

RingCentral MVP™ EU 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	•	•	•	•
Outbound minutes ²	100	500	1,000	2,000
Extension-to-extension dialling	•	•	•	•
International calling ³	•	•	•	•
International calling credit bundles	•	•	•	•
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.

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 ⁴	○	•	•	•
Paging ⁴	○	•	•	•
Call recording	○	On demand	Automatic	Automatic
Shared lines ⁴	○	•	•	•
Incoming Caller ID Name (CNAM)	○	○	•	•
Remote member management	○	○	•	•
Hot desking on a shared phone	○	○	•	•
Advanced call handling (monitor, whisper, barge, takeover)	○	○	•	•

4. 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 ⁵	○	•	•	•
Drag-n-drop files as attachments ⁶	○	•	•	•
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	○	●	●	●

5. Available on Windows only.

6. Attach up to 20MB of files.

Analytics	Essentials	Standard	Premium	Ultimate
Adoption and usage reports	●	●	●	●
Business analytics with customisable dashboards, KPIs and data views ⁷	○	●	●	●
Quality of service (QoS) analytics and alerts for phone, video and webinar	○	●	●	●
Customer-defined locations	○	●	●	●
Live Reports for real-time call queue monitoring ⁸	○	Add-on	Add-on	Add-on
RingCentral Rooms analytics and alerts ⁹	○	●	●	●
Device analytics and alerts	○	○	○	●
Report subscriptions	○	●	●	●

7. Advanced features are free during open beta period.

8. Additional licence fee applies.

9. 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 ¹⁰	○	●	●	●
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	○	○	●	●

10. Windows only.

Video meetings	Essentials	Standard	Premium	Ultimate
HD audio and video	○	●	●	●
Maximum meeting participants	Not applicable	100	200	200
Unlimited cloud recordings ¹¹	○	●	●	●
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) ¹²	○	●	●	●
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	○	●	●	●

11. Stored for up to 1 year.
12. 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 conferencing ¹³	•	•	•	•
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	•	•	•	•

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

APIs ¹⁴ - 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	○	○	•	•

14. 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 ¹⁵	•	•	•	•
Data loss protection ¹⁵	•	•	•	•
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 ¹⁶	•	•	•	•

15. via 3rd party integration with Theta Lake.

16. 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 ¹⁷	•	•	•	•
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 ¹⁸	•	•	•	•
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	○	○	•	•

17. Retention period applies.

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

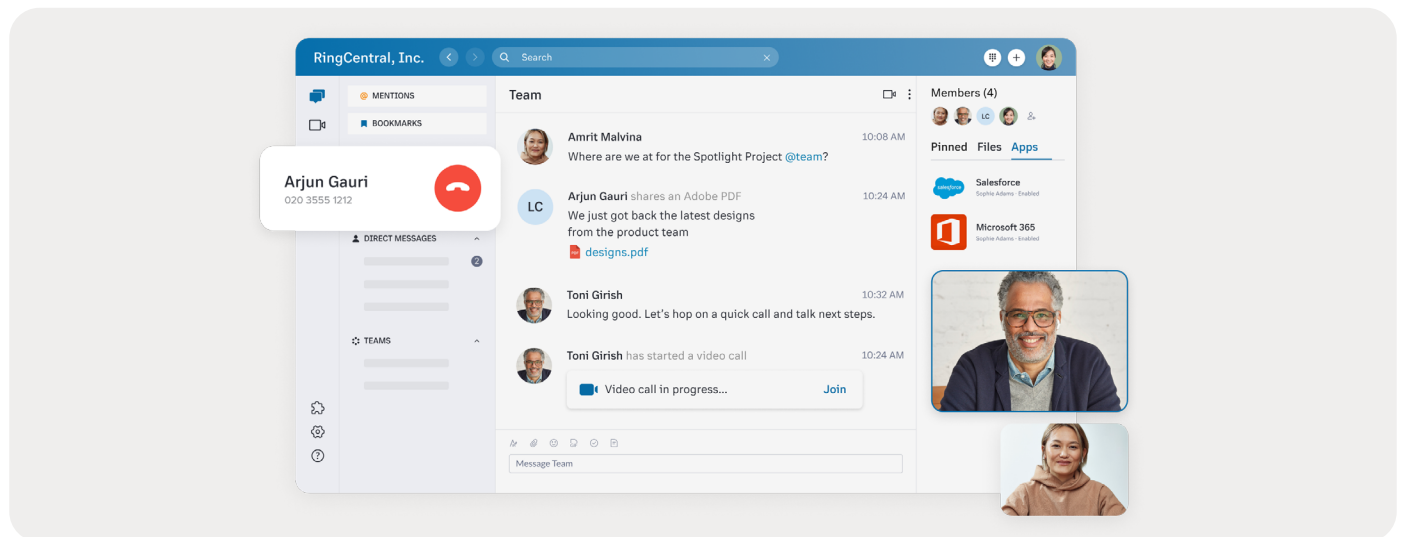
Global Solutions	Essentials	Standard	Premium	Ultimate
Local PSTN in 45+ countries ¹⁹	○	●	●	●
Local and toll free numbers in 100+ countries ¹⁹	○	●	●	●
18 languages (RC Mobile, RC Desktop and browser)	○	●	●	●
1,000 Regional Calling Minutes ²⁰	○	●	●	●
Emergency services in Global MVP countries ²¹	○	●	●	●
Self-service global number ordering	○	●	●	●
BYOC available in 50+ countries	●	●	●	●

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

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

21. 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.

For France visit ringcentral.com/fr/fr/ or call 0800 90 39 18.

For Germany visit ringcentral.com/de/de or call +49 89 45 20 79 52.

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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