

# RingCentral Business Communications Comparison Matrix

See popular features included in these RingCentral plans to find the one that is right for your business.

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## Phone

| Phone                                                          | Essentials | Standard | Premium | Ultimate |
|----------------------------------------------------------------|------------|----------|---------|----------|
| High-definition (HD) voice; AI-noise cancellation <sup>1</sup> | •          | •        | •       | •        |
| Local calling within the APAC calling zone <sup>2</sup>        | 250        | 1,000    | 1,500   | 2,000    |
| Unlimited inbound minutes on local numbers                     | •          | •        | •       | •        |
| Extension-to-extension dialing                                 | •          | •        | •       | •        |
| International calling <sup>3</sup>                             | •          | •        | •       | •        |
| International calling credit bundles                           | •          | •        | •       | •        |
| Freephone inbound minutes <sup>4</sup>                         | 100        | 1,000    | 2,500   | 10,000   |

| Phone                                                                                    | Essentials | Standard | Premium | Ultimate |
|------------------------------------------------------------------------------------------|------------|----------|---------|----------|
| Inbound caller ID number                                                                 | •          | •        | •       | •        |
| Outbound caller ID number                                                                | •          | •        | •       | •        |
| Presence across all devices                                                              | •          | •        | •       | •        |
| Corporate Directory                                                                      | •          | •        | •       | •        |
| Dial-by-name directory                                                                   | •          | •        | •       | •        |
| Autodial (Ringdown)                                                                      | •          | •        | •       | •        |
| 3 way calling                                                                            | •          | •        | •       | •        |
| 99.999% Uptime, <6 mins of annual downtime                                               | •          | •        | •       | •        |
| Auto-receptionist                                                                        | •          | •        | •       | •        |
| Advanced call handling: mute/unmute, transfer, record, forward, park (private or public) | •          | •        | •       | •        |
| Custom answering & call routing rules                                                    | •          | •        | •       | •        |
| Music and messages on hold                                                               | •          | •        | •       | •        |
| Call flip (flip devices in 1 click)                                                      | •          | •        | •       | •        |
| Call switch (switch calling to video in 1 click)                                         | ○          | •        | •       | •        |
| Call park                                                                                | •          | •        | •       | •        |
| Call forwarding                                                                          | •          | •        | •       | •        |

| Phone                                                           | Essentials | Standard | Premium | Ultimate |
|-----------------------------------------------------------------|------------|----------|---------|----------|
| Call delegation                                                 | •          | •        | •       | •        |
| Call from computer (softphone)                                  | •          | •        | •       | •        |
| Shared lines <sup>5</sup> and voicemail                         | •          | •        | •       | •        |
| Answering rules                                                 | •          | •        | •       | •        |
| Click to dial                                                   | •          | •        | •       | •        |
| Reply to phone call with automated voice message                | •          | •        | •       | •        |
| Forward all calls with 1 click                                  | •          | •        | •       | •        |
| Enhanced call forwarding, user call handling enhancements       | •          | •        | •       | •        |
| RingMe® click-to-call me                                        | •          | •        | •       | •        |
| Bridge call appearance (BCA) delegated lines                    | •          | •        | •       | •        |
| Directed call pickup                                            | •          | •        | •       | •        |
| RingOut® click-to-call out                                      | •          | •        | •       | •        |
| Visual voicemail – voicemail transcriptions, voicemail to email | •          | •        | •       | •        |
| Forward voicemails, calls, etc.                                 | •          | •        | •       | •        |
| AI powered Robocall protection                                  | •          | •        | •       | •        |
| Advanced call screening and blocking (user level)               | •          | •        | •       | •        |

| Phone                                                         | Essentials | Standard  | Premium                  | Ultimate                 |
|---------------------------------------------------------------|------------|-----------|--------------------------|--------------------------|
| Standalone call window (on desktop)                           | •          | •         | •                        | •                        |
| Call recording                                                | ○          | On-demand | Automatic /<br>On-demand | Automatic /<br>On-demand |
| End-to-end encryption for phone calls <sup>6</sup>            | •          | •         | •                        | •                        |
| Receptionist and admin console –<br>head-up display (HUD).    | •          | •         | •                        | •                        |
| Intercom announcements and paging <sup>5</sup>                | ○          | •         | •                        | •                        |
| Push To Talk / walkie talkie                                  | Add-on     | Add-on    | Add-on                   | Add-on                   |
| Hot desking on a shared phone                                 | ○          | ○         | •                        | •                        |
| Advanced call handling<br>(monitor, whisper, barge, takeover) | ○          | ○         | •                        | •                        |
| Up to 8-digit extensions with site codes                      | ○          | •         | •                        | •                        |

1. Supported devices only.

2. Inclusive domestic and APAC calling zone minutes per user.

3. Calling rates apply if not in the APAC calling zone.

4. Freephone minutes are per account regardless of number of lines. Additional minutes are always available for purchase.

