



Two Business Numbers on One Mobile Phone: Greetings, Callbacks

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

Running two business numbers on one mobile phone is easy to start and hard to keep separate. A second number can ring the same handset in minutes, but the owner's real question is whether one caller can be followed from greeting to pickup, voicemail, callback, text reply and staff coverage without the two companies' records mixing. This report treats that journey as the unit of analysis and compares three arrangements: forwarding to the normal dialer, a multi-number app, and separate accounts or devices.

The central finding is that identity is not one thing. The number a customer dialed, the number a phone displays, the label an app shows, the number sent on a return call and the mailbox an employee can open are five separate settings. Documentation shows the receiving screen can be configured either way. **Talkroute** can display the number the caller dialed (talkroute.com), while **Quo** forwarding keeps the original caller's number as the caller ID (support.quo.com). **NumberBarn** documents both choices and says telling forwarded numbers apart "can be crucial" (help.numberbarn.com). The documented forwarding settings show one or the other; showing both is unproven.

Outbound identity is the second break point. Forwarding does not make the receiving mobile send a business number. Apps address this by letting the user select a sending number: Quo lists "Your numbers" in the app (support.quo.com), and Talkroute offers a "Call from" switch (talkroute.com). A dual-SIM iPhone reuses the line last used for a contact by default (support.apple.com), which can quietly send the wrong business identity.

Messaging and staff access decide the architecture. Quo states that text message forwarding is not currently supported (support.quo.com), so a voice-only forwarding product cannot meet a shared-text requirement. Quo grants access per number rather than account-wide (support.quo.com), while Talkroute stores permissions with the user (support.talkroute.com). Some products tie one email address to one account (support.quo.com), which matters when two companies need separate billing and exit paths.

Small firms are the relevant population: the U.S. Small Business Administration (SBA) Office of Advocacy counts **36,207,130** small businesses (advocacy.sba.gov), and most employer firms have fewer than 20 employees (www2.census.gov). A **12-case**, two-brand acceptance sheet (Table 2) lets an owner test the whole journey before paying. Forwarding is enough only for inbound, voice-only needs. The publisher of this report sells inbound-only business lines; where outgoing identity, shared messages or separate staff permissions are essential, a full platform is the better fit.

Introduction and Background

Owners of two trades or consultancies often share one phone. The Census Bureau's 2023 Annual Business Survey reported that over a third (**35.9%**) of responding employer-business owners had a second business that was still operational (www.census.gov). That covers respondent owners of employer firms only, so it shows dual ownership is common without sizing the need for a second phone number.

The population is large and mostly small. As of February 2026, the SBA Office of Advocacy reported that **82.3 percent** of U.S. small businesses, or 29,811,495 firms, have no employees (advocacy.sba.gov), and that 6,395,635 firms have paid employees (advocacy.sba.gov). In the Census Bureau's 2022 Statistics of U.S. Businesses table, **5,720,093** of those employer firms have fewer than 20 employees, about **89.4%** by our calculation (www2.census.gov). Canada's Innovation, Science and Economic Development department (ISED) reported **1.10 million** employer businesses in December 2024 (ised-isde.canada.ca), of which 1.08 million (98.2%) were small (ised-isde.canada.ca). In the United States, **91%** of adults own a smartphone according to the Pew Research Center (www.pewresearch.org), so the mobile is already the default business device.

The audience for this guide is an owner or small shared office running two brands with 2 to 20 people in total. The decision is practical: is simple forwarding enough, is a multi-number app needed for callbacks and texts, or do staff and customer separation justify separate accounts or devices? This report does not advise on corporate structure, ownership arrangements or cross-company data sharing. Owners should confirm with their own advisers that the people who can open each business's calls, messages and voicemail are appropriately authorized.

The approach is observational. Vendor statements are treated as documented capabilities to demonstrate, not as measured customer results, and handset model, operating system, notification permissions and app version all change behavior, so every claim should be retested on the actual devices. Where documentation is silent, this report says so.

A note on the publisher: autoattendant.io sells a business phone number with a multi-option auto attendant that rings team members' existing mobiles. It is a direct provider of one narrow arrangement (inbound routing) and is not an answering service, an AI receptionist or a unified communications suite. Its facts are described neutrally and are not used as evidence; all cited evidence comes from independent regulators, statistics agencies, phone and carrier documentation, and each vendor's own pages for that vendor's own features.

