ToolGPA

NOVEMBER 2026

Zadarma

The Insider's Guide

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



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

Made by Zadarma · checked Nov 12, 2026 · toolgpa.com

3.2
GPA



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

ToolGPA put this guide together from Zadarma's own pages, its app-store listings and our grades. Every fact in it is on Zadarma's page too, where it is kept up to date. Checked Nov 12, 2026.

Welcome

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

3.2

GPA, above 44 of the 44 other business phone systems we grade

Zadarma is a cloud phone system provider offering a free cloud PBX, virtual numbers in over 110 countries, SIP trunking, SMS and a free Teamsale CRM. Calls run through apps for Windows, macOS, iOS and Android, a browser webphone, or SIP phones, and the paid plans bundle minutes, numbers and AI features.

To get you started, here are **9 things to know about Zadarma**, taken from its own pages and our grades.

> "
>
> **Numbers, extensions and call routing all need setting up.**
>
> From our grade for ease of use

1 **Best for a small team wanting a free cloud phone system**

The free plan includes no minutes or numbers, so those are charged as you use them, and prices change with the region you pick.

2 **Paid plans start at $39 a month**

As its pricing page puts it: $39 per month for up to 10 users, billed annually ($44 monthly).

3 **There is a free plan**

Standard plan: $0 a month for up to 5 PBX users, with calls, numbers and extra PBX features paid for separately as used.

4 **It runs on 5 platforms**

Web, macOS, Windows, iOS and Android, with a browser extension too.

5 **Free cloud PBX**

Voice menus, call routing, call recording, working-hours rules and extensions for up to 5 users at no monthly charge on the Standard plan.

6 **Numbers in 110+ countries**

Landline, mobile, national and toll-free virtual numbers can be added, and existing numbers can be ported in.

7 **Calling apps and webphone**

Apps for Windows, macOS, Android and iOS, a browser webphone using WebRTC, a Chrome plugin and support for SIP phones.

8 **A 3.2 GPA, above 44 of 44**

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

9 **Keep it**

To replace Zadarma 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.

Zadarma at a glance

PRICING
Free plan, from $39 per month for up to 10 users, billed annually ($44 monthly)

FREE PLAN
Yes

FREE TRIAL
None stated

RUNS ON
Web, macOS, Windows, iOS, Android, Browser extension

MADE BY
Zadarma, since 2006

CATEGORY
Business Phone Systems

OUR GRADE
3.2 GPA, very good

The report card

Best for a small team wanting a free cloud phone system

Zadarma is a cloud PBX with numbers in 110 countries, free for up to 5 users, with calling apps on every platform. The free plan includes no minutes or numbers, so those are charged as you use them, and prices change with the region you pick.

TOOLGPA REPORT CARD

Zadarma

Graded Nov 13, 2026

SUBJECT	GRADE	COMMENT
Value for money	A	Office is $39 a month for 10 users, about $3.90 a user, under half of the $8.40 that is 60% of the $14 where business-phone tools start. The Standard plan itself is $0.
Free plan and trial	B	Standard is $0 a month for up to 5 users with the PBX features, and one person could live on it. Calls, numbers and some extra PBX features are paid for as used.
Features	B	Cloud PBX, numbers in 110+ countries, apps and a webphone, a built-in CRM, AI agent and speech analytics, and an API. Nothing in the listing is missing from a small team's phone job.
Ease of use	C	No store rating on record. Numbers, extensions and call routing all need setting up.
Platforms and integrations	A	Web, Mac, Windows, iOS, Android and a browser extension, with 6 integrations and an API. No Linux app listed.

Grade point average — Very good, out of 4.0 **3.2**

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 Zadarma is for

- ✓ Fits if you run a team of up to 5 and want a PBX without a monthly fee
- ✓ Works for businesses that want numbers in many countries on one account

Who it is not for

- ✗ Tight if you need minutes included, because Standard includes none and charges calls and numbers separately
- ✗ Watch out: prices depend on the region selector, and the figures here are the page's default World region
- ✗ Watch out: annual prices need yearly payment and plans cap users at 5, 10 or 20
- ✗ Skip it if you use Linux, since the calling apps page lists no Linux app

Good to know

Good for

- ✓ Small teams that want a free cloud PBX and pay only for calls
- ✓ Businesses that need numbers in many countries
- ✓ Teams already working in HubSpot or other supported CRMs

Worth knowing

- ⓘ Prices depend on the region selector; the figures here are the page's default World region.
- ⓘ The Standard plan includes no minutes or numbers, so calls and numbers are charged separately.
- ⓘ Annual prices apply to yearly payment; the monthly figures are higher, and plans cap users at 5, 10 or 20.
- ⓘ Linux apps are not listed on the calling-apps page.

