ToolGPA

NOVEMBER 2026

NFON

The Insider's Guide

European cloud phone system with SIP trunking and a contact center



Every plan, grade, refund rule and rival among business phone systems, read from NFON's own pages.

Made by NFON AG · checked Nov 13, 2026 · toolgpa.com

1.8
GPA



Contents

01 Welcome
What it is, who it suits, its grades and the ten things to know first

02 What it costs
Every plan, the free plan, ways to pay less and how prices have moved

03 What it does
Its main features, where it runs, what it works with and who makes it

04 Where it stands
Its grades against its category, and whether to keep it or make your own

05 The alternatives
The tools it is most often weighed against, side by side

06 Quick answers
The questions people ask about it, each answered in a line or two

07 About ToolGPA
Who made this guide, what else is on the site, and how to cite it

ToolGPA put this guide together from NFON's own pages, its app-store listings and our grades. Every fact in it is on NFON's page too, where it is kept up to date. Checked Nov 13, 2026.

Welcome

What it is, who it suits, its grades and the ten things to know first

1.8

GPA, above 12 of the 77 other business phone systems we grade

NFON is a Munich-based provider of cloud telephony for businesses, sold per extension. It also sells SIP trunking, a contact center product, AI assistants and a large set of CRM and Microsoft Teams integrations. Its published prices are for Germany and are quoted in euros.

To get you started, here are **8 things to know about NFON**, taken from its own pages and our grades.

> "
>
> **No store rating on record, and extensions, flatrates and add-ons need setting up.**
>
> From our grade for ease of use

1 **Best for German cloud telephony sold per extension**

But activation fees, flatrates and the softphone are extra, no US price is published, and there is no free plan or trial.

2 **Paid plans start at about $7.60 a month for each person**

As its pricing page puts it: €6.80 per extension / month (Business Standard, Germany).

3 **It runs on Web**

Web.

4 **Cloud telephony per extension**

Business Standard and Business Premium licenses give each user a cloud extension, managed centrally across locations and devices.

5 **SIP trunking**

SIP Trunk connects existing phone hardware to NFON by the channel, in packs from 10 to 50 simultaneous calls, with per-minute call rates.

6 **AI assistant Nia**

Transcribes and summarizes calls and voicemails, and Nia FrontDesk answers and routes calls. NFON says it is hosted in its European cloud.

7 **A 1.8 GPA, above 12 of 77**

That is against the other business phone systems we grade, on value, the free plan, features, ease of use and platforms.

8 **Keep it**

To replace NFON you would be making phone numbers and calls carried over the phone network. That is not a weekend's work, with an AI app builder or without one.

NFON at a glance

PRICING Paid, from €6.80 per extension / month (Business Standard, Germany)	FREE PLAN No
FREE TRIAL None stated	RUNS ON Web
MADE BY NFON AG, since 2007	CATEGORY Business Phone Systems
OUR GRADE 1.8 GPA, weak	

The report card

Best for German cloud telephony sold per extension

NFON is cloud telephony sold per extension, at €6.80 a month in Germany. But activation fees, flatrates and the softphone are extra, no US price is published, and there is no free plan or trial.

TOOLGPA REPORT CARD	NFON	Graded Nov 13, 2026

SUBJECT	GRADE	COMMENT
Value for money	C	€6.80 an extension, but a €25 activation fee, €3.80 for a landline flatrate and €4.90 for the softphone add up. Prices shown are for Germany.
Free plan and trial	F	No free plan or trial on the pages read; a demo and a sales consultation are offered.
Features	C	Cloud telephony, SIP trunking, a contact center and an AI assistant, with the softphone sold as an option on the cheaper plan.
Ease of use	C	No store rating on record, and extensions, flatrates and add-ons need setting up.
Platforms and integrations	B	Web service with CRM and Microsoft Teams integrations; no desktop or phone apps on record.

Grade point average — Weak, out of 4.0 **1.8**

An A is worth 4 points, a B 3, a C 2, a D 1 and an F nothing. The GPA is the average of the five.