5. Not available for one line accounts.

6. Applicable to RingCentral app calls only within the same company.

## Call queues

| Call queues                         | Essentials | Standard | Premium | Ultimate |
|-------------------------------------|------------|----------|---------|----------|
| Call queue overflow                 | ○          | ○        | ●       | ●        |
| Call queue routing options          | ○          | ○        | ●       | ●        |
| Call queue remote member management | ○          | ○        | ●       | ●        |
| Call queue pickup                   | ○          | ○        | ●       | ●        |
| Group call pickup                   | ○          | ○        | ●       | ●        |

## Audio conferencing

| Audio conferencing                                                            | Essentials | Standard | Premium | Ultimate |
|-------------------------------------------------------------------------------|------------|----------|---------|----------|
| Unlimited audio conferences with up to 1,000 attendees per conference         | ●          | ●        | ●       | ●        |
| Own unique bridge number and access codes                                     | ●          | ●        | ●       | ●        |
| Invite international participants with local dial-in numbers in 50+ countries | ●          | ●        | ●       | ●        |
| Send instant invitations via email or text                                    | ●          | ●        | ●       | ●        |
| Reset host and participant access codes                                       | ●          | ●        | ●       | ●        |
| Premium audio conference numbers                                              | ●          | ●        | ●       | ●        |

## Internet fax

| Internet fax                                                             | Essentials | Standard | Premium | Ultimate |
|--------------------------------------------------------------------------|------------|----------|---------|----------|
| eFax integrated with unified inbox and business phone number for calling | ○          | ●        | ●       | ●        |
| Unlimited eFaxing                                                        | ○          | ●        | ●       | ●        |
| Connect faxing to your other apps                                        | ○          | ●        | ●       | ●        |
| Send faxes using a fax machine with an analog adapter                    | ○          | ●        | ●       | ●        |
| Fax from desktop computer <sup>7</sup>                                   | ○          | ●        | ●       | ●        |
| Email-to-fax                                                             | ○          | ●        | ●       | ●        |
| Print-to-fax                                                             | ○          | ●        | ●       | ●        |
| Scan-to-fax                                                              | ○          | ●        | ●       | ●        |
| Drag-n-drop files as attachments <sup>8</sup>                            | ○          | ●        | ●       | ●        |
| Receive multiple faxes simultaneously (no busy signals)                  | ○          | ●        | ●       | ●        |
| Print incoming faxes automatically                                       | ○          | ●        | ●       | ●        |
| Instant fax alerts by email, etc.                                        | ○          | ●        | ●       | ●        |
| Flexible fax scheduling                                                  | ○          | ●        | ●       | ●        |
| Customisable fax cover pages <sup>9</sup>                                | ○          | ●        | ●       | ●        |
| Group faxing capability <sup>10</sup>                                    | ○          | ●        | ●       | ●        |

| Internet fax                                                                                                                                              | Essentials | Standard | Premium | Ultimate |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------|------------|----------|---------|----------|
| Advanced fax spam blocking                                                                                                                                | ○          | ●        | ●       | ●        |
| Fax activity log                                                                                                                                          | ○          | ●        | ●       | ●        |
| Fax admin controls: roles & permissions                                                                                                                   | ○          | ●        | ●       | ●        |
| <p>7. Available on Windows only.</p> <p>8. Attach up to 20MB of files.</p> <p>9. Available on desktop and mobile app.</p> <p>10. Up to 50 recipients.</p> |            |          |         |          |

