

RingCentral MVP™ AU edition comparison matrix

See popular features of various RingCentral MVP plans to find the one that is right for your business.

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Phone	Essentials Up to 20 users	Standard Unlimited users	Premium Unlimited users	Ultimate Unlimited users
HD voice ¹	•	•	•	•
Unlimited local calling ²	250	1,000	1,500	2,000
Extension-to-extension dialling	•	•	•	•
International calling ³	•	•	•	•
International calling credit bundles	•	•	•	•
Freephone minutes ⁴	100	1,000	2,500	10,000
Inbound caller ID number	•	•	•	•
Outbound caller ID number	•	•	•	•
Presence across all devices	•	•	•	•
Corporate directory	•	•	•	•
Dial-by-name directory	•	•	•	•
Call logs and reports	•	•	•	•
Auto-dialler and line seizure	•	•	•	•

1. Supported devices only.
 2. Inclusive domestic and EMEA calling zone minutes per user.
 3. Calling rates apply if not in the EMEA calling zone.
 4. Freephone minutes are per account regardless of number of lines. Additional minutes are always available for purchase.

3 way calling	•	•	•	•
99.999% uptime SLA	•	•	•	•
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 from calling to video in 1 click)	○	•	•	•
Call Park	•	•	•	•
Call forwarding	•	•	•	•
Call delegation	•	•	•	•
Call from computer (softphone)	•	•	•	•
Shared lines and voicemail	•	•	•	•
Answering rules	•	•	•	•
Click to dial	•	•	•	•
Reply to phone call with automated voice message	•	•	•	•
Forward all calls on holiday/break with 1 click	•	•	•	•
Enhanced call forwarding, user call handling enhancements (e.g. configure based on work hours and other custom rules)	•	•	•	•
RingMe® click-to-call me	•	•	•	•
RingOut® click-to-call out	•	•	•	•
Visual voicemail - voicemail transcriptions, voicemail to email	•	•	•	•
Forward voicemails, calls, etc.	•	•	•	•

Heads-up display (HUD) - mobile and desktop	•	•	•	•
Robocall protection	•	•	•	•
Advanced call screening and blocking (user level)	•	•	•	•
Standalone call window (on desktop)	•	•	•	•
Intercom ⁵	○	•	•	•
Paging ⁵	○	•	•	•
Call recording	○	On demand	Automatic	Automatic
Shared lines ⁵	○	•	•	•
Incoming Caller ID Name (CNAM)	○	○	•	•
Remote member management	○	○	•	•
Hot desking on a shared phone	○	○	•	•
Advanced call handling (monitor, whisper, barge, takeover)	○	○	•	•

5. Not available for one-tier lines.

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 invites via email or text	○	•	•	•
Reset host and participant access codes	○	•	•	•
Premium audio conference numbers	○	•	•	•

Call queues	Essentials	Standard	Premium	Ultimate
Bridge call appearance	•	•	•	•
Directed call pickup	•	•	•	•
Call queue overflow	○	○	•	•
Call queue routing options	○	○	•	•
Call queue remote member management	○	○	•	•
Call queue pickup	○	○	•	•
Group call pickup (Ring group)	○	○	•	•
Hunt group	○	○	•	•

Internet fax	Essentials	Standard	Premium	Ultimate
Unlimited eFaxing	○	•	•	•
Connect faxing to your other apps	○	•	•	•
Send faxes using a fax machine with an analog adapter	○	•	•	•
Fax from desktop computer ⁶	○	•	•	•
Drag-n-drop files as attachments ⁷	○	•	•	•
Fax activity log	○	•	•	•
Receive multiple faxes simultaneously (no busy signals)	○	•	•	•
Instant fax alerts by email, etc.	○	•	•	•
Flexible fax scheduling	○	•	•	•
Customizable fax cover pages (on mobile and desktop)	○	•	•	•
Group faxing capability (up to 50 recipients)	○	•	•	•

Fax admin controls: roles & permissions	○	●	●	●
Advanced fax spam blocking	○	●	●	●

6. Available on Windows only.

7. Attach up to 20MB of files.

Analytics	Essentials	Standard	Premium	Ultimate
Adoption and usage reports	●	●	●	●
Business analytics with customisable dashboards, KPIs and data views ⁸	○	●	●	●
Quality of service (QoS) analytics and alerts for phone, video and webinar	○	●	●	●
Customer-defined locations	○	●	●	●
Live Reports for real-time call queue monitoring ⁹	○	Add-on	Add-on	Add-on
RingCentral Rooms analytics and alerts ¹⁰	○	●	●	●
Device analytics and alerts	○	○	○	●
Report subscriptions	○	●	●	●

8. Advanced features are free during open beta period.

9. Additional licence fee applies.

10. Rooms data is available to RingCentral Rooms customers.

Integrations - 300+ out of box integrations live today!	Essentials	Standard	Premium	Ultimate
RingCentral for Google (Google Workspace add-on, Chrome, Hangouts)	○	●	●	●
RingCentral for Microsoft Teams	○	●	●	●
RingCentral for Microsoft Outlook ¹¹	○	●	●	●
RingCentral for Office 365 (Outlook Mail on the web)	○	●	●	●
RingCentral for Office 365 (Teams on web)	○	●	●	●