What "Separate" Means: Five Identities, Not One

Buying two numbers separates what customers dial. It does not by itself separate who answers, what the screen shows, what number goes out on a return call, or who can open the history. A useful taxonomy has five layers, each of which can be configured independently.

- **Dialed number:** the business number the customer called. This is the signal an owner needs before answering.
- **Original caller number:** the customer's own number. It is the callback target, and it is what the phone's call history needs to retain.
- **Displayed label:** what the handset or app presents on the ringing screen. Quo's help page says its mobile app shows which of its numbers is receiving the call (support.quo.com), which is a statement about an app screen, not the public telephone network.
- **Outbound identity:** the number sent when the owner or an employee calls back or texts. Quo states that recipients see only the business number on their caller ID.
- **Mailbox and history access:** which people can open voicemail, messages and call logs. Quo gives each phone number its own inbox.

The distinction between a displayed number and a carried number has a regulatory echo. The telephone network separates what is displayed from who is calling, and rules differ by country. In the United States, the Federal Communications Commission (FCC) gives examples of legitimate display choices, such as a doctor calling from a personal mobile while displaying the office number (www.fcc.gov), or a business displaying its toll-free call-back number (www.fcc.gov). This report does not assume a universal brand-name display on the public telephone network; a brand label exists only inside an app or in the receiving phone's own contacts.

The practical test of "separate" is therefore a set of five yes-or-no questions per brand: can the owner tell which brand rang, can they answer in the brand's name, does a callback present that brand's number, is the voicemail and text history separate, and can a named employee be limited to one brand? The remainder of this report maps those questions onto three arrangements.

Three Arrangements Compared

The first arrangement is two lines forwarding to a normal dialer. Each business number is a **virtual number that rings the owner's existing mobile**, with no extra app. **The second** is a multi-number app, where both numbers live inside a calling and messaging application that also places outbound calls. **The third** is separate accounts or devices, either two workspaces or two handsets (or a dual-SIM phone), with selective shared reception.

Table 1 below compares them on the dimensions that matter to this decision: brand identification, original-caller visibility, outbound selection, messaging, record separation and setup effort.

Dimension	A. Forwarding to the normal dialer	B. Multi-number app	C. Separate accounts or devices
Brand identification	Depends on the forwarding service: Talkroute and NumberBarn can display the dialed number; NumberBarn offers a spoken Call Whisper on its Business Line plan (help.numberbarn.com).	App labels: the app shows the receiving number and, on Quo mobile, an assigned emoji.	Apple suggests labeling two cellular plans Business and Personal (support.apple.com); on a Pixel the carrier name appears under the caller (support.google.com).
Original caller visibility	One or the other: NumberBarn shows either its own number or the caller's number (help.numberbarn.com).	The app generally shows the caller; retest on the actual handset.	The native dialer shows the caller on each SIM or account; each SIM is a separate identity.
Outbound selection	Forwarding leaves the mobile's own outgoing number unchanged (no reviewed document claims otherwise); a return call from the dialer is a test case.	Selectable in-app, for example Talkroute "Call from" and separate defaults for calls and texts (talkroute.com).	iPhone reuses the last line used for a contact by default; Pixel can ask each time (support.google.com).
Messaging	Typically voice only; texting depends on the service.	Per-number inboxes; Dialpad shared-line texts show the line name and the sender's name (help.dialpad.com).	Either number can send messages on a dual-SIM iPhone.
Record separation	Weakest: the phone's native call log holds both brands; separation depends on the service's mailbox settings.	Per-number access models, described below.	Strongest, but devices and logins multiply; a second Quo account needs a different email address.
Setup effort	Lowest: no app for recipients; confirm forwarding to a mobile with the carrier.	Medium: install, permissions, notifications and number settings per user.	Highest: second plan or device, plus staff reception rules.

No arrangement is best on every row. Forwarding wins on effort and loses on outbound selection and messaging. The app wins on selection and records but asks every employee to install and configure it. Separate accounts or devices win on separation but make shared reception harder. The publisher's own product belongs to the first column (inbound routing only), which is why the next sections spell out what forwarding cannot do.

When each arrangement fits

- **Forwarding fits** when both brands are inbound-first, calls are mostly answered live by the same few people, texting is not part of the customer relationship and the owner can return calls from the right identity by other means (for example, a business line or an app used only for outgoing calls).
- **A multi-number app fits** when callbacks and texts must leave from the correct brand number, or when employees need to see only one brand's inbox.
- **Separate accounts or devices fit** when each brand has its own staff, its own billing, and an exit path that must not disturb the other brand's records.

