone types customers use.
- **Confirm accessibility:** invite a consenting relay user to assess the real path and train receiving staff.
- **Assign monitoring:** identify who checks each fallback during the pilot.
- **Rehearse rollback:** restore the prior setting and repeat the failed caller path.

Relay testing is grounded in an actual service obligation: Department of Justice guidance says covered entities must accept telecommunications relay service (TRS) and video relay service (VRS) calls, and treat them like other calls. (www.ada.gov) Include possible callers such as hospitals and new prospects in planning without assuming they routinely withhold identity or interact with menus in a particular way.

Technical failures also need an escape route. Twilio documents that some Voice over Internet Protocol (VoIP) phones have trouble sending dual-tone multifrequency (DTMF) keypad signals. (www.twilio.com) A caller who cannot complete a prompt should not automatically be classified as unwanted. Keep written test notes; if recording or transcription is added, establish the **applicable consent requirements** first, using qualified advice where needed.

Operating the Pilot and Escalating Problems

Log outcomes without inventing intent

Choose a pilot period that includes the business's normal calling patterns, including any closed-hours coverage. Set the review date and rollback authority before the change. The pilot should answer whether the control reduces the team's measured interruptions while preserving the tested legitimate routes, not whether it makes the incoming-call screen look quieter.

Use a compact log with these fields:

- **Event and entry point:** time, advertised number, and receiving route.
- **Visible identity:** number shown, withheld status, and any provider label, recorded separately.
- **Control applied:** rule name, configuration state, and layer.
- **Outcome:** nuisance, confirmed legitimate, or unresolved, with the reason for classification.
- **Handling:** observed interruption duration, callback or message action, and responsible teammate.
- **Correction:** exception, rule change, rollback, and the resulting retest.

An unanswered unfamiliar call remains unresolved unless other evidence establishes its purpose. Do not count it as a spam call stopped, a lead lost, or a successful filter decision. Retain only the information needed to operate the pilot, restrict access, and avoid collecting unnecessary sensitive caller content.

Check the records the selected tool actually maintains. Google's Phone app says its Filter spam calls setting suppresses missed-call and voicemail notifications while allowing review through call history and voicemail. (support.google.com) Verizon says blocked callers may leave voicemail unless the relevant termination option is selected. (www.verizon.com) Someone must inspect the relevant records; an absence of ringing alone does not describe the outcome.

Report unwanted calls with realistic expectations

The FTC directs unwanted-call reports without a money loss to its streamlined DoNotCall.gov form and says it cannot respond individually to every report. (consumer.ftc.gov) The FCC likewise states that it does not resolve individual unwanted-call or text complaints. (consumercomplaints.fcc.gov) These reporting channels should support the response, rather than serve as the business's immediate filter or promised route to individual relief.

Provide the information the reporting form requests, using the log to preserve what was actually observed. Treat a displayed number as reported caller ID, not proof of the caller's identity. For a service problem, USAGov recommends starting with the phone company; it identifies state government or the FCC as further routes if the response is unsatisfactory. (www.usa.gov)

Refer immediate threats to the appropriate emergency authorities. For questions about telemarketing rules affecting a wireless or mixed-use number, obtain advice about the actual facts and jurisdiction. The FTC's registry exclusion for business numbers is a limited statement about that registry; it should not be expanded into a declaration that every call to a business is legal. (consumer.ftc.gov)

Data Analysis and Evidence

What the national numbers can establish

The FTC's original **fiscal year 2025 Data Book** reports **over 2.6 million Do Not Call complaints** and **over 258 million active registrations**. (www.ftc.gov) These figures describe different things: submitted complaints and registered numbers. Neither is a count of unwanted calls received by small businesses, and registrations are not an estimate of businesses needing a filter. The FTC explicitly says the data are not based on a consumer survey. (www.ftc.gov)

Complaint volume supplies context about reporting activity. It does not establish the accuracy of a provider's risk label, a challenge's success rate, or the share of calls a particular firm should reject. No independent business-specific filter-effectiveness benchmark was established in the sources reviewed for this report.

Do not manufacture precision by dividing complaints by registrations. That calculation would not measure the probability that the next call is unwanted. Likewise, do not convert broad consumer search interest into a business spam-call rate. The useful quantitative question for the owner is what happened to this business's known calls under this specific configuration.

