RELIARING
POWERED BY TRIDACOM

PRODUCT BROCHURE



CLOUD PHONE SYSTEM

ReliaRing

One phone system. One price for the business.

Extensions, voice menus, voicemail, texting and video meetings on one account, with a pool of minutes the whole team draws from. Hosted in Canada. From $13.99 CAD a month.

$13.99	14 days	20%	300
CAD a month, Solo plan	Free trial on every plan	Off with annual billing	Pooled monthly minutes on Solo

THE PROBLEM

One number, one desk, missed calls

The main number rings one desk, and when that person is at lunch the customer gets a voicemail nobody hears until tomorrow. Staff hand out personal mobile numbers to fill the gap. And the quote to fix it prices every employee as a seat, including the two who answer the phone twice a month.

WHAT RELIARING DOES ABOUT IT

Calls land where you decide

Every person gets a short extension that rings their desk phone and browser phone together. A voice menu greets callers and sends them to a ring group, a queue or a mailbox, and each site's opening hours decide what happens after closing. Voicemail arrives by email with the recording attached. You pay one account price that covers a bundle of users and a shared pool of minutes.

One price, pooled minutes

Each plan covers a bundle of users and one minute pool everyone shares; quiet lines don't strand minutes the busy ones need.

Fewer calls go unanswered

Ring a whole team at once, hold callers in a queue, and send after-hours calls to a menu, mailbox or mobile number.

Run it yourself

Add a user, change a greeting or close early from the portal. No technician visit, no hardware beyond phones you choose.

ONE CALL, FOUR MOMENTS

What happens when a customer rings

8:45 AM

The greeting answers

A customer dials the main number. The voice menu plays your recorded greeting and offers 1 for sales, 2 for accounts.

8:45 AM

One key, whole team

Pressing 1 sends the call to the sales ring group. Every member's desk phone and browser phone ring at once.

8:46 AM

Nobody free yet

After 20 seconds unanswered, the group's fallback runs: the call goes to the sales voicemail box and the caller leaves a message.

8:47 AM

Message in your inbox

The message is emailed to every member of that shared mailbox, recording attached, so whoever arrives first can call back.

THE CALL PATH

Every caller gets a route to a person



WHAT IS INCLUDED

A whole phone system on one account

Call handling

Point a number at a team, not a person, and decide what happens when nobody picks up.

- Ring groups with five ring strategies
- Call queues with hold music, agent tiers and place in line
- Forwarding rules: always, busy, no answer, unavailable
- Attended and blind transfer
- Fallback to voicemail, extension or outside number

Menus & hours

A recorded menu answers first, in English or French, and knows when each site is closed.

- Typed text-to-speech or uploaded greetings
- Keypad options, sub-menus and dial-by-name directory
- Time conditions on shared schedules and holidays
- Site opening hours, holidays and one-tap early close
- On-screen simulator to test before going live

Voicemail

Messages reach you by email with the recording, and stay in the portal and on the handset.

- Email delivery with the recording attached
- Message waiting light on desk phones
- Shared mailboxes that email every member
- Dial *97, or *98 with a PIN
- English and French transcription on Professional and above

Meetings & chat

Video, audio conferencing and team messaging on the same account and sign-in as the phones.

- Six-person browser video with screen sharing
- Guests join by link and six-digit PIN
- In-meeting chat for hosts and guests
- Conference bridges with lock, mute and remove
- Direct, group and channel team chat

Business texting

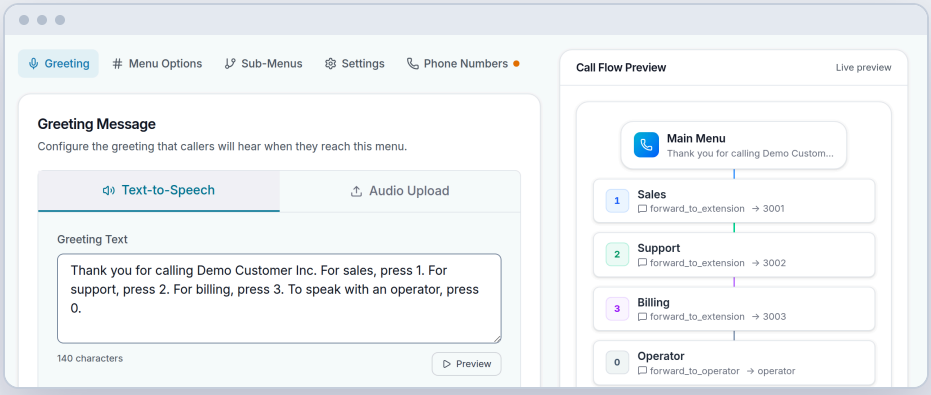
Customers text the number on your van or invoice, and the whole team sees the thread.