## Video

| Video meetings                                 | Essentials | Standard  | Premium   | Ultimate  |
|------------------------------------------------|------------|-----------|-----------|-----------|
| HD audio and video                             | ○          | ●         | ●         | ●         |
| Maximum meeting participants                   | ○          | 100       | 200       | 200       |
| Video recording cloud storage                  | ○          | Unlimited | Unlimited | Unlimited |
| Video recording retention period <sup>11</sup> | ○          | 1 year    | 1 year    | 1 year    |
| Dynamic end-to-end encryption                  | ○          | ●         | ●         | ●         |
| Screen and application sharing                 | ○          | ●         | ●         | ●         |
| Advanced annotation features                   | ○          | ●         | ●         | ●         |
| Active speaker spotlight                       | ○          | ●         | ●         | ●         |
| Intuitive host and attendee controls           | ○          | ●         | ●         | ●         |

## Video

| Video meetings                                                       | Essentials | Standard | Premium | Ultimate |
|----------------------------------------------------------------------|------------|----------|---------|----------|
| Public and private in-meeting chat                                   | ○          | ●        | ●       | ●        |
| Personal meeting IDs and names                                       | ○          | ●        | ●       | ●        |
| Ability to lock meetings                                             | ○          | ●        | ●       | ●        |
| Meeting passwords                                                    | ○          | ●        | ●       | ●        |
| Test mic and speaker settings                                        | ○          | ●        | ●       | ●        |
| Send instant invitation via email or text                            | ○          | ●        | ●       | ●        |
| Switch meeting across devices (mobile, desktop, Rooms) <sup>12</sup> | ○          | ●        | ●       | ●        |
| Web client (no downloads required)                                   | ○          | ●        | ●       | ●        |
| Intelligent echo and background noise cancellation                   | ○          | ●        | ●       | ●        |
| Meetings log and history                                             | ○          | ●        | ●       | ●        |
| Audio options: VOIP, PSTN, Call-Me                                   | ○          | ●        | ●       | ●        |
| Microsoft Outlook® and Google Workspace Plugin                       | ○          | ●        | ●       | ●        |
| Waiting room                                                         | ○          | ●        | ●       | ●        |
| Virtual background                                                   | ○          | ●        | ●       | ●        |
| Presentation modes                                                   | ○          | ●        | ●       | ●        |

| Video meetings                                                          | Essentials | Standard | Premium | Ultimate |
|-------------------------------------------------------------------------|------------|----------|---------|----------|
| Closed captions                                                         | ○          | ●        | ●       | ●        |
| Collaborative notes                                                     | ○          | ●        | ●       | ●        |
| Live transcription                                                      | ○          | ●        | ●       | ●        |
| Team huddle                                                             | ○          | ●        | ●       | ●        |
| Breakout rooms                                                          | ○          | ●        | ●       | ●        |
| Meeting insights & summaries                                            | ○          | ●        | ●       | ●        |
| Collaborative whiteboard                                                | ○          | ●        | ●       | ●        |
| Remote desktop control                                                  | ○          | ●        | ●       | ●        |
| In-meeting participant reactions                                        | ○          | ●        | ●       | ●        |
| Auto-follow camera setting                                              | ○          | ●        | ●       | ●        |
| Share camera view from a mobile device                                  | ○          | ●        | ●       | ●        |
| Share from Google Drive on a mobile device                              | ○          | ●        | ●       | ●        |
| Large video meeting add-on options                                      | ○          | Add-on   | Add-on  | Add-on   |
| RingCentral Rooms Connector for existing third-party SIP-based hardware | ○          | Add-on   | Add-on  | Add-on   |

11. For data retention policies see [ringcentr.al/dataretention](https://ringcentr.al/dataretention).

12. Available on the RingCentral app.

## Rooms (add-on)

| Rooms (add-on)                                                        | Essentials | Standard | Premium | Ultimate |
|-----------------------------------------------------------------------|------------|----------|---------|----------|
| Rooms option for meeting spaces                                       | ○          | Add-on   | Add-on  | Add-on   |
| End to End Encryption support for meetings                            | ○          | ●        | ●       | ●        |
| One tap to join meetings                                              | ○          | ●        | ●       | ●        |
| Wirelessly join from desktop or mobile                                | ○          | ●        | ●       | ●        |
| 720 HD video & audio                                                  | ○          | ●        | ●       | ●        |
| Rooms analytics                                                       | ○          | ●        | ●       | ●        |
| Easy activation code room sign in                                     | ○          | ●        | ●       | ●        |
| 3rd party meetings with Zoom, Webex, Teams and Google                 | ○          | ●        | ●       | ●        |
| Works with Appliance hardware, usb hardware, and PC and Mac Room Kits | ○          | ●        | ●       | ●        |
| Rooms status and alerts                                               | ○          | ●        | ●       | ●        |
| Passcode protect admin settings                                       | ○          | ●        | ●       | ●        |
| Room camera control                                                   | ○          | ●        | ●       | ●        |
| Prefixed camera positions                                             | ○          | ●        | ●       | ●        |
| HDMI screen share                                                     | ○          | ●        | ●       | ●        |
| Calendar integrations with Office 365, Google and Exchange            | ○          | ●        | ●       | ●        |