PART 02 · PRICING

What it costs

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

$39

A month to start. There is a free plan too

Zadarma has a free plan. Paid plans start at $39 per month for up to 10 users, billed annually ($44 monthly).

> **Calls, numbers and some extra PBX features are paid for as used.**
>
> From our grade for free plan and trial

STANDARD

$0

per month for up to 5 users

Free cloud PBX with 4 voice menus, 200 MB of recording storage and 5 concurrent outgoing calls; no included minutes or numbers.

OFFICE

$39

per month for up to 10 users, billed annually ($44 billed monthly)

2,500 free outgoing minutes, 1 virtual number, 400 speech recognition minutes, 100 AI agent minutes and 6 voice menus.

CORPORATION

$79

per month for up to 20 users, billed annually ($88 billed monthly)

5,000 free outgoing minutes, 2 virtual numbers, 1,000 speech recognition minutes, 200 AI agent minutes and 12 voice menus.

The free plan

Standard plan: $0 a month for up to 5 PBX users, with calls, numbers and extra PBX features paid for separately as used.

Read from zadarma.com on Nov 12, 2026.

Ways to pay less

ANNUAL DISCOUNT

Annual payment lowers plan prices

The pricing page toggle shows Office at $39 and Corporation at $79 a month with annual payment, against $44 and $88 paid monthly.

Stated on zadarma.com

What it does

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

6

Places it runs: Web, macOS, Windows, iOS, Android and Browser extension

Cloud PBX and virtual numbers in 110+ countries, free to start. Here is what it does, as its own site describes it, and what it covers: public API, AI features, transcription, AI support agent, business phone line, business texting, call tracking.

> **Nothing in the listing is missing from a small team's phone job.**

From our grade for features

Free cloud PBX

Voice menus, call routing, call recording, working-hours rules and extensions for up to 5 users at no monthly charge on the Standard plan.

Numbers in 110+ countries

Landline, mobile, national and toll-free virtual numbers can be added, and existing numbers can be ported in.

Calling apps and webphone

Apps for Windows, macOS, Android and iOS, a browser webphone using WebRTC, a Chrome plugin and support for SIP phones.

Teamsale CRM

A free built-in CRM stores customers and makes or receives calls in the browser, with an auto dialler and bulk email.

AI agent and speech analytics

An AI voice agent answers and places calls from a knowledge base, and speech recognition transcribes recorded calls.

Integrations and API

The page cites over 20 integrations, including HubSpot, and an API for custom connections.

Where it runs

- Web
- macOS
- Windows
- iOS
- Android
- Browser extension

What it works with

- HubSpot
- Zapier
- Shopify
- Microsoft Teams
- Microsoft Dynamics
- Freshdesk

Zadarma is made by Zadarma, and has been around since 2006.

Where it stands

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

44/44

Other business phone systems it is graded above

Zadarma's GPA of 3.2 is higher than 44 of the 44 other business phone systems we grade.

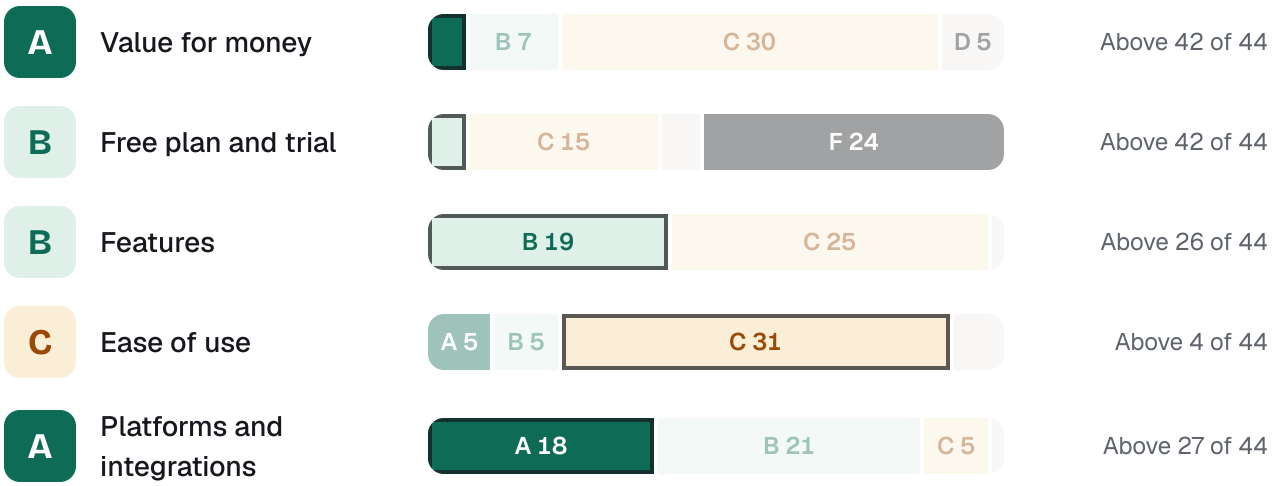
It stands best on value for money (A, above 42 of 44) and worst on ease of use (C, above 4).