RingCentral for Skype for Business ¹⁰	○	●	●	●
RingCentral for Firefox	○	●	●	●
RingCentral for Amazon Connect	○	●	●	●
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	○	○	●	●
RingCentral Archiver	○	○	●	●
RingCentral for LTI (Blackboard, Moodle, D2L, Canvas)	○	○	●	●
RingCentral for Canvas	○	○	●	●
RingCentral for Smarsh	○	○	●	●

11. Windows only.

Video meetings	Essentials	Standard	Premium	Ultimate
HD audio and video	○	●	●	●
Maximum meeting participants	Not applicable	100	200	200
Unlimited cloud recordings ¹²	○	●	●	●
Screen and application sharing	○	●	●	●

Advanced annotation features	○	●	●	●
Active speaker spotlight	○	●	●	●
Intuitive host and attendee controls	○	●	●	●
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	○	●	●	●
Switch meeting across devices (mobile, desktop, Rooms) ¹³	○	●	●	●
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	○	●	●	●
Closed captions	○	●	●	●
Live transcription	○	●	●	●
Team Huddle	○	●	●	●
Breakout Rooms	○	●	●	●
Advanced meeting insights & summaries	○	●	●	●
Dynamic end-to-end encryption	○	●	●	●
Collaborative Whiteboard	○	●	●	●

Remote Desktop Control	○	●	●	●
In-meeting participant reactions	○	●	●	●
Auto-follow camera setting	○	●	●	●
Share camera view and from Google Drive on a mobile device	○	●	●	●

12. Stored for up to 1 year.
13. Available on the RingCentral app.

Rooms (as an add-on to RingCentral MVP)	Essentials	Standard	Premium	Ultimate
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 Teams and Webex	○	●	●	●
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	○	●	●	●
Closed Captions	○	●	●	●
Remote software management	○	●	●	●
End-to-end encryption support for meetings	○	●	●	●

Waiting room	○	●	●	●	
Mobile phone as a Rooms controller	○	●	●	●	
Voice activated control for Rooms	○	●	●	●	
Cross platform compatibility between host device and room tablet controller	○	●	●	●	
Webinar (as an add-on to RingCentral MVP)		Essentials	Standard	Premium	Ultimate
Maximum Participants		Not applicable	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 panellists	○	●	●	●	●
Quality of service analytics for webinar performance	○	●	●	●	●
Ability to lock meetings	○	●	●	●	●
Waiting room	○	●	●	●	●
Q&A interaction	○	●	●	●	●
Polling (Coming 2H'2022)	○	●	●	●	●
Customisable branding on registration forms (Coming 2H'2022)	○	●	●	●	●
Customise content on registration forms (Coming 2H'2022)	○	●	●	●	●
Join as panellist from desktop app, mobile app, RingCentral Rooms (Coming 2H'2022)	○	●	●	●	●

Messaging & team collaboration**Essentials****Standard****Premium****Ultimate**

Chat with internal and external contacts

Integrated telephony calling, fax and video conferencing¹⁴

Unlimited posts



Integrated with company directory



Unlimited guest users



Presence status



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



Dark theme



Emoji reactions



Personal folders



Customisable tabs



Forward posts between conversations



Embedded apps in team messaging (RingCentral Add-Ins)



@ mentions for individuals and teams



Post an email as a message



Unified app access (desktop, mobile, browser-based)	•	•	•	•
Create a team based on a scheduled Video meeting with Team Connect	•	•	•	•
In-app Resource Centre for onboarding, feature discovery, help, support and feedback	•	•	•	•

14. Essentials edition doesn't include fax, video meetings.

APIs ¹⁵ - 6000+ open APIs and 60+ developer community	Essentials	Standard	Premium	Ultimate
API Access for 3rd party app development & deployment	○	○	•	•
Voice APIs	○	○	•	•
Active Call Control API	○	○	•	•
Team Messaging APIs	○	○	•	•
Video APIs	○	○	•	•
Fax APIs	○	○	•	•
System Config APIs	○	○	•	•
Data APIs	○	○	•	•

15. Standard-edition customers with more than 50MRR get access to APIs

Security and compliance	Essentials	Standard	Premium	Ultimate
Alphanumeric password	•	•	•	•
Session timer	•	•	•	•
Authorised apps manager	•	•	•	•
Endpoint management via RingCentral for Microsoft Intune	•	•	•	•
eDiscovery and legal hold ¹⁶	•	•	•	•
Data loss protection ¹⁶	•	•	•	•
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 (MVP, RingCentral Contact Centre)	•	•	•	•
GDPR compliant	•	•	•	•
STIR/SHAKEN compliance	•	•	•	•
RAY BAUMs Act and Kari's Law Compliance	•	•	•	•
Business Associate Agreement for HIPAA-regulated customers ¹⁷	•	•	•	•

16. via 3rd party integration with Theta Lake.