| Rooms (add-on)                                                               | Essentials | Standard | Premium | Ultimate |
|------------------------------------------------------------------------------|------------|----------|---------|----------|
| Closed Captions                                                              | ○          | ●        | ●       | ●        |
| Remote software management                                                   | ○          | ●        | ●       | ●        |
| Waiting room                                                                 | ○          | ●        | ●       | ●        |
| Mobile phone as a Rooms controller                                           | ○          | ●        | ●       | ●        |
| Voice activated control for Rooms                                            | ○          | ●        | ●       | ●        |
| Mobile device to Rooms switch                                                | ○          | ●        | ●       | ●        |
| Cross platform compatibility between host device and room tablet controller  | ○          | ●        | ●       | ●        |
| Rooms as a softphone system                                                  | ○          | ●        | ●       | ●        |
| RingCentral Rooms Appliances—all-in-one video conferencing hardware solution | ○          | Add-on   | Add-on  | Add-on   |
| Proximity sharing                                                            | ○          | ●        | ●       | ●        |
| Proximity join webinars from mobile to room                                  | ○          | ●        | ●       | ●        |
| Digital signage                                                              | ○          | ●        | ●       | ●        |

## Webinar (add-on)

| Webinar (add-on)                                                 | Essentials | Standard | Premium | Ultimate |
|------------------------------------------------------------------|------------|----------|---------|----------|
| Maximum webinar participants                                     | ○          | 10,000   | 10,000  | 10,000   |
| Web client join (no downloads required)                          | ○          | ●        | ●       | ●        |
| Easily record and share webinar recordings                       | ○          | ●        | ●       | ●        |
| Virtual backgrounds for webinar host and panelists               | ○          | ●        | ●       | ●        |
| Presentation modes for enhanced webinar presentations            | ○          | ●        | ●       | ●        |
| Backstage preparation for webinar host and panelists             | ○          | ●        | ●       | ●        |
| Spotlight on webinar panelists                                   | ○          | ●        | ●       | ●        |
| Quality of service analytics for webinar performance             | ○          | ●        | ●       | ●        |
| Ability to lock meetings                                         | ○          | ●        | ●       | ●        |
| Waiting room                                                     | ○          | ●        | ●       | ●        |
| Q&A interaction                                                  | ○          | ●        | ●       | ●        |
| Polls                                                            | ○          | ●        | ●       | ●        |
| Join as panelist from desktop app, mobile app, RingCentral Rooms | ○          | ●        | ●       | ●        |
| Customisable branding on registration forms                      | ○          | ●        | ●       | ●        |
| Customise content on registration forms                          | ○          | ●        | ●       | ●        |

| Webinar (add-on)                                        | Essentials | Standard | Premium | Ultimate |
|---------------------------------------------------------|------------|----------|---------|----------|
| Automated emails before and after webinar               | ○          | ●        | ●       | ●        |
| Social sharing links on registration form with tracking | ○          | ●        | ●       | ●        |
| Promote attendee as speaker                             | ○          | ●        | ●       | ●        |
| Request to speak                                        | ○          | ●        | ●       | ●        |
| Moderated Q&A                                           | ○          | ●        | ●       | ●        |
| AI Smart description                                    | ○          | ●        | ●       | ●        |
| AI Smart translations (Q&A)                             | ○          | ●        | ●       | ●        |
| Live streaming                                          | ○          | ●        | ●       | ●        |

