RELIARING
POWERED BY TRIDACOM

PRODUCT BROCHURE



PHONE LINE MONITORING

ReliaVerify

Know the line works before you need it.

ReliaVerify places scheduled test calls to the lines you rarely dial — elevator phones, alarm lines, emergency numbers, your main number — and emails you when one stops answering.

6	5	10	3
Schedule choices, including custom cron	Automatic redials per failed run	Email contacts per test	Prompt languages: English, French, Spanish

THE PROBLEM

Dead lines don't announce themselves.

The elevator phone was last dialled by an inspector. The alarm line and the after-hours number are assumed to work. When a line is cut, unplugged or misrouted, nothing tells you. The first person to find out is usually the one who needed it.

WHAT RELIARING DOES ABOUT IT

A real call, on a schedule.

ReliaVerify dials each monitored number on the schedule you set, from weekly to hourly. You decide what passing means: answered, not answered by voicemail, a key pressed, an exact code entered, or call audio above a score you choose. A failed run redials up to five times, then emails your contacts. Every run and every attempt is kept in a history you can export.

Find faults on a Tuesday

A line that stops answering triggers an email within one test cycle, so repairs start before anyone needs the phone.

A dated record of testing

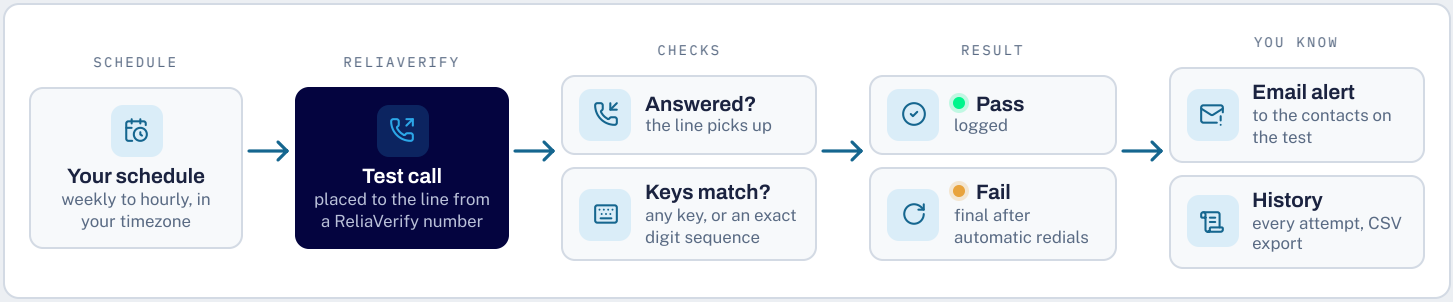
Each run is stored with its time, result, failure reason and every call attempt, ready to export as a CSV.

No site visits to check

Tests run from our platform to any Canadian or US number, on any carrier. Nothing to install at the site.

HOW IT WORKS

One scheduled test call, start to finish



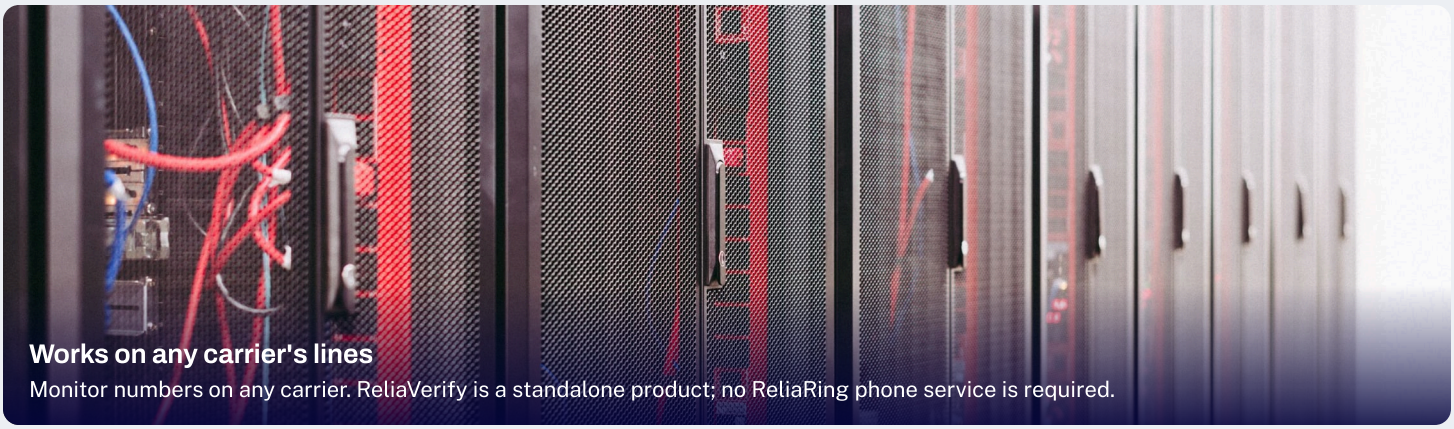
01
Add the number
Subscribe a plan to each line you want watched. It can be on any carrier.