Before You Answer: Greeting and Pickup

The first moment of the caller's journey is the ringing screen: the owner needs to know which brand rang before saying hello.

What the screen can show

For **forwarded calls to a normal dialer**, the display is a configuration choice. Talkroute's setting is a drop-down labelled "What should we display on your Incoming Caller ID?" (support.talkroute.com). By default Talkroute displays its virtual phone number on incoming calls (support.talkroute.com), and when several virtual numbers exist any of them can be chosen for the setting (support.talkroute.com). Talkroute's how-to also recommends a distinctive ringtone on the cell for each business (talkroute.com).

NumberBarn documents the same trade-off. When the called number is shown, the forwarding phone displays the 10-digit NumberBarn number (help.numberbarn.com). When the caller's number is shown, it displays the number placing the call (help.numberbarn.com). NumberBarn also says a user can save the NumberBarn number as a phone contact with the business name in the company field (help.numberbarn.com), which gives a name label on a normal dialer without a separate app. That contact-label workaround depends on showing the called number.

The trade-off is structural. If the screen shows the dialed business number, the original caller's number is not what the phone presents. The phone's call history may then list the business number rather than the customer. The converse also holds: show the caller and the owner learns the customer's number but not which brand was called. The Quo help page for its forwarding feature states the second behavior, that forwarded calls keep the original caller's number as the caller ID (support.quo.com). Treat "both visible at once" as unproven for any forwarded configuration until a test call shows it.

Announcements and whispers

Some products speak the identity to the person answering. NumberBarn offers a Call Whisper on its Business Line plan to identify the incoming call as personal or business (help.numberbarn.com). **RingCentral** documents announcements that say whether a call is business or personal (support.ringcentral.com) and a setting that displays the number the caller dialed (support.ringcentral.com). These are documented capabilities, not guarantees on a given handset.

The greeting an owner speaks is manual, so the system helps only if the screen identifies the brand. The simplest discipline is a written pickup script per brand and a labeled ringtone, then a test (case 1 in Table 2).

What happens when the owner cannot answer

Offline and fallback states differ by product. The owner should decide, for each brand, which voicemail a missed call should reach and verify the greeting that callers actually hear.

- **App offline:** Quo states that when a device is off or in airplane mode, calls go automatically to voicemail (support.quo.com).
- **Unanswered forwarded call:** Quo states that a forwarded call unanswered at the external number will not be sent to Quo voicemail while the call is taking place (support.quo.com).

- **Carrier forwarding: T-Mobile** lists a forward-if-no-reply code (www.t-mobile.com) with a delay of **5 to 30 seconds** (www.t-mobile.com), and Verizon documents a no-answer forwarding code (www.verizon.com).
- **Voicemail override:** AT&T notes that call forwarding overrides wireless voicemail (www.att.com).

The auto attendant menu

An auto attendant is a phone menu that routes callers to a person or mailbox. Quo documents a flow of phone menu to department selection to a specific voicemail (support.quo.com). The publisher's own lines work this way for the inbound side: one line per brand, a menu of up to seven options, each option ringing up to three phones in turn, with nobody answering on the owner's behalf. A menu per brand is a clean way to tell callers which brand they reached and to send them to the right person. It does not, on its own, solve outbound identity.

Voicemail, Callback and Text Reply

Voicemail

Separate voicemail means a separate greeting, a separate destination and a separate owner. Talkroute documents multiple voice mailboxes on one account (talkroute.com) and a different welcome greeting for each business number (talkroute.com). Quo documents different greetings for each number (support.quo.com).

Google Voice supports up to **10** recorded greetings with one selected at a time (support.google.com), which is a rotating choice for a single number rather than one greeting per brand.

On a dual-SIM phone, the carrier's voicemail applies per line. Apple's support page states that if the carrier for the other number does not support Wi-Fi Calling (or it is turned off), an incoming call on the other number goes to voicemail when the first line is busy and carrier voicemail is set up (support.apple.com); with Wi-Fi Calling supported, the call can be answered, and Apple suggests forwarding calls from one number to the other to avoid missing important calls, and a Pixel page says calls to the other SIM go to voicemail (support.google.com). Neither page documents per-line greetings. Voicemail security deserves a check too: the FCC warns that some voicemail services are preset to allow access if you call in from your own phone number (www.fcc.gov), so mailboxes should be protected by a password.

