

Partner: SMS Phone Numbers

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Text messages continue to be a highly preferred method of consumer engagement for many businesses, including within healthcare. Mobile carriers (for example, Verizon Wireless) have implemented a series of policies and procedures to increase trust across the messaging ecosystem and reduce the spam that consumers may receive through SMS messaging. These policies require phone numbers to go through a registration process to confirm who is sending the message, the type of content being delivered, and whether the recipient has provided consent to receive them.

Supported phone numbers

Updox only supports toll-free phone numbers for all SMS-based products, such as Reminders, Video Chat invites, Secure Text, and Broadcast.

Approved business text messages can be sent using a toll-free number — a ten-digit phone number that begins with an 8XX area code prefix, such as 800, 877, 888, and similar prefixes. All traffic through toll-free numbers must go through a verification process and gain carrier approval.

While a toll-free number does not have the same tie to locality, it provides a lower-cost method of sending SMS messages.

NOTE: Updox only supports service in the United States and its territories.

Registration process

Toll-free numbers must be verified by the carriers. Updox will complete the number registration on your behalf once we have collected all necessary business details.

The verification requires details such as business name, employer identification number (EIN), business type, address, phone number, contact, email, and company website. This registration process can take 2–5 business days to complete. There are no additional fees for verifying a toll-free number.