Its paid plans start at $39 a month, against a middle price of $19 for the category: 30 of the 32 others that charge start lower.

On features, ease of use and platforms it scores 3.0 out of 4. 6 tools score higher and cost less.

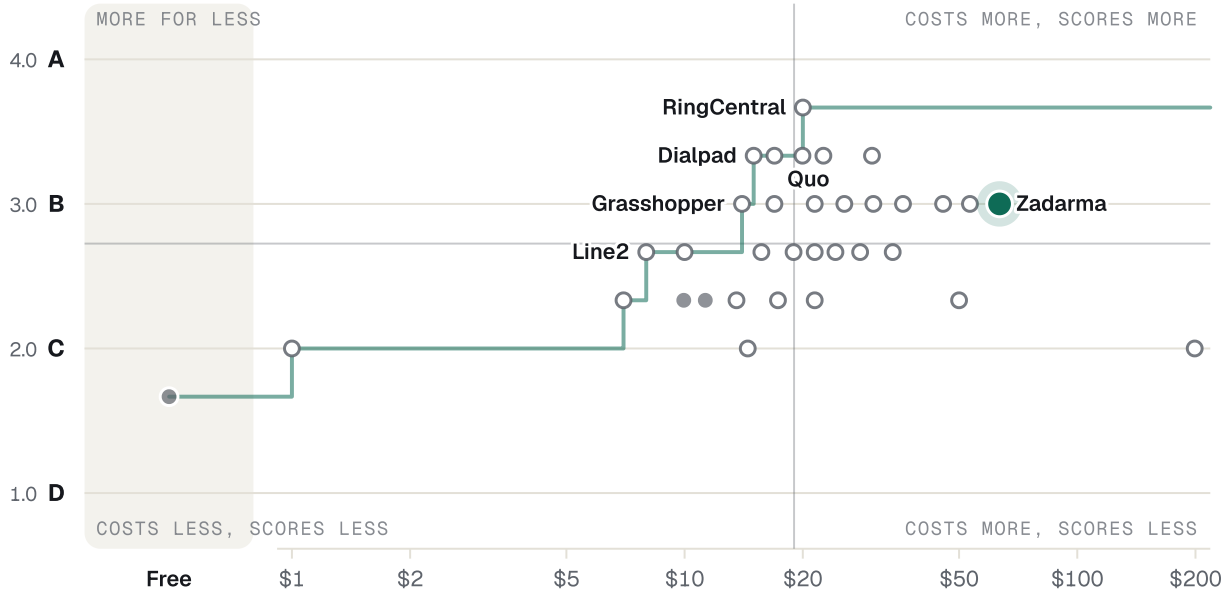
Each grade against the category

Every bar is all 45 business phone systems we grade, cut by the letter each got. Zadarma's own letter is outlined.



Price against what you get

Each dot is one of 34 business phone systems. Further left costs less; higher up scores better on features, ease of use and platforms. Zadarma 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 Zadarma 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.

It is one of the better ones too: its GPA of 3.2 is higher than 44 of the 44 other business phone systems we grade. It costs $468 a year.

What you could not

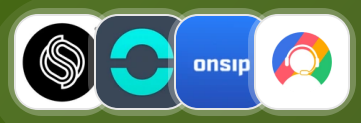
- ✕ Phone numbers and calls carried over the phone network.
- ✕ Phone numbers that change for each visitor so every call is traced to its source.