17. For US customers only.

IT administration	Essentials	Standard	Premium	Ultimate
Advanced business phone system (cloud PBX)	•	•	•	•
Business phone line greetings	•	•	•	•
Multi-level 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 devices (deskphones)	•	•	•	•

Web-based user and admin portals	•	•	•	•
Company setup, add new users on mobile	•	•	•	•
Free, instant software upgrades/updates	•	•	•	•
Cost centre management	•	•	•	•
Multiple account management	•	•	•	•
Data retention ¹⁸	•	•	•	•
Audit Trail	•	•	•	•
Compliance exports	•	•	•	•
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 ¹⁹	•	•	•	•
Microsoft Teams direct routing and embedded dialler (with fax, and voicemail)	○	•	•	•
Single Sign-On (SSO support)	○	○	•	•
Okta AD integration	○	○	•	•
Azure AD integration	○	○	•	•
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.

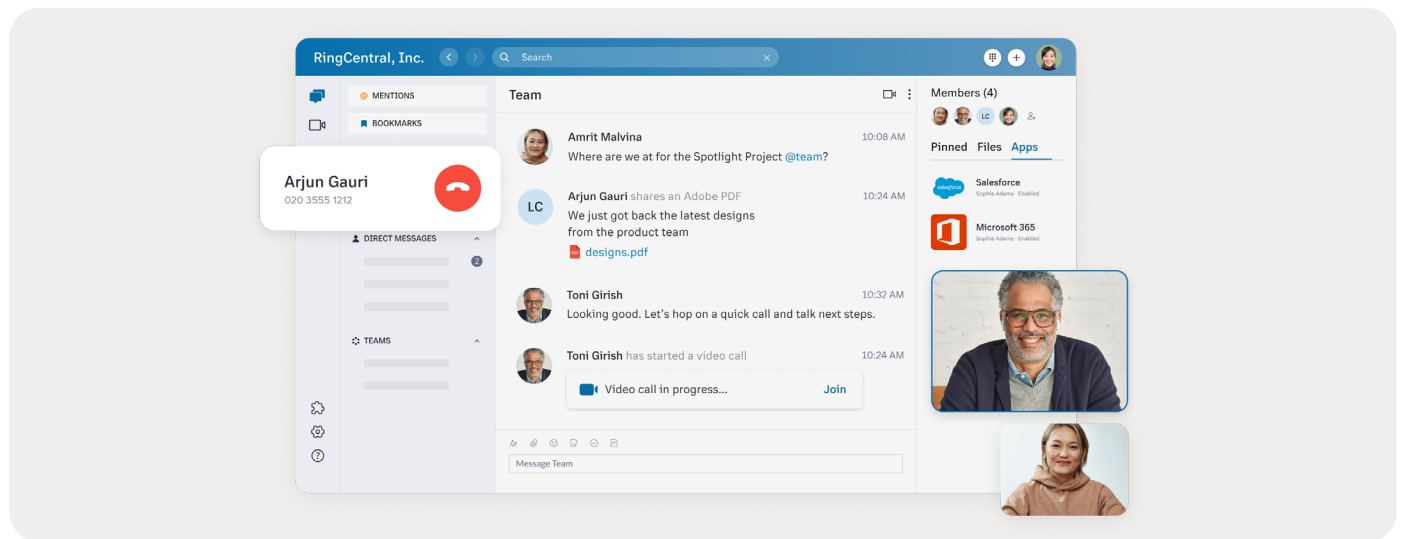
Global Solutions	Essentials	Standard	Premium	Ultimate
Local PSTN in 45+ countries ²⁰	○	●	●	●
Local and toll free numbers in 100+ countries ²⁰	○	●	●	●
18 languages (RC Mobile, RC Desktop and browser)	○	●	●	●
1,000 Regional Calling Minutes ²¹	○	●	●	●
Emergency services in Global MVP countries ²²	○	●	●	●
Self-service global number ordering	○	●	●	●
BYOC available in 50+ countries	●	●	●	●

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

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

22. Subject to country availability.

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



For more information, please contact a sales representative. Visit ringcentral.com/au/en/ or call 1800 957 188.

RingCentral, Inc. (NYSE: RNG) is a leading provider of business cloud communications and contact centre solutions based on its Message Video Phone™ (MVP™) global platform. More flexible and cost effective than the on-premises PBX and video conferencing systems it replaces, RingCentral helps employees communicate across devices from wherever they are. RingCentral offers three key products. RingCentral MVP combines team messaging, video meetings, internet phone and other functionalities in a single interface. RingCentral Video™, along with its team messaging feature, enables Smart Video Meetings™. RingCentral Contact Centre gives companies the tools they need to connect with customers across channels. These are available on an open platform that integrates with hundreds of third-party apps and makes it simple to customise workflows. RingCentral is headquartered in Belmont, California, USA, and has offices around the world



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