Who NFON is for

- ✓ Fits if you run a business in Germany and want a per-extension phone system
- ✓ Works for firms that need SIP trunking for existing phone hardware

Who it is not for

- ✕ Pricey if you add flatrates: landline and mobile is €8.90 on top, per seat a month
- ✕ Watch out: prices are for Germany in euros, and no US price is shown
- ✕ Watch out: €25 to €35 one-time activation per seat, and CRM Connect and E-Fax cost extra
- ✕ Not for you if you want a free plan or trial, as none is listed

Good to know

Good for

- ✓ European companies that want a phone system run in a European cloud
- ✓ Businesses that need to keep existing desk phones through SIP trunking
- ✓ Teams that want calls inside Microsoft Teams or their CRM

Worth knowing

- ⓘ The pricing page says prices differ by country and its figures are for Germany, in euros; no US price is shown.
- ⓘ Flatrates are extra: landline-only is €3.80 and landline plus mobile €8.90 per month per seat, otherwise calls bill per minute.
- ⓘ Integrations such as CRM Connect (+€1.80) and E-Fax (+€1.00) are priced per extension on top of the license.
- ⓘ The pages read describe no free plan or trial; a demo and a sales consultation are offered.

PART 02 · PRICING

What it costs

Every plan, the free plan, ways to pay less and how prices have moved

~$7.60

A month to start, for each person

NFON is a paid product, starting at €6.80 per extension / month (Business Standard, Germany).

"

No free plan or trial on the pages read; a demo and a sales consultation are offered.

From our grade for free plan and trial

BUSINESS STANDARD

€6.80

per extension / month, Germany prices

Cloud telephony license. €25 one-time activation per seat; flatrates and a softphone option (+€4.90) are extra.

BUSINESS PREMIUM

€9.90

per extension / month, Germany prices

Adds the softphone, which Standard sells as an option. €35 one-time activation per seat; flatrates are extra.

SIP TRUNK BASIC

€1.80

per channel / month, minimum 2 channels

Connects your existing phone hardware to NFON. €4.80 activation per channel; call minutes billed separately.

SIP TRUNK PREMIUM

€2.80

per channel / month, minimum 2 channels

Higher SIP Trunk tier, with the same activation fee and per-minute rates as Basic.

CONTACT CENTER

€42.00

per month and up

Contact center hub, listed from €42 a month with a set-up flat fee from €500.

Read from nfon.com on Nov 13, 2026.

What it does

Its main features, where it runs, what it works with and who makes it

1

Place it runs: Web

European cloud phone system with SIP trunking and a contact center. Here is what it does, as its own site describes it, and what it covers: AI features, video calls, business phone line.

> **Cloud telephony, SIP trunking, a contact center and an AI assistant, with the softphone sold as an option on the cheaper plan.**
>
> From our grade for features

Cloud telephony per extension

Business Standard and Business Premium licenses give each user a cloud extension, managed centrally across locations and devices.

SIP trunking

SIP Trunk connects existing phone hardware to NFON by the channel, in packs from 10 to 50 simultaneous calls, with per-minute call rates.

AI assistant Nia

Transcribes and summarizes calls and voicemails, and Nia FrontDesk answers and routes calls. NFON says it is hosted in its European cloud.

Integrations and add-ons

NFON lists 300+ integrations, including Microsoft Teams, Salesforce, HubSpot and SAP, plus add-ons such as queue monitoring and call recording.

Contact center

A separate omnichannel contact center product handles conversations, automation and customer context for service and sales teams.

Where it runs

Web

What it works with

Microsoft Teams
Salesforce
HubSpot
SAP

NFON is made by NFON AG, and has been around since 2007.

Where it stands

Its grades against its category, and whether to keep it or make your own

12/77

Other business phone systems it is graded above

NFON's GPA of 1.8 is higher than 12 of the 77 other business phone systems we grade, and level with 15.