- Two-way SMS on business numbers
- Shared team inboxes with view-only seats
- Templates with fill-in name fields
- STOP and ARRET replies suppressed automatically
- Auto-replies after hours or on a keyword

Phones & front desk

A browser phone, desk phones that configure themselves, and a switchboard for whoever answers the main line.

- Browser phone, nothing to install
- Desk phones auto-provisioned by MAC over HTTPS
- Operator board with live extension status
- Call park with ring-back, pickup, paging, intercom
- Your own hold music, per account or extension



FROM THE PORTAL

Menus & hours, as you build them

A recorded menu answers first, in English or French, and knows when each site is closed.

Screen from the ReliaRing voice menu editor, shown with demonstration data.

CAPABILITIES

The details buyers ask about

Extensions for everyone
A short extension per person, four digits by default, ringing all their registered devices at once.

Ring groups
Ring a team at once, in sequence, round robin, least recent or random; members' own forwarding is skipped.

Call queues
Callers hear their place in line on joining and every 30 s to 5 min (1 min by default, or off); the next caller is left alone.

Voice menus
Typed or uploaded greeting, keypad options, sub-menus and a dial-by-name directory.

Night service
Per-site opening hours and holidays, in the site's own timezone, with one-tap early close.

Voicemail to email
Each message emailed with the recording attached; the desk phone's message light comes on.

Browser phone
Calls, hold, blind and attended transfer in your browser. Nothing to install.

Business texting
Two-way SMS on your business numbers, with shared team inboxes and saved templates.

Video meetings
Up to six people in a browser with screen sharing and chat; guests join by link.

Operator switchboard
See every extension's live status; click to call, answer, transfer or park from the browser.

Desk phone provisioning
Enter the MAC address; the phone fetches its own configuration over HTTPS on first boot.

E911 with 933 test
A dispatchable address per number, on-site alerts when 911 is dialled, and a 933 test call.

GETTING STARTED

Five steps from signup to first call

01
Pick a plan
Choose the bundle that fits your headcount. Every plan starts with a 14-day trial.

02
Get your numbers
Choose a new local number, or transfer the numbers you already have.

03
Add your people
Invite each person and give them an extension, a mailbox and a direct number.

04
Build the call flow
Record a greeting, map the keys to ring groups, and set each site's opening hours.

05
Plug in and answer
Use the browser phone from day one; supported desk phones configure themselves when plugged in.

WHO USES IT

Three businesses, three call flows

Dental clinic
The main line opens on a bilingual greeting. Press 1 rings both front-desk phones; after six, night service sends callers to a shared mailbox that emails staff.

Trades contractor
Two in the office, six in trucks. The office ring group rings for 20 seconds, then falls back to the on-call mobile. Customers text the business number instead.

Accounting firm
Ten staff share 4,000 pooled minutes on Professional. In tax season the client line becomes a queue with hold music, and recorded calls open with a consent notice.

WHY RELIARING

The better choice, in specifics

01 **Shared bundle, not per-seat**
One account price covers a bundle of users and a pooled minute allowance. Extra users are added at a published rate.

02 **Hosted in Canada**
Voice runs from Canada Central and Canada East, and call recordings are kept in Canadian cloud storage.

03 **E911 you can test**
Register a dispatchable address for each number. Dial 933 to confirm it without reaching a dispatcher.

04 **Phone, text and video together**
Calls, business texting, team chat, six-person video meetings and dial-in conference bridges sit on one account and one bill.