Callback

Returning a call is where identity most often breaks. Three mechanisms exist.

- **Forwarding only:** the owner calls back from the phone's dialer, which uses the mobile's own line. No reviewed document says forwarding changes this.
- **App with number selection:** Quo lets the user pick the number under "Your numbers" in the mobile app (support.quo.com) and then shows recipients only the Quo business number (support.quo.com). Talkroute can switch numbers per call with "Call from" (talkroute.com), and separate defaults can be set for calls and for texts (talkroute.com). Google Voice lets a user with more than one number choose which one shows on outgoing calls and messages (support.google.com).

- **Dual-SIM phone:** iPhone defaults to the line last used with that contact (support.apple.com), and offers a switch before a call (support.apple.com). A Pixel can be set to ask each time (support.google.com).

Caller ID names add another layer. Quo states that everyone using the same number shows the same caller ID name (support.quo.com). Talkroute sends the account name in the call header for outbound calls (support.talkroute.com), a documented limit when two companies share one account. Dialpad defaults outbound caller ID to the user's primary direct number (help.dialpad.com) and, without office-wide options, users with multiple lines can only use the primary number (help.dialpad.com).

Test callbacks from three starting points: the app notification, the call history and a saved contact. A missed-call notification that opens the wrong line is a common failure that no feature list reveals. On a dual-SIM iPhone, Apple states that where the carrier for the other number does not support Wi-Fi Calling (or it is turned off), you won't get a missed-call notification from your secondary number when the first line is on a call (support.apple.com), which is a case worth running (case 3 in Table 2).

Text reply

Text replies need the same number as the inbound text. Dialpad notes its global outbound caller ID does not apply to SMS (help.dialpad.com), **Zoom** documents that SMS is not supported with shared line groups (support.zoom.com), and Quo does not forward texts to a mobile (support.quo.com). **GoDaddy Conversations** offers one user account to get started (www.godaddy.com), which affects whether a second employee can cover texts.

Business texting also has a registration layer in the United States, so two brands usually means two registrations. Canadian and UK equivalents differ and should be checked separately.

- **Sender category:** the industry body **CTIA** defines a Non-Consumer sender as a business, organization or entity that uses messaging to communicate with consumers (api.ctia.org), and says business messaging should be enabled on a number assigned by a provider (api.ctia.org).
- **Registry:** The Campaign Registry (TCR) states that direct registration is not available for brands (www.campaignregistry.com) and that unverified brands cannot register campaigns (www.campaignregistry.com).
- **Toll-free:** Somos describes its TSSRegistry as the authoritative registry for text-enabled toll-free numbers (www.somos.com).

Staff Access, Cover and Exit

Staff access is where small companies tend to over-share by default. The questions are whether every employee must see both brands, whether one team can be removed without losing the other's records, and whether a colleague can cover a missed call.

Granularity of access

Quo's model is per number. It states access is granted per number, not account-wide (support.quo.com), only Owners and Admins can add users to a number (support.quo.com), and number owners control who can access that number. Incoming calls to a shared number ring for everyone with access (support.quo.com),

which means a second brand's staff would hear the first brand's calls if added to both.

Talkroute's model sits with the user. Its documentation says permission settings live with the user, not the resource (support.talkroute.com), and voicemail access can be set per mailbox (support.talkroute.com). Dialpad confines office settings to company and office admins (help.dialpad.com). Google Workspace assigns each user one Voice number at a time (knowledge.workspace.google.com), a constraint for one person serving two brands.

One workspace is not one legal entity

A product workspace or account is a software boundary, not a legal one. Putting two brands in one workspace does not decide who owns the records or who may see them; owners of separately owned companies should ask a qualified adviser what access is appropriate. Where separation is the requirement, Quo documents that each email address can only be associated with one account (support.quo.com), that the workaround is a different email address and a different browser or device (support.quo.com), and that a browser session holds one workspace at a time.

Cover and offline states

Cover means a second person can answer, reply or collect voicemail when the first cannot. In a per-number model, add the covering colleague to the number. In a forwarding model, add another phone to the ring group. Both need a test (case 7). Notification settings matter: apps such as Quo can send incoming call notifications when the app is closed, provided the phone has internet and notifications are enabled (support.quo.com).

Exit, ownership and export

Exit is the least-tested part of the journey.