## Messaging & Team collaboration

| Messaging & Team collaboration                                                         | Essentials | Standard | Premium | Ultimate |
|----------------------------------------------------------------------------------------|------------|----------|---------|----------|
| Chat with internal and external contacts                                               | •          | •        | •       | •        |
| Integrated messaging with telephony calling, fax and video conferencing <sup>13</sup>  | •          | •        | •       | •        |
| Unlimited posts                                                                        | •          | •        | •       | •        |
| Integrated with company directory                                                      | •          | •        | •       | •        |
| Unlimited guest users                                                                  | •          | •        | •       | •        |
| Presence status                                                                        | •          | •        | •       | •        |
| Document / file sharing                                                                | •          | •        | •       | •        |
| Search across groups, messages, files                                                  | •          | •        | •       | •        |
| Calendar integration                                                                   | •          | •        | •       | •        |
| Event creation and management                                                          | •          | •        | •       | •        |
| Task creation and management                                                           | •          | •        | •       | •        |
| In-app document previews                                                               | •          | •        | •       | •        |
| Team administration controls                                                           | •          | •        | •       | •        |
| Advanced account-level administration controls                                         | •          | •        | •       | •        |
| Shortcuts for frequently used features: quick actions, app navigation, text formatting | •          | •        | •       | •        |

| Messaging & Team collaboration                                                          | Essentials | Standard | Premium | Ultimate |
|-----------------------------------------------------------------------------------------|------------|----------|---------|----------|
| Dark theme                                                                              | •          | •        | •       | •        |
| Emoji reactions                                                                         | •          | •        | •       | •        |
| Personal folders                                                                        | •          | •        | •       | •        |
| Customisable tabs                                                                       | •          | •        | •       | •        |
| Forward posts between conversations                                                     | •          | •        | •       | •        |
| Embedded apps in team messaging<br>(RingCentral Add-Ins)                                | •          | •        | •       | •        |
| @ mentions for individuals and teams                                                    | •          | •        | •       | •        |
| Post an email as a message                                                              | •          | •        | •       | •        |
| Unified app access<br>(desktop, mobile, browser-based)                                  | •          | •        | •       | •        |
| Create a team based on a scheduled Video<br>meeting with Team Connect                   | •          | •        | •       | •        |
| In-app Resource Center for onboarding,<br>feature discovery, help, support and feedback | •          | •        | •       | •        |
| Mobile apps for iOS and Android                                                         | •          | •        | •       | •        |
| Unlimited storage for files and messaging <sup>14</sup>                                 | ○          | ○        | •       | •        |
| Message reminders                                                                       | •          | •        | •       | •        |

13. Core edition does not include fax.

14. For details on storage limits and data retention see [ringcentral.al/dataretention](https://ringcentral.al/dataretention).

# AI automation and intelligence

| AI                                | Essentials | Standard | Premium | Ultimate |
|-----------------------------------|------------|----------|---------|----------|
| RingSense AI for Video            |            |          |         |          |
| Live transcriptions               | ○          | ●        | ●       | ●        |
| Closed captioning                 | ○          | ●        | ●       | ●        |
| Video summaries                   | ○          | ●        | ●       | ●        |
| Video highlights                  | ○          | ●        | ●       | ●        |
| AI Assistant (Phone features)     |            |          |         |          |
| Live transcriptions               | ○          | ●        | ●       | ●        |
| Closed captioning                 | ○          | ●        | ●       | ●        |
| Real-time note-taking for calls   | ○          | ●        | ●       | ●        |
| AI Assistant (Messaging features) |            |          |         |          |
| Team messaging summaries          | ○          | ●        | ●       | ●        |
| AI writer for team messaging      | ○          | ○        | ●       | ●        |
| AI translation for team messaging | ○          | ○        | ●       | ●        |
| RingSense                         | Add-on     | Add-on   | Add-on  | Add-on   |

# Analytics

| Analytics                                            | Essentials | Standard | Premium | Ultimate |
|------------------------------------------------------|------------|----------|---------|----------|
| Call logs                                            | •          | •        | •       | •        |
| Real-time quality-of-service analytics and alerts    | •          | •        | •       | •        |
| Live Reports for real-time call queue management     | Add-on     | Add-on   | Add-on  | Add-on   |
| Adoption analytics                                   | ○          | •        | •       | •        |
| Business Analytics Essentials (beta)                 | ○          | •        | •       | •        |
| Customer-defined locations                           | ○          | •        | •       | •        |
| Report subscriptions                                 | ○          | •        | •       | •        |
| Business Analytics Pro (beta)                        | ○          | Add-on   | •       | •        |
| RingCentral Rooms analytics and alerts <sup>15</sup> | ○          | ○        | •       | •        |
| Device analytics and alerts                          | ○          | ○        | ○       | •        |

