RingCentral

RingCentral MVP™ edition comparison matrix

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

Phone   Audio conferencing   Call queues   Business SMS   Internet fax   Analytics   Rooms

Integrations   Video meetings   Webinar   Messaging & Team collaboration

APIs   Security & Compliance   IT Administration   Global Solutions

Phone	Essentials Up to 20 users	Standard Unlimited users	Premium Unlimited users	Ultimate Unlimited users
HD voice[1]	•	•	•	•
Unlimited local calling	•	•	•	•
Extension-to-extension dialing	•	•	•	•
International calling[2]	•	•	•	•
International calling credit bundles	•	•	•	•
Toll-free minutes[3]	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-dialer and line seizure	•	•	•	•

1. Supported devices only.
2. Calling rates apply.
3. Toll-free 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.	•	•	•	•

	Essentials	Standard	Premium	Ultimate
Heads-up display (HUD) - mobile and desktop	•	•	•	•
Nomadic e911[4]	•	•	•	•
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)	○	○	•	•

4. Available in the US only.

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	○	○	●	●

Business SMS	Essentials	Standard	Premium	Ultimate
Business SMS allocations (per user per month, pooled across accounts)[6]	25	100	200	500
Group SMS	●	●	●	●
International SMS[7]	●	●	●	●
Business MMS	●	●	●	●
Group MMS	●	●	●	●
Messages sync instantly across mobile and desktop apps	●	●	●	●
Unified inbox and business phone number for SMS, calling, eFax	●	●	●	●
Send more than plain text - send MMS, emojis, attachments and more	●	●	●	●
Carrier compliant and optimized for deliverability - Our SMS solution meets new Carrier requirements and reduces risk of fines. All customer businesses and phone numbers will be vetted and registered with TCR by RingCentral.	●	●	●	●

6. Canadian allocations: 25, 50, 100, 250.

7. Limitations apply, contact your Account Executive.

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[8]	○	●	●	●
Drag-n-drop files as attachments[9]	○	●	●	●
Fax activity log	○	●	●	●
Receive multiple faxes simultaneously (no busy signals)	○	●	●	●
Instant fax alerts by SMS, 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	○	●	●	●

8. Available on Windows only.

9. Attach up to 20MB of files.

Analytics	Essentials	Standard	Premium	Ultimate
Adoption and usage reports	●	●	●	●
Business analytics with customizable dashboards, KPIs, and data views[10]	○	●	●	●
Quality of service (QoS) analytics and alerts for phone, video, and webinar	○	●	●	●

	Essentials	Standard	Premium	Ultimate
Customer-defined locations	○	●	●	●
Live Reports for real-time call queue monitoring[11]	○	Add-on	Add-on	Add-on
RingCentral Rooms analytics and alerts [12]	○	●	●	●
Device analytics and alerts	○	○	○	●
Report subscriptions	○	●	●	●

10. Advanced features are free during open beta period.

11. Additional license fee applies.

12. 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[13]	○	●	●	●
RingCentral for Office 365 (Outlook Mail on the web)	○	●	●	●
RingCentral for Office 365 (Teams on web)	○	●	●	●
RingCentral for Skype for Business[13]	○	●	●	●
RingCentral for Firefox	○	●	●	●
RingCentral for Amazon Connect	○	●	●	●
RingCentral for Slack	○	●	●	●
RingCentral for Zapier	○	●	●	●

13. Windows only.

	Essentials	Standard	Premium	Ultimate
RingCentral for Salesforce®	○	○	●	●
RingCentral for Hubspot	●	●	●	●
RingCentral for Zendesk	○	○	●	●
RingCentral for ServiceNow®	○	○	●	●
RingCentral for SugarCRM	○	○	●	●
RingCentral for Bullhorn	○	○	●	●
RingCentral for NetSuite	○	○	●	●
RingCentral for Mircrosoft Dynamics 365	○	○	●	●
RingCentral for Okta	○	○	●	●
RingCentral Archiver	○	○	●	●
RingCentral for LTI (Blackboard, Moodle, D2L, Canvas)	○	○	●	●
RingCentral for Canvas	○	○	●	●
RingCentral for Smarsh	○	○	●	●

Video meetings	Essentials	Standard	Premium	Ultimate
HD audio and video	○	●	●	●
Maximum meeting participants	Not applicable	100	200	200
Unlimited cloud recordings[14]	○	●	●	●
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	○	●	●	●

14. Stored for up to 1 year.

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)[15]	○	•	•	•
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	○	•	•	•

15. Available on the RingCentral app.

Rooms	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	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 panelists	○	●	●	●
Quality of service analytics for webinar performance	○	●	●	●
Ability to lock meetings	○	●	●	●
Waiting room	○	●	●	●
Q&A interaction	○	●	●	●
Polling (Coming 2H'2022)	○	●	●	●
Customizable branding on registration forms (Coming 2H'2022)	○	●	●	●
Customize content on registration forms (Coming 2H'2022)	○	●	●	●
Join as panelist 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, SMS, fax and video conferencing [16]	●	●	●	●

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

Feature				
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	•	•	•	•
Customizable 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 Center for onboarding, feature discovery, help, support and feedback	•	•	•	•

APIs[17] - 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	○	○	●	●
WebRTC E911 API	○	○	●	●
P2P SMS APIs	○	○	●	●
Commercial SMS APIs[18]	○	○	●	●
Team Messaging APIs	○	○	●	●
Video APIs	○	○	●	●
Fax APIs	○	○	●	●
System Config APIs	○	○	●	●
Data APIs	○	○	●	●

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

18. For US customers only.

Security and Compliance	Essentials	Standard	Premium	Ultimate
Alphanumeric password	●	●	●	●
Session timer	●	●	●	●
Authorized apps manager	●	●	●	●
Endpoint management via RingCentral for Microsoft Intune	●	●	●	●
eDiscovery and legal hold[19]	●	●	●	●
Data loss protection[19]	●	●	●	●
TLS encryption/SRTP secure voice	●	●	●	●
ISO 27001, 27017-18 and 22301 certified	●	●	●	●
SOC 2 & SOC 3 compliant	●	●	●	●

19. via 3rd party integration with Theta Lake.