- **Export:** Quo says only workspace Owners can export data (support.quo.com).
- **Port-out:** Quo says a port-out typically takes **1-14 days** (support.quo.com), and porting a number in does not carry previous conversations and call history (support.quo.com).
- **United States porting:** the FCC porting guide says simple ports are to be processed in **one business day** (www.fcc.gov), that wireless changes may be usable within a few hours (www.fcc.gov), and advises not to cancel existing service before the new service is initiated (www.fcc.gov).
- **Non-simple ports:** federal rules set four business days for non-simple wireline-to-wireline or intermodal ports (www.ecfr.gov), and count ports involving interconnected VoIP service as intermodal (www.ecfr.gov).

These are United States rules, not promises of a completion date from any provider.

Regulatory and Network Context

Telephony regulation is the reader's real risk surface, and it varies by country. This section names the jurisdiction in each case.

- **United States, call authentication:** the FCC states that STIR/SHAKEN (a call authentication framework) lets the receiving carrier verify that a call is in fact from the number displayed on caller ID (www.fcc.gov), and that the framework is only operational in IP networks (www.fcc.gov). A 2020 FCC document describes three attestation levels, from full or A-level (docs.fcc.gov) to gateway or C-level (docs.fcc.gov), and records a concern that the standards do not fully account for an enterprise subscriber placing outbound calls through a different provider (docs.fcc.gov); that is a 2020 statement and may have changed. The practical consequence for two-brand owners is observational: test outbound calls from each brand number and watch for unexpected labels on the recipient's phone.
- **United States, emergency calling:** apps that run over the internet are voice over internet protocol (VoIP) services. The FCC warns VoIP service may not work during a power outage or when the internet connection fails (www.fcc.gov). FCC rules define non-fixed interconnected VoIP as service capable of being used from more than one location (www.ecfr.gov) and require users to be able to update the registered location at will (www.ecfr.gov). Rules also list use of a non-native telephone number among the circumstances that can limit enhanced 911 (www.ecfr.gov). Owners should read their provider's documented 911 limitations, keep any registered location current and keep the mobile's native dialer for emergencies. This report does not recommend placing test calls to 911.
- **Canada:** the Canadian Radio-television and Telecommunications Commission (CRTC) said in 2021 that not all calls will be verifiable due to device and network compatibility requirements (www.canada.ca) and that how call status appears on screens may vary (www.canada.ca). Canadian rules differ from the United States and should be checked against current CRTC guidance before relying on this summary.

Acceptance Demonstration and Cost Worksheet

The reusable asset in this report is a two-brand, two-caller acceptance sheet. Use dummy customer data and two external callers (Caller 1 dials Brand A, Caller 2 dials Brand B). The count of 12 cases is a proposed test design, not a benchmark. Record the exact handset, operating system, app version, notification permissions and carrier for each tester, because behavior differs by device.

First, fill in a register for each brand, one column per brand: public number, welcome greeting, answerer label, caller number visibility, callback interface, outgoing number, text inbox, voicemail destination, permitted staff, business-hours owner and account owner. Blank cells are findings.

Table 2 lists the 12 cases.

#	Case	What to do	Record
1	Each brand rings	Caller 1 dials A, Caller 2 dials B	Screen label, ringtone, number shown (dialed or caller)
2	Both call at once	Both callers dial within seconds	Which call is answered, which is labelled correctly
3	Missed-call notification	Let each call ring out	Notification text, brand named, which line it opens
4	Call back from history	Return each missed call from the log	Number the callee sees, brand correct or not

#	Case	What to do	Record
5	Voicemail	Leave a message for each brand	Greeting heard, mailbox that receives, alert address
6	Text reply	Caller texts each brand; reply	Sender number of the reply, thread location
7	Second staff member	Add a colleague to Brand A only	Can they answer, hear, reply; can they see Brand B?
8	Removed employee	Remove the colleague	Access lost, history kept, records intact
9	Offline app	Airplane mode on the handset	Where the call lands, notification on reconnect
10	Forwarding fallback	Disable the primary phone	Does the call reach the second phone or voicemail
11	After-hours state	Call outside configured hours	Closed message, voicemail, who is alerted
12	Wrong-brand recovery	Answer Brand A call as Brand B	Can the owner re-send, correct or call back as Brand A

The table is a measurement protocol, not a benchmark, so pass criteria are binary per brand. A test fails if the brand cannot be named before answering, if a callback shows the other brand's number, if a text reply leaves from the wrong number, or if the removed employee can still open either brand's history. Case 12 deserves a pre-agreed script because the correct answer depends on the product, so agree the wording in advance.