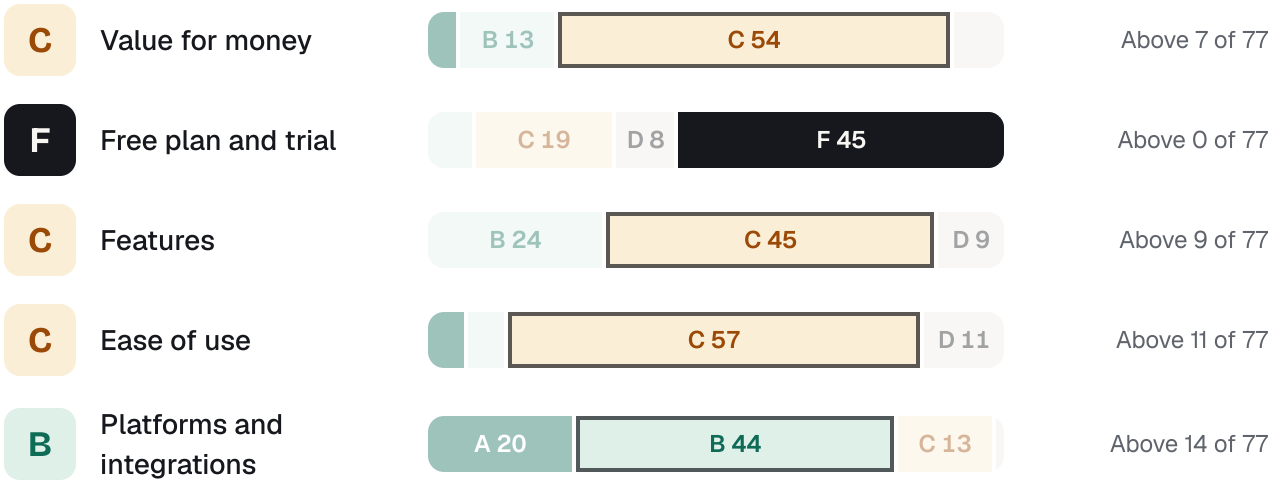
It stands best on platforms and integrations (B, above 14 of 77) and worst on free plan and trial (F, above 0).

Its paid plans start at about $7.60 a month for each person, against a middle price of $19 for the category: 8 of the 49 others that charge start lower.

On features, ease of use and platforms it scores 2.3 out of 4. 1 tool scores higher and costs less.

