



Types of Phone Numbers

Phone Numbers:

Zoho Voice offers three types of phone numbers.

- **Personal/ Personal Unlimited numbers** (1 number - 1 user - 1 call at a time)
- **Local numbers** (1 number - multiple users - multiple simultaneous calls)
- **Toll-free numbers** (1 number - multiple users - multiple simultaneous calls)

1. Personal Numbers:

A personal number is a direct number for a user, and it can be assigned to only one user. Personal numbers are country-specific and area-specific, and can handle only one call at a time. Only outgoing calls are charged. All incoming calls are free. When a caller calls your personal number, they will be charged as per the calling plan with their operator.

Using Personal numbers, you can also make international calls. Personal numbers will also be reachable from foreign countries. Caller will be charged for the ISD call as per their calling plan with their operator.

To purchase a Personal number, you need to submit a local address proof for the requested area code. Eg: If you need a Personal number belonging to Los Angeles, USA, then you need to submit a Los Angeles address proof.

2. Personal Unlimited Numbers:

A personal unlimited number is similar to a personal number in that it is a direct number assigned to only one user. These numbers are country-specific and can be purchased according to the required area code. Personal unlimited numbers can handle only one call at a time, and both incoming and outgoing calls are free.

There is no limit to the number of free calls that can be made or received using personal unlimited numbers. When someone calls your personal unlimited number or you make outbound calls using it, you will not be charged, but the caller or receiver, respectively, will be charged based on their calling plan with their operator.

Personal unlimited numbers enable you to make free local calls within the specific country. If you make international outbound calls using these numbers, you will be charged according to the standard outbound rates

fixed for the country you are calling. Nevertheless, personal unlimited numbers can also receive international calls, and Zoho Voice will charge you their standard inbound rates based on the country of the personal unlimited number you use to receive such calls. The caller will be charged according to their calling plan with their operator for the international call.

To purchase a personal unlimited number, you must submit a valid address proof for the requested area code. For instance, if you want a personal unlimited number in Los Angeles, USA, you must provide a valid address proof for Los Angeles.

3. Local Numbers:


Local numbers are similar to Personal numbers but Local numbers can be assigned to multiple users. Local numbers are generally used by Sales & Support teams in which one number can be assigned to multiple users through call queues or IVRs.

Local numbers can handle multiple calls at a time. Both incoming and outgoing calls are charged if you use Local numbers. For outgoing calls, only you will be charged. For incoming calls, both you and the person who calls you will be charged.


Using Local numbers, you can also make international calls. Local numbers will also be reachable from foreign countries. Caller will be charged for the ISD call as per their calling plan with their operator.

4. Toll-Free Numbers (only incoming):

Toll-free numbers are numbers in which only you will be charged for incoming calls. Incoming call charges for Toll-Free numbers will be slightly higher than the incoming call rates for Local numbers since the caller is not charged for that call.

 Outgoing calls are not guaranteed via toll free numbers.

Toll-free numbers are reachable from inside the country only.

 Reachability from other countries is not guaranteed.

Toll-free numbers also can handle multiple calls at a time, and they can be assigned to multiple users.

Toll-free numbers, in general, do not require ID proofs. However, some countries require you to submit a local address proof and ID proof.

Number portability:

You can port your numbers from your existing provider to Zoho Voice. Porting is supported only for the same number type i.e., You can port a local number into a local number only. You cannot change the number type while porting. Read more on number porting [here](#).