Measure the pilot, not an assumed benchmark

Table 3 defines calculations the owner can make from a completed log. These are proposed operational measures, not industry statistics or measured results from this report.

Measure	Definition	Interpretation limit
Observed interruption minutes	Sum the recorded handling durations in minutes for confirmed nuisance calls; alternatively, nuisance-call count × the observed mean handling duration in minutes for those calls.	Covers observed handling only. Do not add assumed recovery time or value it as revenue without evidence.
Test false-positive proportion	Confirmed legitimate test calls incorrectly filtered ÷ legitimate test calls with known outcomes.	Report numerator, denominator, configuration, and test conditions. A small designed sample is not an industry rate.
Unresolved outcomes	Count events whose purpose or final outcome is unknown, separately from nuisance and legitimate calls.	Do not assign these events to whichever category makes the filter look better.
Fallback completion	Record whether each planned no-input, unanswered, relay, and after-hours case reached the approved destination.	A passed scripted test does not establish a live customer conversion rate.

These measures make the pilot reviewable. If the observation set is too incomplete to calculate a metric, report “not measured.” If there are no legitimate test calls with known outcomes, do not calculate a false-positive proportion. For durations that vary, summing recorded durations is preferable to applying an arbitrary handling-time assumption.

Compare equivalent operating conditions when assessing the configuration. Note changes in opening hours, staffing, advertising, or routing that could explain different call volumes. Present the resulting observations as local evidence, with the owner and review date. A reduction in rings accompanied by unreviewed messages is not sufficient evidence that the business improved access or reduced nuisance calls.

Implications and Future Directions

Select the operating model the business needs

The choice is partly about who should make the first decision on a call. A provider block list acts on a configured identity or rule. A menu asks for input. A handset filter applies at the receiving endpoint. Human screening requires someone to handle the conversation and exercise the authority the owner grants.

Use the smallest model that meets the observed need:

- **Routing need:** a clear menu, reachable teammates, and monitored fallback may address the main-number workflow.
- **Managed screening need:** arrange an answering service or staffing coverage when somebody must assess and handle calls for the business.
- **Persistent specialist protection need:** evaluate products that explicitly document the required controls, support, logs, and exceptions, and validate them against the same test paths.

Do not infer advanced protection from a product having a menu. The FTC describes keypad prompts as an approach used by some blocking devices, without establishing that every automated caller fails them. (consumer.ftc.gov) Google similarly cautions that Call Screen cannot detect all spam calls and robocalls. (support.google.com) Either limitation argues for a monitored operating process rather than a prevention promise.

Revalidate after configuration changes

Repeat the affected acceptance cases after changing a carrier, destination phone, menu, or filtering rule. Preserve records of what worked so that the next administrator can distinguish the intended path from an accidental setting.

Provider-specific precedence can matter. Xfinity's **residential Voice** documentation says anonymous rejection occurs before selective forwarding; this is an example of ordering, not a claim about Comcast Business features. (www.xfinity.com) Vonage Enterprise documents that an area-code block takes precedence over a more specific exempt number. (businesssupport.vonage.com) An allow list should therefore be tested in the deployed configuration rather than treated as a universal override.

For a handset correction, Google's Phone app documents Not spam and Unblock actions, while Samsung documents removing a number from its blocked list. (support.google.com) (www.samsung.com) These are concrete recovery actions at those products' layers. The business should still repeat an external call to confirm that no upstream rule continues to exclude the caller.

Frequently Asked Questions (FAQs)

How do you block spam calls on a business phone?

Identify whether the advertised number's provider, a queue/menu, or the receiving mobile applies the rule. Use a targeted block where that scope fits. Google's Voice documentation says a blocked caller hears a Number not in service message, illustrating why the caller experience should be verified rather than assumed to be voicemail. (support.google.com)

Can an auto attendant stop robocalls to a business phone?

A menu can be part of a screening workflow, but do not promise that automated callers cannot interact. Specify a usable no-input route. Twilio's documentation makes input collection and timeout handling configurable, rather than a universal security boundary. (www.twilio.com)

How can a business screen calls without losing new customers?

Test an unfamiliar visible number, provide a monitored alternative, and review mistaken filtering. Google Voice asks callers outside contacts to speak their name before connection, which is a specific screening behavior rather than a guarantee of legitimacy. (support.google.com) Any added interaction should be assessed against the business's actual caller paths.