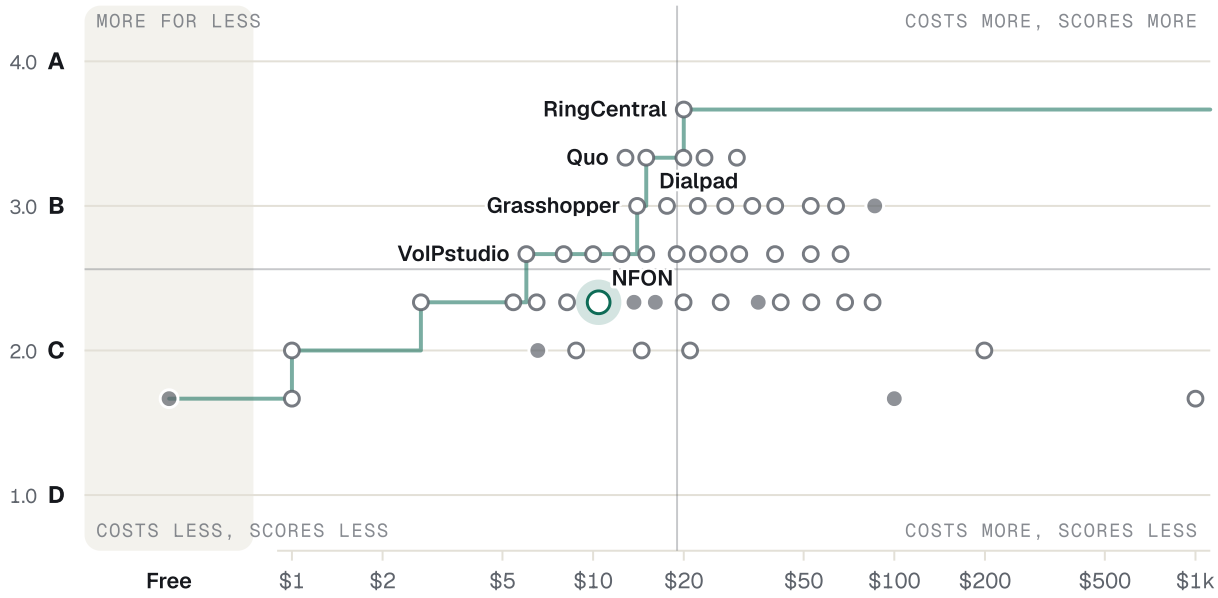
Each grade against the category

Every bar is all 78 business phone systems we grade, cut by the letter each got. NFON's own letter is outlined.



Price against what you get

Each dot is one of 51 business phone systems. Further left costs less; higher up scores better on features, ease of use and platforms. NFON is the marked dot.



What paid plans start at, a month (each step along is roughly double)

Keep it, or make your own?

Whether this is something you could build for yourself with an AI app builder, and what you would give up.

Keep it

To replace NFON you would be making phone numbers and calls carried over the phone network. That is not a weekend's work, with an AI app builder or without one.

That makes this kind of software worth paying for, not this one in particular: 50 of the 77 other business phone systems grade higher. It costs $91.16 a year.

What you could not

- ✕ Phone numbers and calls carried over the phone network.
- ✕ Video calls.

- ✕ It is priced for each person, which means accounts and billing for a team.
- ✕ AI features, unless you pay a model provider for each request yourself.

What this rests on. NFON's listing: what it does, where it runs, what it plugs into and what it costs. It is a judgement about the kind of software this is. We have not built a replacement for it, and making your own means looking after it too. How we decide, and every tool's verdict.

The alternatives

The tools it is most often weighed against, side by side



Mitel, Wildix, Ringover and Gradwell

The 4 tools NFON is most often weighed against, with where each one differs from it.

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Mitel

Paid

Business phone systems, collaboration and contact center software.

- Mitel also covers team chat.

NFON and Mitel compared in full

2.0
GPA

Wildix

Paid

Unified communications and cloud PBX with built-in AI features.

- Only Wildix lists iOS and Android apps.
- Wildix also covers team chat.

NFON and Wildix compared in full



2.0
GPA

Ringover

From $19/mo

Cloud phone system and AI call tools for sales and support teams.

- Only Ringover lists iOS and Android apps.
- Only Ringover lists a browser extension.
- Ringover also covers transcription, business texting, whatsApp messaging and call tracking.

NFON and Ringover compared in full



2.0
GPA

Gradwell

From £7.90/mo

UK cloud phone system, Wave, with per-user minute bundles.

- Only Gradwell lists iOS and Android apps.
- NFON also covers video calls.
- Gradwell also covers transcription and reports.

NFON and Gradwell compared in full

Quick answers

The questions people ask about it, each answered in a line or two

12

Questions, each answered in a line or two

The short version of everything above, for when you only need the answer. Each one is told in full in its part of the guide.

Is NFON free?

No. NFON is a paid product, starting at €6.80 per extension / month (Business Standard, Germany).

How much does NFON cost?

NFON lists 5 plans. Business Standard: €6.80 per extension / month, Germany prices.

What platforms does NFON work on?

NFON is available on Web.

Does NFON have an Android app?

No Android app was listed when its pages were read on Nov 13, 2026. NFON is listed for Web.

Does NFON have an iPhone app?

No iPhone app was listed when its pages were read on Nov 13, 2026. NFON is listed for Web.

Is NFON open source?

NFON is not described as open source on its own site, as read on Nov 13, 2026.

What does NFON integrate with?

NFON's listing names Microsoft Teams, Salesforce, HubSpot and SAP. A listing names up to eight integrations, so it may connect to more.

Who makes NFON?

NFON is made by NFON AG. It dates from 2007.

What are the alternatives to NFON?