15. Rooms data is available to RingCentral Rooms customers.

# APIs

| APIs—500+ open APIs and 80K+ developers                 | Essentials | Standard | Premium | Ultimate |
|---------------------------------------------------------|------------|----------|---------|----------|
| Developer platform, custom integrations, access to APIs | •          | •        | •       | •        |
| Voice APIs                                              | •          | •        | •       | •        |
| Active Call Control API                                 | •          | •        | •       | •        |
| Team Messaging APIs                                     | •          | •        | •       | •        |
| Video APIs                                              | •          | •        | •       | •        |
| Fax APIs                                                | •          | •        | •       | •        |
| System Config APIs                                      | •          | •        | •       | •        |
| Data APIs                                               | •          | •        | •       | •        |

# Security and Compliance

| Security and Compliance                                  | Essentials | Standard | Premium | Ultimate |
|----------------------------------------------------------|------------|----------|---------|----------|
| 7 layers of enterprise-grade security                    | •          | •        | •       | •        |
| Single Sign-On (SSO support)                             | ○          | ○        | •       | •        |
| Alphanumeric password                                    | •          | •        | •       | •        |
| Session timer                                            | •          | •        | •       | •        |
| Authorised apps manager                                  | •          | •        | •       | •        |
| Endpoint management via RingCentral for Microsoft Intune | •          | •        | •       | •        |
| eDiscovery and legal hold <sup>16</sup>                  | •          | •        | •       | •        |
| Data loss protection <sup>16</sup>                       | •          | •        | •       | •        |
| TLS encryption/SRTP secure voice                         | •          | •        | •       | •        |
| ISO 27001, 27017-18 and 22301 certified                  | •          | •        | •       | •        |
| SOC 2 & SOC 3 compliant                                  | •          | •        | •       | •        |
| HITRUST certified                                        | •          | •        | •       | •        |
| UK Cyber Essentials Plus certified                       | •          | •        | •       | •        |
| BSI C5 certified                                         | •          | •        | •       | •        |
| PCI-compliant (RingCX, RingCentral Contact Center)       | •          | •        | •       | •        |

| Security and Compliance                                                  | Essentials | Standard | Premium | Ultimate |
|--------------------------------------------------------------------------|------------|----------|---------|----------|
| GDPR compliant                                                           | •          | •        | •       | •        |
| STIR/SHAKEN compliance                                                   | •          | •        | •       | •        |
| RAY BAUMs Act and Kari's Law Compliance                                  | •          | •        | •       | •        |
| Business Associate Agreement for HIPAA regulated customers <sup>17</sup> | •          | •        | •       | •        |

16. Via 3rd party integration with Theta Lake.

17. For US customers only.

## Administration

| Administration                                                  | Essentials | Standard | Premium | Ultimate |
|-----------------------------------------------------------------|------------|----------|---------|----------|
| Advanced business phone system (cloud PBX)                      | •          | •        | •       | •        |
| Customisable greetings                                          | •          | •        | •       | •        |
| Multi-level auto attendant and Interactive Voice Response (IVR) | ○          | •        | •       | •        |
| Number porting                                                  | •          | •        | •       | •        |
| Live call monitoring                                            | •          | •        | •       | •        |
| Role based access controls and permissions                      | •          | •        | •       | •        |
| Bulk uploading of new users (2500 at a time)                    | •          | •        | •       | •        |
| Mobile onboarding for mobile-only users                         | •          | •        | •       | •        |
| Zero touch provisioning on select deskphones devices            | •          | •        | •       | •        |
| Web-based user and admin portals                                | •          | •        | •       | •        |
| Company setup, add new users on mobile                          | •          | •        | •       | •        |
| Free, instant software upgrades/updates                         | •          | •        | •       | •        |
| Call management and phone system administration                 | •          | •        | •       | •        |
| Multiple account management                                     | •          | •        | •       | •        |
| Data retention <sup>18</sup>                                    | •          | •        | •       | •        |
| Audit Trail                                                     | •          | •        | •       | •        |
| Compliance exports                                              | •          | •        | •       | •        |