GOOD TO KNOW

Specifications and safeguards

Deployment	Cloud, hosted in Canada
Regions	Canada Central, Canada East
Extensions	4 digits by default (2 to 8 configurable), unique per account
Ring timeout	10–120 seconds per extension (default 20)
Device registration	SIP over TLS (port 5061) on current desk-phone models; browser phone over secure WebSocket
Browser phone	WebRTC softphone in the portal; nothing to install
Video meetings	Up to 6 participants on every plan

- Call recording stays off until an administrator accepts the recording terms; recorded calls open with a spoken consent notice and write a consent log.
- Retention rules delete recordings after a set number of days or at a storage ceiling; a legal hold exempts recordings from every deletion path.
- Each hosted 911 or 933 call and each alert sent is logged, and outbound calling stays closed until the VoIP 911 limitations are accepted.

PLANS

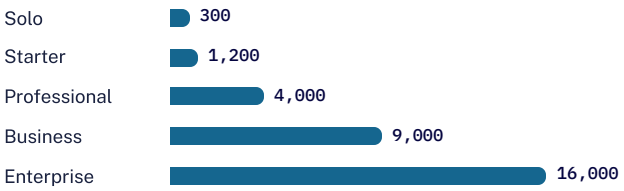
One price for the business, not per seat

Each plan covers a bundle of users and one pool of minutes and texts that everyone shares. Add people at the published rate when you grow.

PER ACCOUNT, PER MONTH	Solo	Starter	MOST POPULAR Professional	Business	Enterprise
	$13.99 CAD · $9.99 USD	$41.49 CAD · $29.49 USD	$132.00 CAD · $95.00 USD	$305.00 CAD · $219.00 USD	$555.00 CAD · $399.00 USD
Users included	1	3	10	25	50
Maximum users	3	10	25	250	No limit
Each extra user (CAD / USD)	$13.99 / $9.99	$13.83 / $9.83	$13.20 / $9.50	$12.20 / $8.76	$11.10 / $7.98
Pooled minutes per month	300	1,200	4,000	9,000	16,000
Pooled SMS segments per month	50	200	750	1,750	3,000
Local phone numbers included	1	2	4	8	15
Shared extensions included	0	1	2	5	10
Recording storage	5 GB	25 GB	50 GB	100 GB	250 GB
Call recording	—	●	●	●	●
Voicemail transcription (English, French)	—	—	●	●	●
Call sentiment analysis	—	—	●	●	●
Voice menus, call queues, API access	●	●	●	●	●

Pooled minutes per month

One allowance, shared by every user on the account



Price per included user

Plan price divided by the users it covers, CAD per month



- Extra users, Solo to Enterprise: $13.99, $13.83, $13.20, $12.20, $11.10 CAD ($9.99, $9.83, $9.50, $8.76, $7.98 USD) monthly.
- Overage: $0.028 CAD ($0.02 USD) per minute and per SMS segment.
- Annual billing takes 20% off and is chosen in the portal. No setup fee on any plan.
- Included numbers are local. Extra local numbers $4.95 CAD ($3.50 USD) a month; toll-free $6.95 CAD ($4.95 USD).
- One E911 registration included per user and per shared extension; additional registrations $1.90 CAD ($1.35 USD) each per month.
- Transferring a number: $20 CAD ($15 USD) each, one time; typically 5 to 15 business days.
- Supervisor listen, whisper and join on live calls is available on request; while it is on, inbound callers hear a 'may be monitored or recorded' notice.
- Shared extensions (lobby, boardroom, door phone): $6.99 to $5.49 CAD ($4.99 to $3.99 USD) each per month by plan.
- Calls to high-cost North American exchanges (most of Yukon, the Northwest Territories, Nunavut and Alaska) never use pooled minutes and are billed per minute; check any number with the rate lookup in the portal.
- The 14-day trial includes 100 minutes and 25 SMS segments; one trial per account. We email you 3 days before it ends with the amount and how to cancel.
- Premium area codes such as 416 carry a $99.99 one-time setup fee and $29.99 a month.
- A 911 call from a number with no registered location carries a $100 CAD ($75 USD) cost-recovery fee.
- Phone and email support on every plan, Monday to Friday, 6 a.m. to 6 p.m. Mountain.

Give every caller a route to a person, and give the business one bill for it.

Learn more
reliaring.com/reliaring

Talk to a person
1-888-491-RING

Email
help@reliaring.com

SCAN FOR PLANS AND SIGNUP

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