RELIARING
POWERED BY TRIDACOM

PRODUCT BROCHURE



BUSINESS NUMBER FORWARDING

ReliaForward

Your business number, on the phone you carry.

A local or toll-free number that forwards calls to your mobile, your landline, or several phones at once, with business-hours rules and voicemail to email. No hardware, no app, no contract.

$9.49	1,800	5–120 s	3
CAD per month, Starter plan	Minutes included on Business	Ring time before fallback	Max. backups on Business

THE PROBLEM

Your personal mobile is your business line.

The number on your van, your invoices and your online listing is the same one your family calls. It rings at 11 p.m., you cannot hand it to someone else when you take a week off, and the alternative you were quoted is a full phone system with desk phones you do not need.

WHAT RELIARING DOES ABOUT IT

One number, forwarded by your rules.

ReliaForward gives you a business number and sends each call to a phone you already own. In business hours it rings your mobile. If you are busy or do not pick up within the ring time you set, it tries your other phones in order, then takes a voicemail and emails you the recording. After hours and on holidays, calls go to a different phone or straight to voicemail.

Keep your own number private

Customers dial the business number and your mobile rings. Your personal number never goes on a van, an invoice or a listing.

Close when you close

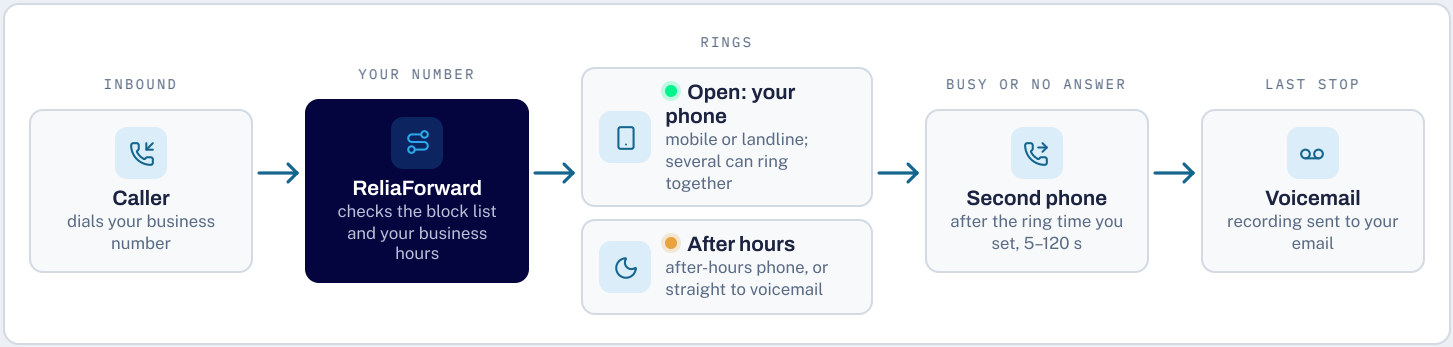
Set your hours and holidays once. After-hours calls go to another phone or to voicemail instead of ringing you at dinner.

Miss fewer calls

No answer on the first phone? The call tries up to three other phones, then a voicemail that arrives in your inbox.

HOW IT WORKS

Where a call goes after it reaches your number



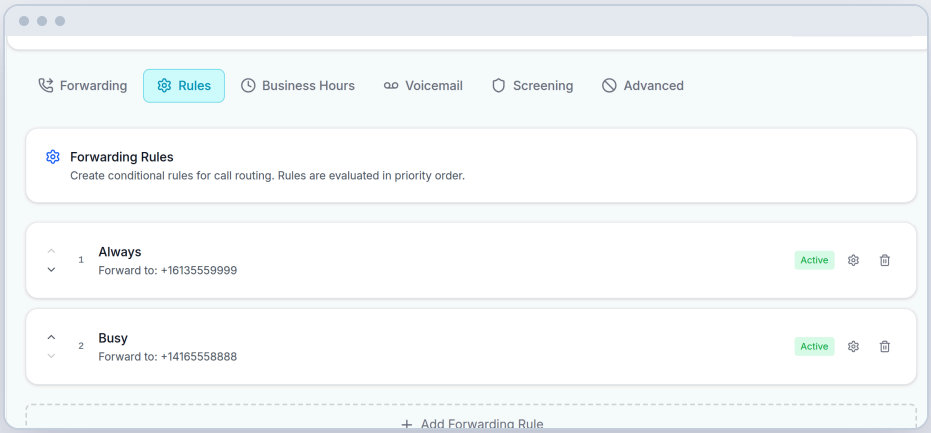
01
Choose a plan
Starter, Professional or Business. Each plan covers one number and bills monthly.