- ✕ An AI model answering your customers from your own help articles.
- ✕ Texts from a business number, registered with the carriers.
- ✕ Speech turned into text you can trust.
- ✕ Apps for macOS, Windows, iOS and Android that stay in step with each other.
- ✕ It plugs into other products, HubSpot, Zapier and Shopify among them, and has an API.
- ✕ AI features, unless you pay a model provider for each request yourself.
- ✕ The depth: we grade its features B, which means it covers the whole job.

What this rests on. Zadarma'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



Sonetel, Ringover, OnSIP and CallHippo

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

2.4 GPA

Sonetel

Free plan · from $9.95/mo

Business phone numbers in any country with an app and web app.

- Only Zadarma lists macOS and Windows apps.
- Only Zadarma lists a browser extension.
- Zadarma also covers AI support agent and call tracking.

Zadarma and Sonetel compared in full

2.0 GPA

Ringover

From $19/mo

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

- Zadarma has a free plan. Ringover does not.
- Only Zadarma lists macOS and Windows apps.
- Zadarma also covers AI support agent.

Zadarma and Ringover compared in full

2.0
GPA

OnSIP

From $18.95/mo

Hosted VoIP phone system with per-feature pricing.

- Zadarma has a free plan. OnSIP does not.
- Only Zadarma lists a browser extension.
- Only OnSIP lists a Linux app.

Zadarma and OnSIP compared in full

2.6
GPA

CallHippo

Free trial · from $19/mo

Virtual phone system with regional calling plans and a dialer suite.

- Zadarma has a free plan. CallHippo does not, though it has a free trial.
- Zadarma also covers AI support agent and call tracking.

Zadarma and CallHippo compared in full

PART 06 · QUESTIONS

Quick answers

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

13

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 Zadarma free?

Zadarma has a free plan. Standard plan: $0 a month for up to 5 PBX users, with calls, numbers and extra PBX features paid for separately as used.

How much does Zadarma cost?

Zadarma lists 3 plans. Standard: $0 per month for up to 5 users.

What platforms does Zadarma work on?

Zadarma is available on Web, macOS, Windows, iOS and Android. It also has a browser extension.

Does Zadarma offer any discounts?

Zadarma publicly lists the following: Annual payment lowers plan prices.

Does Zadarma have a Linux app?

No Linux app was listed when its pages were read on Nov 12, 2026. Zadarma is listed for Web, macOS, Windows, iOS and Android.

Is Zadarma open source?

Zadarma is not described as open source on its own site, as read on Nov 12, 2026.

Does Zadarma have an API?

Yes. Zadarma offers a public API, according to its own site.

What does Zadarma integrate with?

Zadarma's listing names HubSpot, Zapier, Shopify, Microsoft Teams, Microsoft Dynamics and Freshdesk.

Who makes Zadarma?

Zadarma is made by a company of the same name. It dates from 2006.

What are the alternatives to Zadarma?

The closest alternatives to Zadarma in our directory are Sonetel, Ringover, OnSIP and CallHippo.

How does Zadarma compare with other business phone systems?

Zadarma's GPA of 3.2 is higher than 44 of the 44 other business phone systems we grade.

Is Zadarma good value for money?

ToolGPA grades Zadarma A for value for money. Its paid plans start at $39 a month, against a middle price of $19 for the category: 30 of the 32 others that charge start lower.

Could I make my own version of Zadarma?

To replace Zadarma 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 Zadarma's own pages on Nov 12, 2026, and the grades were given on Nov 13, 2026. Graded from this listing, whose facts were read from Zadarma's own pages on 12 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 Zadarma. Prices change, so check zadarma.com before you buy.

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zadarma.com/en/about/
zadarma.com/en/services/pbx/
zadarma.com/en/services/calls/from-computer/

About ToolGPA

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

5,038
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**.

5,038	95	739	579
tools graded	categories	price changes on record	apps priced in 12 countries

What else is on toolgpa.com

Zadarma, kept up to date

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

toolgpa.com/tools/zadarma

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, "Zadarma: The Insider's Guide",
checked Nov 12, 2026.
https://toolgpa.com/tools/zadarma
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Know someone choosing between business phone systems?

Send them this guide:
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See our other guides

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

Business Phone Systems Insider's Guide

Every one of the 45 business phone systems we grade, compared

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

Dialpad Insider's Guide

AI business phone with live call transcripts and call summaries

2.8 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 Zadarma'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. Zadarma is a trademark of its owner, and this guide is not made, paid for or approved by Zadarma. Prices and plans change: check zadarma.com before you buy.