| Administration                                                  | Essentials | Standard | Premium | Ultimate |
|-----------------------------------------------------------------|------------|----------|---------|----------|
| RingCentral service status site                                 | •          | •        | •       | •        |
| Templates for bulk uploads                                      | •          | •        | •       | •        |
| Accessibility features                                          | •          | •        | •       | •        |
| Set primary number across multiple endpoints                    | •          | •        | •       | •        |
| Bring your own devices (BYOD) on select deskphones and headsets | •          | •        | •       | •        |
| 24/7 support <sup>19</sup>                                      | •          | •        | •       | •        |
| Professional implementation                                     | •          | •        | •       | •        |
| Integrated telephony for Microsoft Teams                        | ○          | •        | •       | •        |
| Include non-Phone (Video Pro/Pro+) users in account             | •          | •        | •       | •        |
| Single Sign-On (SSO support)                                    | ○          | ○        | •       | •        |
| Okta AD integration                                             | ○          | ○        | •       | •        |
| Azure AD integration                                            | ○          | ○        | •       | •        |
| Cost center management                                          | ○          | ○        | •       | •        |
| Citrix & VMware virtual desktop softphone integration           | ○          | ○        | •       | •        |
| Role-based access control with customised roles/permissions     | ○          | ○        | •       | •        |
| Multi-site admin and management                                 | ○          | ○        | •       | •        |

18. Retention period applies.

19. Live phone support is available 24/7 for 2+ users, in English only.

# Global Solutions

| Global Solutions                                           | Essentials | Standard | Premium | Ultimate |
|------------------------------------------------------------|------------|----------|---------|----------|
| Local PSTN in 45+ countries <sup>20</sup>                  | ○          | ●        | ●       | ●        |
| Local and toll free numbers in 99+ countries <sup>20</sup> | ○          | ●        | ●       | ●        |
| 18 languages (on desktop, mobile, and browser)             | ○          | ●        | ●       | ●        |
| 1,000 Regional Calling Minutes <sup>21</sup>               | ○          | ●        | ●       | ●        |
| Emergency services in Global MVP countries <sup>22</sup>   | ○          | ●        | ●       | ●        |
| Self-service global number ordering <sup>22</sup>          | ○          | ●        | ●       | ●        |
| BYOC available in 69+ countries                            | ○          | ●        | ●       | ●        |

20. Additional license fee applies. Not available for one tier lines.

21. Available with RingCentral Global RingEX subscriptions. Limited in some countries.

22. Subject to country availability.

# Integrations

| Integrations—access more than 330 out-of-the-box integrations | Essentials | Standard | Premium | Ultimate |
|---------------------------------------------------------------|------------|----------|---------|----------|
| RingCentral for Google Workspace and Google Chrome            | •          | •        | •       | •        |
| RingCentral for Microsoft Teams                               | •          | •        | •       | •        |
| RingCentral for Microsoft Outlook <sup>23</sup>               | •          | •        | •       | •        |
| RingCentral for Office 365                                    | •          | •        | •       | •        |
| RingCentral for Slack                                         | •          | •        | •       | •        |
| RingCentral for Zapier                                        | ○          | ○        | •       | •        |
| RingCentral for Salesforce®                                   | ○          | ○        | •       | •        |
| RingCentral for Hubspot                                       | ○          | ○        | •       | •        |
| RingCentral for Zendesk                                       | ○          | ○        | •       | •        |
| RingCentral for ServiceNow®                                   | ○          | ○        | •       | •        |
| RingCentral for SugarCRM                                      | ○          | ○        | •       | •        |
| RingCentral for Bullhorn                                      | ○          | ○        | •       | •        |
| RingCentral for NetSuite                                      | ○          | ○        | •       | •        |
| RingCentral for Microsoft Dynamics 365                        | ○          | ○        | •       | •        |
| RingCentral for Okta                                          | ○          | ○        | •       | •        |

| Integrations—access more than 330 out-of-the-box integrations | Essentials | Standard | Premium | Ultimate |
|---------------------------------------------------------------|------------|----------|---------|----------|
| RingCentral Archiver                                          | ○          | ○        | ●       | ●        |
| RingCentral for LTI (Blackboard, Moodle, D2L, Canvas)         | ○          | ●        | ●       | ●        |
| RingCentral for Canvas                                        | ○          | ●        | ●       | ●        |
| RingCentral for Smarsh                                        | ○          | ●        | ●       | ●        |
| RingCentral for Zoho                                          | ○          | ●        | ●       | ●        |

23. Windows only.

Note: All information above is subject to change. For more details, please contact your RingCentral Account Executive or RingCentral Partner. Terms and conditions apply.

For more information, please contact a sales representative. Visit [ringcentral.com.au](https://ringcentral.com.au) or call 1800 940 745.



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