ZynoTalk | Rate card

Effective 30 August 2026
USD · per month unless noted

INCLUDED WITH EVERY PLAN

NO ADD-ON, NO TIER

- ✓ 1 local phone number
- ✓ Call flows, IVR & ring groups
- ✓ Call recording & transcripts[8]
- ✓ Live monitoring & reporting
- ✓ Unlimited domestic calling[1]
- ✓ Time-based & holiday routing
- ✓ AI summaries & sentiment alerts[8]
- ✓ Desk phone, browser & mobile
- ✓ HD audio & caller ID
- ✓ Encrypted signaling & audio[2]
- ✓ Caller pop & conversation history
- ✓ No long-term contract

VOICE EXTENSIONS

PER EXTENSION, PER MONTH[3]

	1 REQUIRED PER LOCATION Standard	Shared	Internal	Voicemail-only
Monthly	**$25** /mo	**$15** /mo	**$7** /mo	**$5** /mo
Best for	Anyone with their own line	Sales floors, reception	Kitchens, warehouses	A line that takes messages
Unlimited domestic calling[1]	✓	✓	Internal only	—
Inbound routing	Direct, IVR or ring group	Ring group only[4]	Transfer only[5]	IVR, directory or transfer
Attach directly to a number	✓	—	—	—
Voicemail, transcribed	✓	—	—	✓
Browser & mobile app	✓	—	—	—
SIP desk phone[3]	✓	✓	✓	—
Recording, transcripts & summaries[8]	✓	✓	—	—
AI voice agent minutes[7]	**30** /mo	—	—	—

NUMBERS & MESSAGING

Local number — first one	**Included**
Additional local number	**$3** /mo ea.
Toll-free — inbound minutes[1]	**$0.03** /min
Text messaging, per number[6]	**$5** /mo
Unlimited inbound · 500 outbound /mo	included
Additional outbound SMS	$0.02 ea.
Additional outbound MMS	$0.05 ea.
One-time messaging setup	$50 once

AI VOICE AGENTS

BILLED BY THE SECOND

An agent answers in your own words, screens and routes callers, catches the calls nobody picks up, covers nights and weekends, and fills out your forms as it goes. Every Standard extension includes 30 minutes a month;[7] beyond that, pay as you go or move to a plan.

PLAN	MONTHLY	INCLUDED	ADDITIONAL
Pay as you go	—	—	**$0.15** /min
Starter	**$34**	400 min	**$0.12** /min
Pro	**$79**	1,000 min	**$0.10** /min

TERMS & FINE PRINT

NOTES 1–8

[1] Applies to local numbers on Standard and Shared extensions. Toll-free numbers support unlimited outbound calling; inbound is billed at $0.03/min.

[2] Encrypted between your devices, our servers and our connectivity provider. Calls to or from third-party providers may not be encrypted once they leave our upstream provider's network.

[3] Every location requires at least one Standard extension. One physical SIP telephone per extension; softphone login is limited to one per device type (browser, mobile, tablet). One active call per extension — others are held, and answering or placing a call from another device holds the active one.

[4] Inbound calls to a Shared extension must arrive through a ring group containing at least one Standard extension — not a direct phone number or an IVR option.

[5] Internal extensions can't be assigned to a number or included in a ring group; external calls can occasionally (under 10% of a billing month's calls) be transferred to them from another extension.

[6] Requires campaign approval by the mobile carriers. Messages are composed of 140-character parts; longer messages are split and billed per part.

[7] Each Standard extension includes 30 agent minutes a month. Additional time is billed at the pay-as-you-go rate or under a monthly AI plan, by the second.

[8] Transcription and summarization require recording to be enabled on the extension — a call that isn't recorded isn't transcribed or summarized. Transcripts and summaries are generated using AI and may contain errors; treat them as informational only. Your data is never shared with third parties or used to train AI models.

CALL RECORDING & RETENTION — HOW LONG IT'S KEPT

NO CHARGE **Included on every plan**

- ✓ **90 days of audio** — play back or download any time inside the window.
- ✓ **Keyword search** across recordings, transcripts and summaries.
- ✓ **Start/stop actions in call flows** — record only the parts of a call you mean to.[9]
- ✓ **Transcripts & AI summaries for the life of the account** — long after the audio ages out.
- ✓ **Role-based access & audit logging** — who can hear what, and who listened.
- ✓ **One-time bulk export** of the whole archive, on request.
- **Automated offload to storage you own** — every recording copies itself to your S3-compatible bucket (AWS, Backblaze B2 and the rest), SFTP, OneDrive or Dropbox as it's made. Your copy, your retention, no per-user fee.

To hold the **audio** itself longer than 90 days in our storage, add a retention tier to the extensions you actually record.[10] Transcripts and summaries are kept for the life of the account on every tier.

TIER	AUDIO	PER EXTENSION	TRANSCRIPTS
Standard included	90 days	**$0**	Life of account
Extended	1 year	**$3** /mo	Life of account
Professional	3 years	**$6** /mo	Life of account
Compliance Archive	7 years	**$12** /mo	Life of account

FAX — INBOUND + OUTBOUND PAGES COMBINED

DIGITAL FAX PLAN	MONTHLY	PAGES	OVERAGE
Starter	**$10**	200	**$0.10** /pg
Professional	**$34**	750	**$0.08** /pg
Business	**$99**	2,500	**$0.06** /pg
Enterprise	**$349**	10,000	**$0.04** /pg
Analog fax line, via ATA[11]	**$25**	1,000 fair use	—

SERVICES & SUPPORT

No-answer forwarding[12]	**$15** /mo
1,000 external-leg minutes /mo included · then $0.02 /min per leg	
Third-party reception[12]	**$30** /mo
2,000 external-leg minutes /mo included · then $0.02 /min per leg	
E-mail support, 1 business-day response	**Included**
Live chat & phone support	**$10** /mo per ext.
Capped per account	max $50 /mo
Setup, personalization & management[13]	**Hourly**

TERMS & FINE PRINT — NOTES 9–13

[9] Recording laws vary by state and country. Notifying the people you call, capturing any consent required and complying with applicable law is your organization's responsibility. ZynoTalk does not play a recording announcement or collect consent on your behalf, and nothing here is legal advice.

[10] Priced per Standard or Shared extension with recording enabled. Audio is deleted at the end of its retention window — offload or export it first if you need it longer. Transcripts and summaries are retained while the account is active.

[11] Requires a ZynoTalk-approved analog telephone adapter. Analog fax over VoIP can be unreliable; successful transmission is not guaranteed. Subject to 1,000 pages/mo fair usage.

[12] An external call leg is any hop that leaves or re-enters the ZynoTalk network over the PSTN — a call forwarded to an outside number, or a third party transferring a caller back to one of your numbers. Legs are billed for connected time only, in 60-second increments (fractions round up), and are not covered by unlimited domestic calling (note 1).

No-answer forwarding ($15/mo) sends unanswered calls to an external number and includes 1,000 external-leg minutes per account per billing month. Third-party reception ($30/mo) is for a service that answers or screens your calls and can transfer callers back, and includes 2,000. Additional external-leg minutes are $0.02/min per leg; a call transferred back to you carries more than one leg at a time.

[13] Self-service plans include support only for issues directly related to our platform. Device and network problems lie outside standard coverage — we can diagnose those, or set up IVRs, greetings and users, at our then-current hourly rates.