02
Pick your number
Search by area code for a local or toll-free number, or start a transfer of yours.

03
Set your destination
Enter the mobile or landline that should ring.

04
Test it
During activation, one click places a live test call to confirm your phone rings.

05
Add your rules
Add a second phone, business hours, voicemail and a block list from the number's settings page.



FROM THE PORTAL

Your rules, in priority order

The rules page for a number: here an Always rule sends calls to one phone and a Busy rule sends them to a second.

Real portal screen, shown with demonstration data.

CAPABILITIES

What ReliaForward does

Local or toll-free
Pick a new number from live inventory, or transfer the one you already publish.

Always forward
Every call goes to the phone you nominate: mobile, landline or answering service.

Business hours
A weekly schedule and holiday dates in your time zone, with a separate after-hours phone.

Busy and no-answer
Busy, unanswered or unreachable calls try up to three other phones in order.

Ring several phones
Rings your mobile and up to ten other phones together; first to answer takes it.

Call screening
Callers say their name; you press 1 to take the call or hang up to decline.

Voicemail to email
Records up to two minutes and emails you the audio; Business adds a typed transcript.

Your own greeting
Upload a voicemail greeting, or a message played when nobody answers.

Blocked callers
Numbers on your block list are declined before your phone rings.

Your text inbox
Receive texts by email on SMS-enabled numbers. A mobile inbox is planned for every plan.

Caller ID choice
See the caller's number, or show your business number so you know it's work.

Call history
Each call logged with caller, destination, duration and outcome; export 90 days to CSV.

WHO USES IT

Where it earns its keep

Mobile trades business

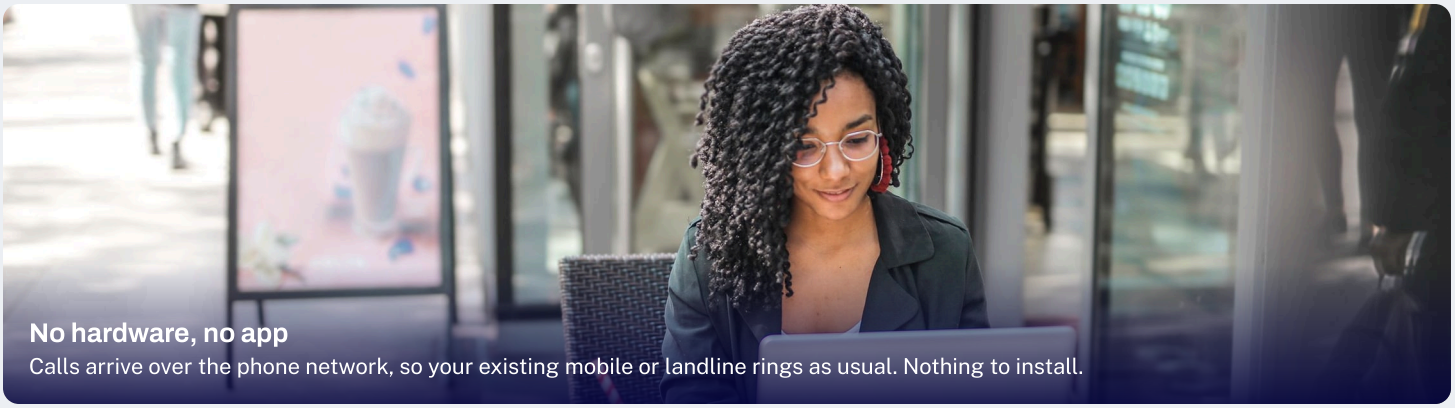
A plumber puts the business number on the van. Calls ring the mobile from 7 to 5; after hours, callers leave a voicemail that lands in email.

Two-person consultancy

Simultaneous ring calls both partners' mobiles at once. Whoever is free answers, and neither partner's personal number goes on the website.

Seasonal business

A landscaper forwards to the office landline all summer, then switches the destination to a mobile for the winter with one change in the portal.



No hardware, no app

Calls arrive over the phone network, so your existing mobile or landline rings as usual. Nothing to install.

WHY RELIARING

The better choice, in specifics

01 **One number, one plan**

Each number carries its own plan, minutes and settings. Add a second number or cancel one without touching the rest.

02 **No hardware, no app**

Calls arrive over the phone network, so your existing mobile or landline rings as usual. Nothing to install.

03 **Change it yourself**

Destinations, hours and your block list are edited in the portal, and a saved change applies to the next call.

04 **Hosted in Canada**

Runs in Canada Central and Canada East. Phone and email support on every plan, weekdays 6 a.m. to 6 p.m. Mountain.