Cost-input worksheet

Monthly cost has the form: account or workspace bases, plus required seats, plus additional numbers, plus usage, plus add-ons, plus taxes. Leave every input blank until the vendor's own pricing page has been reopened and dated.

- **Account or workspace bases:** ____ per month per brand, with currency and billing term.
- **Required seats:** ____ people who must answer or reply, times the per-seat price.
- **Additional numbers:** ____ numbers beyond those included.
- **Usage:** ____ minutes and messages beyond allowances.
- **Add-ons:** ____ for registration, number features or shared messaging.
- **Taxes and one-time fees:** ____ as shown at checkout.

(Hypothetical Example) A shop with two brands and six staff fills the inputs as follows: two bases at the vendor's stated price, six seats where required, one extra number, no extra usage, and one add-on. The total is the sum of the filled cells. If a vendor price is later added, record the date, currency and billing term from the vendor's own page.

Data Analysis and Evidence

The evidence base is documentation, not field measurement. Three kinds of numbers matter: the population of small firms, vendor-documented limits, and vendor-stated prices. Each is anchored to October 2026.

Population. Of 6,395,635 U.S. employer firms, about 89.4% have fewer than 20 employees (calculation from the figures cited in the introduction), so a two-brand owner with 2 to 20 people sits in the largest employer-firm size bands. No source reviewed gives the share of those owners who use one handset for two brands, so that share is unknown.

Documented limits. Documentation across products shows how different the limits are: Google Voice lets a user link up to **6** numbers (support.google.com), and its caller ID setting lets the forwarded-to device show either the Google Voice number or the caller's number (support.google.com), although the help page labels that setting as available for Workspace accounts managed by work or school (support.google.com).

Prices. Vendor pages differ in basis, so they cannot be ranked. **Talkroute** lists **\$5 per additional user** and month-to-month billing with annual plans also available (talkroute.com). Quo's pricing page lists per-user prices including **\$33 per user per month** (www.quo.com) and \$23 per user per month under its billing views (check the billing toggle on the page to see which figure applies to each billing term). GoDaddy Conversations shows an annual-term offer of **\$83.88** for the first year renewing at **\$119.88** (www.godaddy.com), with a one-time **\$19** fee for registering a local number for texting (www.godaddy.com). Those are the vendors' own displayed rates, without effective dates beyond October 2026, and none include taxes.

Table 3 below summarizes documented behavior by product and includes the publisher as a direct provider of one arrangement. The publisher row is the publisher's own description, not an independent citation.

Product	Dialed-number or brand identification	Outbound and text identity	Staff access model	Basis of price (as documented)
autoattendant.io (publisher; inbound routing only)	One line per brand with its own menu and greeting; whether a forwarded ring shows the line is a test item, not an established feature.	No outbound calling or texting; no app for recipients; no after-hours forwarding to a mobile.	Unlimited people on the receiving side; each menu option rings up to 3 phones in turn.	\$29 per month per business line , billed in US dollars, taxes excluded (publisher's own description, read October 31, 2026).
Talkroute	Dialed number can be shown; per-number greetings.	"Call from" and separate call and text defaults; account name sent in the outbound header (support.talkroute.com).	Permissions with the user (support.talkroute.com).	\$5 per additional user (talkroute.com).
Quo	App shows the receiving number; forwarding keeps the original caller.	Select number in app; no text forwarding.	Per-number access.	Per-user prices on the pricing page (www.quo.com).
NumberBarn	Choose called or caller number; whisper on Business Line.	Not the focus of the pages reviewed.	Not the focus of the pages reviewed.	See vendor page; not used here.
Dialpad	Incoming caller ID separates personal and Dialpad calls (help.dialpad.com).	Primary number by default (help.dialpad.com); SMS excluded from global setting (help.dialpad.com).	Admin-controlled (help.dialpad.com).	See vendor page; not used here.

Product	Dialed-number or brand identification	Outbound and text identity	Staff access model	Basis of price (as documented)
GoDaddy Conversations	A separate number on the owner's smartphone (www.godaddy.com).	Outbound calls to U.S. numbers only at the time of capture (www.godaddy.com).	One user account to start.	Annual-term offer.