The closest alternatives to NFON in our directory are Mitel, Wildix, Ringover and Gradwell.

How does NFON compare with other business phone systems?

NFON's GPA of 1.8 is higher than 12 of the 77 other business phone systems we grade, and level with 15.

Is NFON good value for money?

ToolGPA grades NFON C for value for money. Its paid plans start at about $7.60 a month for each person, against a middle price of $19 for the category: 8 of the 49 others that charge start lower.

Could I make my own version of NFON?

To replace NFON you would be making phone numbers and calls carried over the phone network.

Where this guide comes from

The prices, plans, platforms and features were read from NFON's own pages on Nov 13, 2026, and the grades were given on Nov 13, 2026. Graded from this listing, whose facts were read from NFON's own pages on 13 November 2026. Not based on using the product, and shorter than our full reviews.

Every tool we list gets five grades, A to F, each with its reason, and a GPA that averages them. How each is decided is at toolgpa.com/grades. This guide is ToolGPA's own work; it is not made, paid for or approved by NFON AG. Prices change, so check nfon.com before you buy.

nfon.com/en/pricing
nfon.com/en/products/cloud-telephony/
nfon.com/en/about
nfon.com/en
nfon.com/en/integrations/

PART 07 · ABOUT

About ToolGPA

Who made this guide, what else is on the site, and how to cite it

7,721

Tools graded, in 95 categories

ToolGPA grades software the way a school report grades a pupil: five subjects, a letter for each with the reason written beside it, and a GPA that averages them. Prices, plans and platforms are read from each maker's own pages and dated, so you always know how fresh a figure is.

Every grade, review and ranking on ToolGPA is our own judgement. No company can pay for a grade or change one. Every tool on the site has a guide like this one, free to download and pass on. It all lives at toolgpa.com.

7,721	95	739	579
tools graded	categories	price changes on record	apps priced in 12 countries

What else is on toolgpa.com

NFON, kept up to date

Everything in this guide, with prices and grades as they are today

toolgpa.com/tools/nfon

How grades are given

The rules behind every letter and every GPA

toolgpa.com/grades

Value charts

What each tool costs against what it scores, for every category

toolgpa.com/charts

Compare

Any two tools side by side, plan by plan

toolgpa.com/compare

Price changes

Every price rise and cut on record, each with its source

toolgpa.com/price-changes

Prices by country

What apps cost on the App Store in 12 countries

toolgpa.com/prices-by-country

Pay less

Every public discount: yearly billing, students, nonprofits

toolgpa.com/save

Keep or make

Which tools are worth paying for, and which you could build yourself

toolgpa.com/keep-or-make

Scan for the live page

Prices and grades as they are today

Quoting this guide?

Please name ToolGPA and link to the live page, so readers can check the figures for themselves:

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ToolGPA, "NFON: The Insider's Guide", checked
Nov 13, 2026. https://toolgpa.com/tools/nfon
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Know someone choosing between business phone systems?

Send them this guide: toolgpa.com/tools/nfon/guide

ToolGPA elsewhere: youtube.com/@toolgpa

See our other guides

The best-graded business phone systems after NFON, each with an Insider's Guide of its own.

Business Phone Systems Insider's Guide

Every one of the 78 business phone systems we grade, compared

Zadarma Insider's Guide

Cloud PBX and virtual numbers in 110+ countries, free to start

3.2 GPA

Grasshopper Insider's Guide

Virtual business number on your own phone, priced per account

3.0 GPA

RingCentral Insider's Guide

Cloud phone system with texting, fax, video meetings and team chat

3.0 GPA

ToolGPA

Choosing software? Every tool graded, every price dated.

Compare tools at toolgpa.com ›

Everything in this guide is ToolGPA's own summary of what NFON's pages, its app-store listings and public reviews said on the dates shown. Grades are our judgement under the rules at toolgpa.com/grades. Every grade, review and ranking on ToolGPA is our own judgement. No company can pay for a grade or change one. NFON is a trademark of its owner, and this guide is not made, paid for or approved by NFON AG. Prices and plans change: check nfon.com before you buy.