SPECIFICATIONS

The technical summary

Deployment	Cloud, hosted in Canada (Canada Central, Canada East)
Numbers	One local or toll-free number per plan
Destinations	Any Canadian or US number; most international numbers with the add-on
Forwarding rules	Always, business hours and holidays, busy, no answer, unavailable; up to three fallback phones, then voicemail
Ring time	5 to 120 seconds; 30 by default
Voicemail	Up to 2 minutes; audio by email; transcript on Business
Billing	Monthly in CAD or USD; extra minutes from prepaid credit
Sign-up	Contact sales for availability
Support	Phone and email on every plan; Monday to Friday, 6 a.m. to 6 p.m. Mountain

GOOD TO KNOW

Safeguards and honest limits

- Every forwarded call is logged with the caller, the number dialled, the destination, start and end time, duration and outcome.
- Buying a number, changing plan, cancelling and signing a transfer authorization are limited to account administrators.
- Number transfers keep the signed Letter of Authorization and supporting documents with the request.
- Forwarded calls travel over the public telephone network and are not end-to-end encrypted. Voicemail messages are capped at two minutes.

WORKS WITH

Your mobile or landline takes forwarded calls. Voicemail and texts can arrive by email. In the planned app inbox, incoming texts are included. Replies will use wallet credit when sending is approved for the number and destination.

PLANS · PER NUMBER / MONTH

Published prices, month to month

Starter

One local number, the essentials

$9.49 CAD/mo

$6.99 USD

- 1 local number
- 300 minutes of incoming calls
- Forward always or by business hours
- Voicemail to email
- Texts forwarded to email

MOST POPULAR

Professional

Rules for busy and missed calls

$17.99 CAD/mo

$12.99 USD

- 1 local or toll-free number
- 750 minutes of incoming calls
- Busy, no-answer and unavailable rules
- Ring several phones at once
- Call screening and block list

Business

Every rule, with more minutes

$38.99 CAD/mo

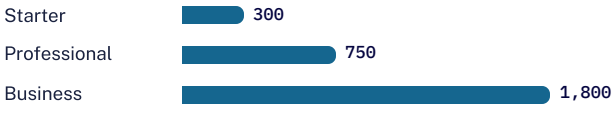
$27.99 USD

- 1 local or toll-free number
- 1,800 minutes of incoming calls
- Voicemail transcripts by email
- Optional text copies by email
- Call reporting dashboard

WHAT DIFFERS BY PLAN	STARTER	PROFESSIONAL	BUSINESS
Included minutes	300	750	1,800
Number	Local	Local or toll-free	Local or toll-free
Busy and no-answer rules	—	●	●
Ring several phones at once	—	●	●
Call screening and block list	—	●	●
Voicemail transcription	—	—	●
Mobile text inbox per number	Planned	Planned	Planned
Call reporting	—	—	●

Included minutes per month

Forwarded minutes covered by each plan

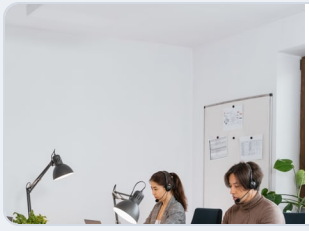


Price per included minute

Plan price divided by included minutes, CAD



- Extra minutes are 2.8¢ CAD (2¢ USD); toll-free 5¢/4¢ on Professional, 4.5¢/3.5¢ on Business, from prepaid credit.
- Other destinations are charged per minute at a rate shown before you save, from the first minute. Premium-rate, shared-cost and personal-number ranges are refused.
- Forwarding to a high-cost North American exchange (most of Yukon, the Northwest Territories, Nunavut and Alaska) never uses included minutes and is charged per minute from prepaid credit; check any number with the rate lookup in the portal.
- International add-on: $10 CAD ($7.99 USD) monthly. 50 international minutes included in zones 1 and 2; zone 3 is charged from the first minute. Rates 5¢/15¢/35¢ CAD a minute in zones 1 to 3.
- International forwarding stops at 100 minutes a cycle unless an administrator raises the limit. Extra minutes need prepaid credit.
- Month to month, no setup fee on any plan, no free trial. A second number is a second plan. Number transfers: $20 CAD ($15 USD) per number, one time; typically 5 to 15 business days.



BEFORE YOU DECIDE

Talk it through with a person

Our team answers by phone and email, Monday to Friday, 6 a.m. to 6 p.m. Mountain Time. Ask how ReliaForward would fit your setup, or for a walkthrough of the portal.

1-888-491-RING · help@reliaring.com

One number, one plan, and the phone you already carry.

Learn more
reliaring.com/number-forwarding

Talk to a person
1-888-491-RING

Email
help@reliaring.com

SCAN FOR PLANS AND SIGNUP

ReliaRing is a brand of Tridacom IT Solutions Inc. Prices are in Canadian dollars unless marked USD, exclude applicable taxes, are current as of November 2026 and may change. Service is available to businesses in Canada. Read the HTML edition