Read the table as a map of questions, not a ranking. The publisher's row is deliberately plain: its strength is a simple, flat inbound arrangement and its limit is that it does not place calls or texts. For an owner whose acceptance sheet fails on cases 4, 6 or 8, a platform with outbound selection, shared messaging and per-number permissions is the right category. A cross-line dashboard, brand labels and account separation are not established for the publisher's lines and should not be assumed.

Implications and Future Directions

Three implications follow. First, the decision should be made on the failure cases, not on the feature list. A product that handles greeting and pickup but has no outbound selection will pass cases 1 to 3 and fail 4 to 6. Second, forwarding and apps are not mutually exclusive: some owners use inbound routing for the public numbers and a separate platform for outbound, though that splits the history. Third, the account boundary is a business decision; before separating or sharing records across companies, seek appropriate advice.

For the publisher's customers specifically, two business lines at the published flat rate would cost **\$58 per month** before taxes (a calculation from the \$29 per line price), regardless of how many people sit on the receiving end. That suits inbound routing with personal numbers kept off public listings. It does not suit an owner who must reply from the correct brand number, because the publisher's lines do not place calls or texts; in that case a multi-number platform is the honest recommendation.

Carrier authentication, text registration and emergency-calling duties continue to evolve, and vendor pages carry no effective dates, so rerun the acceptance sheet after any operating system update, app update or plan change. Independent testing on named handsets would be the most valuable missing evidence.

Frequently Asked Questions (FAQs)

How do I run two businesses on one phone?

Give each business its own public number, then choose an arrangement from Table 1. Forwarded virtual numbers ring the existing mobile; apps such as Talkroute and Quo hold several numbers on one account (talkroute.com); a dual-SIM phone holds two lines, both of which can make and receive calls (support.apple.com).

How do I get a separate business line on a personal mobile?

Either add a virtual number that rings the mobile, or add a second line with an eSIM. A Pixel can use one physical SIM and one eSIM (support.google.com), and an iPhone using two carriers must be unlocked or have both plans from the same carrier (support.apple.com).

Can I get a second business number without a second phone?

Yes, through virtual numbers or an app, which avoid a second handset. Check outbound identity separately, because forwarding does not change what your own phone sends on a return call.

Is an auto attendant suitable for a small business mobile?

For inbound routing, yes. A menu per brand can greet callers in the brand's name and route them to a person, as in Quo's phone menu flow. The publisher's lines ring up to three phones in turn per option. An auto attendant does not give outbound identity, shared text or permissions.

Can I use a different greeting for each number?

Yes on products that document it, including Talkroute and Quo, and **Grasshopper** (account and extension greetings) (support.grasshopper.com).

How do I return calls from a business number on a mobile?

Use an app that exposes number selection, such as Talkroute's "Call from" or Quo's "Your numbers", or choose the line on a dual-SIM iPhone before calling (support.apple.com). If you call back from the native dialer on a forwarding setup, expect your mobile's number unless the service documents otherwise.

Can I have separate voicemail for two businesses?

Yes, with separate mailboxes. Talkroute documents multiple voice mailboxes and Quo documents greetings per number. Carrier voicemail on a dual-SIM phone applies per line.

Can a virtual business number ring my existing mobile?

Yes. Talkroute states that call forwarding is included with every account (talkroute.com), and Google Voice states that calls to the Google Voice number ring linked phones, with up to 6 linked numbers (support.google.com). You can also use **carrier conditional forwarding** for unanswered calls (www.t-mobile.com), remembering that forwarding overrides wireless voicemail on AT&T (www.att.com).

Conclusion

The question is whether an owner can tell which business was called, answer with the right name and reply from that business without mixing records. Forwarding to a normal dialer answers the first two questions at best, and only if the service is set to show the dialed number or announce the line. It does not answer the third. A multi-number app answers all three if the sending-number selection and per-number permissions are set and tested. Separate accounts or devices keep the two businesses' records apart most strongly, but at the cost of effort.

The practical rule is to buy the smallest arrangement that passes the acceptance sheet. If the only requirement is inbound routing to mobiles the team already carries, an inbound-only line per brand is sufficient. If outgoing identity, shared messages or separate staff permissions are essential, choose a platform and use the sheet to confirm that it does what its documentation says. Retest on the real devices and name the jurisdiction behind any regulatory assumption.

Source links

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

1. <https://talkroute.com/how-to-run-multiple-businesses-from-a-single-phone>
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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.