How do you reduce unwanted calls to a business mobile?

Determine whether they arrive directly or through the main number. Use the mobile's supported filter only after checking forwarding behavior. Google's warning against automatic Call Screen when the screening device itself uses call forwarding should not be generalized to every call forwarded into a mobile from a business number. (support.google.com)

How do you stop telemarketing calls to a business?

Combine provider controls, selective screening, logs, and reporting as appropriate. The FTC registry does not cover business numbers or fax lines, so registering a public business number is not a substitute for that process. (consumer.ftc.gov) Ask for advice specific to the number and applicable rules if a legal remedy is needed.

Conclusion

The practical way to reduce incoming spam calls is to identify the affected layer, choose a narrow control, and prove that important caller paths remain usable. The advertised number, its menu, the forwarding leg, and an employee's mobile are separate places to inspect. A setting on one should not be assumed to govern all the others.

Make the decision repeatable:

- **Map:** record the real incoming route and the identity shown at the destination.
- **Select:** choose the control that addresses the observed nuisance pattern.

- **Test:** exercise known, unfamiliar, withheld, relay, no-input, unanswered, and closed-hours paths as applicable.
- **Monitor:** distinguish confirmed nuisance calls, legitimate callers, and unresolved outcomes.
- **Reverse:** give an authorized owner a usable rollback procedure and repeat the affected test after restoration.

An unfamiliar caller is part of normal customer acquisition. A quieter phone is useful only if the business understands what happened to the calls that stopped ringing. Keep a monitored fallback, resist unsupported effectiveness claims, and use the pilot's own records to decide whether the rule should stay, change, or be removed.

When the requirement is someone assessing calls on the owner's behalf, choose human coverage or a product category that explicitly provides that service. When the requirement is routing calls to the existing team, assess routing as routing. In either case, the durable result is a documented configuration whose behavior the business can explain, test, and restore.

Source links

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

1. <https://consumer.ftc.gov/articles/how-block-unwanted-calls>
2. <https://consumer.ftc.gov/articles/national-do-not-call-registry-faqs>
3. https://support.zoom.com/hc/en/article?id=zm_kb&sysparm_article=KB0058630
4. <https://support.google.com/voice/answer/9526789?hl=en>
5. <https://www.govinfo.gov/content/pkg/GOVPUB-CC-PURL-gpo252688/pdf/GOVPUB-CC-PURL-gpo252688.pdf>
6. <https://support.google.com/phoneapp/answer/9118387?hl=en>
7. <https://learn.microsoft.com/en-us/microsoftteams/aa-cq-setup-auto-attendant>
8. <https://www.ada.gov/resources/effective-communication>
9. <https://www.ftc.gov/reports/national-do-not-call-registry-data-book-fiscal-year-2025>
10. <https://www.ada.gov/resources/title-iii-primer>
11. <https://docs.fcc.gov/public/attachments/DOC-416732A1.pdf>
12. <https://www.twilio.com/docs/voice/twiml/dial>
13. <https://support.apple.com/en-us/111106>
14. <https://businesssupport.vonage.com/AnswersDetail?id=kA0hS000000AVCD>
15. <https://www.twilio.com/docs/voice/twiml/gather>
16. https://support.zoom.com/hc/en/article?id=zm_kb&sysparm_article=KB0069986
17. <https://businessdigitalvoice.verizon.com/anonymous-call-rejection-end-user>
18. <https://support.google.com/voice/answer/9262934?hl=en>
19. <https://www.verizon.com/support/call-filter-legal>
20. <https://www.t-mobile.com/support/plans-features/help-with-scams-spam-and-fraud>
21. <https://www.att.com/legal/terms.activeArmorMobileSecurity.html>

22. <https://www.samsung.com/us/support/answer/ANS10002869>
23. <https://www.samsung.com/us/support/answer/ANS10003438>
24. <https://support.google.com/phoneapp/answer/3459196?hl=en>
25. <https://consumercomplaints.fcc.gov/hc/en-us/articles/115002234203-Unwanted-Calls-Texts-Phone>
26. <https://www.usa.gov/phone-company-complaints>
27. <https://www.xfinity.com/support/articles/rejecting-anonymous-calls>
28. <https://support.google.com/voice/answer/115089?hl=en>

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.