













Phone.com Packages and Pricing

Mix and match users, so you pay for only what you need.

Pro users	Plus users	Basic users
<p>\$31⁹⁹ /mo/user</p> <p>\$27¹⁹ /mo/user billed annually</p> <p>Everything for Plus users and:</p> <ul style="list-style-type: none"> ✓ Call Recording ✓ Call Analytics ✓ CRM Integration ✓ Video conferencing with: 100 participants HiFi transcription Whiteboard Live streaming (YouTube) 	<p>\$21⁹⁹ /mo/user</p> <p>\$18⁶⁹ /mo/user billed annually</p> <p>Everything for Basic users and:</p> <ul style="list-style-type: none"> ✓ Unlimited Minutes* ✓ 1 Phone number per user ✓ Conversational text messaging* ✓ Video conferencing with: 25 participants HIPAA Compliant Video Recording ✓ IP Desk Phone Compatible ✓ Voicemail Transcription 	<p>\$14⁹⁹ /mo/user</p> <p>\$12⁷⁴ /mo/user billed annually</p> <p>Basic users receive:</p> <ul style="list-style-type: none"> ✓ 500 Pooled Minutes* ✓ 1 Phone number per account ✓ Video conferencing with: 10 participants ✓ Mobile and Web apps ✓ 50 Standard Voice Features

All plans include a **30-day money-back guarantee**.*
Volume discounts are available

All plans include

- | | | |
|--|--|---|
|  Video Meetings |  Menus |  Conference Calling |
|  Voicemail |  Call routing |  HIPAA Compliance |
|  Business Phone Number |  Fax from Phone |  Voice Tagging |
|  Apps |  Dial-by-name Directory |  Voicemail to email |



Detailed Plan Compression

	Basic	Plus	Pro
Account			
Phone numbers	1 Per Account	1 Per User	1 Per User
Calling minutes*	500 Minutes	Unlimited	Unlimited
Additional phone numbers	\$4.99/mo	\$4.99/mo	\$4.99/mo
Standard rate global numbers	\$5/mo + Usage	\$5/mo	\$5/mo
Premium rate global numbers	\$15/mo + Usage	\$15/mo	\$15/mo
Send and receive SMS	–	✓	✓
24 x 7 support	✓	✓	✓
Online account administration	✓	✓	✓

Video

	10 Participants	25 Participants	100 Participants
Video conferencing	10 Participants	25 Participants	100 Participants
Meeting duration*	Unlimited	Unlimited	Unlimited
Screen sharing	✓	✓	✓
Document sharing	✓	✓	✓
Meeting chat	✓	✓	✓
Virtual Backgrounds	✓	✓	✓
Moderator controls	✓	✓	✓
AES 256-bit encryption	✓	✓	✓
iOS & Android Apps	✓	✓	✓
Video Recording	–	✓	✓
Security codes & meeting lock	–	✓	✓
HIPAA compliant video	–	✓	✓
Video whiteboard	–	✓	✓
Live video streaming (YouTube)	–	–	✓
HiFi video transcription	–	–	✓
Breakout Rooms	–	–	✓



	Basic	Plus	Pro
Voice features			
Address book	✓	✓	✓
Audio conferencing	✓	✓	✓
Call analytics	–	–	✓
Call blocking	✓	✓	✓
Call forwarding	✓	✓	✓
Call handling rules	✓	✓	✓
Call logs	✓	✓	✓
Call notifications	✓	✓	✓
Call recording	\$8/mo	\$8/mo	✓
Call screening	✓	✓	✓
Call transfer	✓	✓	✓
Call waiting	✓	✓	✓
Caller ID	✓	✓	✓
Click-to-call	✓	✓	✓
Dial-by-name directory	✓	✓	✓
E911	✓	✓	✓
Follow me	✓	✓	✓
Greetings	✓	✓	✓
HD voice	✓	✓	✓
HIPAA compliant voice	✓	✓	✓
Hold music	✓	✓	✓
International calling	Rates Apply	Rates Apply	Rates Apply
IP desk phone compatible	–	✓	✓
Menus (Automated attendant)	✓	✓	✓
Mobile Apps (iOS/Android)	✓	✓	✓
Number porting	✓	✓	✓
Common Area/Shared Phone Line	\$5/mo	\$5/mo	\$5/mo
Scheduled greetings	✓	✓	✓
Address book	✓	✓	✓

	Basic	Plus	Pro
Productivity			
Application Integration	–	–	✓
Fax from phone	✓	✓	✓
Inbound faxing	\$4.99/mo	\$4.99/mo	\$4.99/mo
Live Answer - Connect	\$125/mo	\$125/mo	\$125/mo
AI-Connect	\$19.99/mo	\$19.99/mo	\$19.99/mo
Voicemail to email notification	✓	✓	✓
Voicemail transcription	–	✓	✓

*Important Details and Disclaimers

Applicable federal and state taxes and fees will be added to your monthly invoice.

Pooled and unlimited plans include calls to the United States and many area codes in Canada. [Click here for international rates.](#)

All plans are subject to fair use restrictions on voice, text, and video. For more information refer to the Terms of Service. Business SMS is limited to Person-to-Person SMS, only. Application-to-Person SMS is available at an additional cost.

Minutes in excess of the Basic plan limits will incur overage fees. Each user of the basic plan receives a total of 500 minutes for inbound or outbound calling, which can be pooled across users in the same account.

The 30-day money-back guarantee applies to user fees only. Premium phone numbers and hardware are excluded. For Basic plan users, the 30-day money-back guarantee includes up to 500 minutes per user. Usage above those limits will be billed at standard rates.

In order to protect against international dialing fraud, international calling must be enabled for your account by our support team. In some cases, a \$200 deposit may be required before international dialing is enabled.

The US wireless carriers have implemented registration requirements and fees for outbound text messages to their customers. Customers that wish to use Phone.com for text messaging will need to register and accept these additional fees.