	Essentials	Standard	Premium	Ultimate
HITRUST certified	•	•	•	•
UK Cyber Essentials Plus certified	•	•	•	•
BSI C5 certified	•	•	•	•
PCI-compliant (MVP, RingCentral Contact Center)	•	•	•	•
GDPR compliant	•	•	•	•
STIR/SHAKEN compliance	•	•	•	•
RAY BAUMs Act and Kari's Law Compliance	•	•	•	•
Business Associate Agreement for HIPAA-regulated customers[20]	•	•	•	•

20. 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	•	•	•	•

Feature				
Free, instant software upgrades/updates	●	●	●	●
Cost center management	●	●	●	●
Multiple account management	●	●	●	●
Data retention[21]	●	●	●	●
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[22]	○	●	●	●
Microsoft Teams direct routing and embedded dialer (with SMS, 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 customized roles/permissions	○	○	●	●
Multi-site admin and management	○	○	●	●

21. Retention period applies.

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

Global Solutions	Essentials	Standard	Premium	Ultimate
Local PSTN in 45+ countries[23]	○	●	●	●
Local and toll free numbers in 100+ countries[23]	○	●	●	●
18 languages (RC Mobile, RC Desktop and browser)	○	●	●	●
1,000 Regional Calling Minutes[24]	○	●	●	●
Emergency services in Global MVP countries[25]	○	●	●	●
Self-service global number ordering	○	●	●	●
BYOC available in 50+ countries	●	●	●	●

23. Additional licence fee applies. Not available for one tier lines.
24. Available with RingCentral Global MVP subscriptions. Limited in some countries.
25. 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.
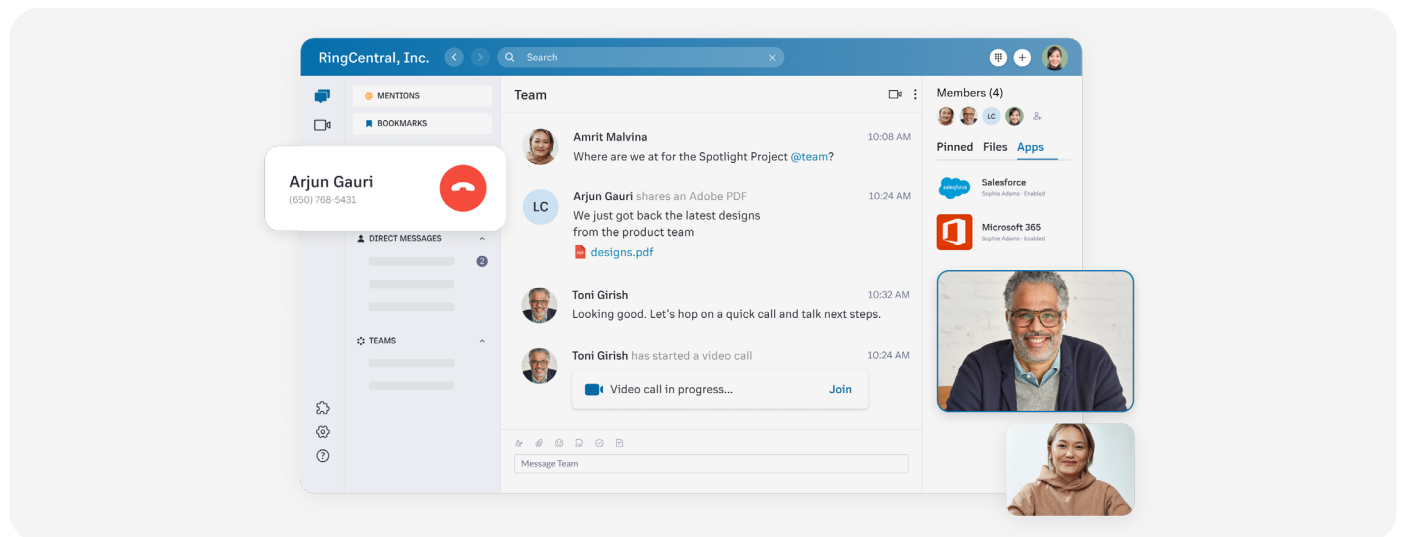
For more information, please contact a sales representative. Visit ringcentral.com or call 855-774-2510.

RingCentral, Inc. (NYSE: RNG) is a leading provider of business cloud communications and contact center solutions based on its powerful Message Video Phone™ (MVP™) global platform. More flexible and cost effective than legacy on-premises PBX and video conferencing systems that it replaces, RingCentral empowers modern mobile and distributed workforces to communicate, collaborate, and connect via any mode, any device, and any location. RingCentral offers three key products in its portfolio including RingCentral MVP™, a unified communications as a service (UCaaS) platform including team messaging, video meetings, and a cloud phone system; RingCentral Video®, the company's video meetings solution with team messaging that enables Smart Video Meetings™; and RingCentral cloud Contact Center solutions. RingCentral's open platform integrates with leading third-party business applications and enables customers to easily customize business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.

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