02
Define a pass
Choose answered, no voicemail, key pressed, exact code or audio quality, and the prompt language.

03
Set the schedule
Pick a frequency, timezone and optional business-hours window that fits your plan's monthly tests.

04
We place the call
The line is dialled from a ReliaVerify number. A failed attempt redials on your retry settings.

05
You get the result
Failures email your contacts. Every run lands in History with its attempts and audit log.



CAPABILITIES

What ReliaVerify does

Scheduled test calls
Hourly to weekly or custom cron, in your timezone, with an optional business-hours window.

Answer check
Passes when the line picks up; each attempt rings for up to 30 seconds.

Keypress and code checks
Passes when whoever answers presses any key, or enters one exact code up to 20 digits.

Voicemail detection
Listens for a mailbox beep; a voicemail pickup can fail the test instead of passing it.

Audio quality
Score, jitter and packet loss measured on our side of each test call; optional pass threshold.

Automatic redials
Up to five retries, 1 to 60 minutes apart, with an optional doubling delay.

Named prompt
The prompt names your test label and can add your own spoken message for whoever answers.

Email alerts
Up to ten contacts per test; each chooses failure alerts, pass confirmations, or both.

Run on demand
Dial any monitored line immediately from the portal, up to ten runs a minute.

History and export
Filter runs by result and date, then download the full set as CSV.

Audit log
Each call event is logged per run, shown in the portal and included in result emails.

Dedicated caller ID
Calls come from a ReliaVerify number, never yours; anyone who rings back hears a greeting.

WHO USES IT

Where it earns its keep

Property manager
Each elevator phone gets a weekly test call. When car 3 stops answering on Monday, the building operator has an email that morning, not at the next inspection.

Clinic with an after-hours line
The after-hours number is called daily inside a set window. If the forward to the on-call phone breaks, the office manager is emailed the same day.

Multi-site retailer
A store's main number is tested hourly on Professional. Head office exports the month's history as a CSV to see when it failed to answer.



A dated record of testing
Each run is stored with its time, result, failure reason and every call attempt, ready to export as a CSV.

WHY RELIARING

The better choice, in specifics

01 **Works on any carrier's lines**
Monitor numbers on any carrier. ReliaVerify is a standalone product; no ReliaRing phone service is required.

02 **You define what passing means**
Answered, not voicemail, a key, an exact code, or an audio score — the pass rule is yours per test.

03 **Same features on every plan**
Plans differ only in monthly test volume. Redials, alerts, windows, history and export are in all three.

04 **Hosted and billed in Canada**
Runs in Canada Central and Canada East, billed in Canadian dollars, with test calls to Canadian numbers from a Canadian caller ID.

SPECIFICATIONS

The technical summary

Deployment	Cloud service, hosted in Canada
Regions	Canada Central and Canada East
Numbers monitored	Canadian and US numbers, on any carrier
Schedules	Hourly, 4-hourly, 6-hourly, daily, weekly, custom cron
Pass rules	Answered; no voicemail; any key; exact code; audio quality score
Redials	0 to 5 per run, 1 to 60 minutes apart
Alerts	Email, up to 10 contacts per test
Prompt languages	English, Canadian French, Mexican Spanish
Billing	Monthly, per monitored number, in CAD

GOOD TO KNOW

Safeguards and honest limits

- Every run is stored with its timestamp, pass or fail, failure reason, call duration and keys received; each redial attempt is stored separately.
- An audit log records each call event for a run, and whether the alert email was sent and to which recipients.
- ReliaVerify records that a line answered a test call. It does not certify compliance with any code or replace a required physical inspection.
- Voicemail detection listens for the mailbox beep, so a late beep is missed; audio quality is measured on our side of the call only.

WORKS WITH

No API or connector on any plan today. Alerts arrive by email and history exports as CSV, which you can load into a ticketing or reporting tool.

PLANS · PER MONITORED NUMBER / MONTH

Published prices, month to month

Basic

For occasional monitoring

$22 CAD/mo

$16 USD

- 25 tests included each month
- Fits a weekly schedule
- Answer, voicemail, keypress, code, quality checks
- Email alerts and automatic redials
- History, audit log, CSV export

MOST POPULAR

Standard

For a daily check on a line

$55 CAD/mo

$39 USD

- 50 tests included each month
- Fits a daily schedule
- Answer, voicemail, keypress, code, quality checks
- Email alerts and automatic redials
- History, audit log, CSV export

Professional

For high-volume monitoring

$110 CAD/mo

$79 USD

- 1,000 tests included each month
- Fits an hourly schedule
- Answer, voicemail, keypress, code, quality checks
- Email alerts and automatic redials
- History, audit log, CSV export

WHAT DIFFERS BY PLAN	BASIC	STANDARD	PROFESSIONAL
Tests included per month	25	50	1,000
Most frequent schedule that fits	Weekly	Daily	Hourly
Extra manual tests, each	$0.35 CAD	$0.35 CAD	$0.35 CAD
All checks, alerts, redials, history and export	●	●	●

Included tests per month

Per monitored number

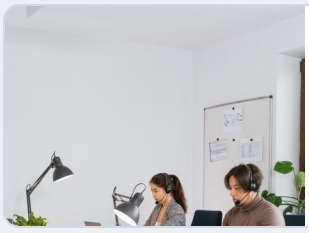


Test runs a schedule uses

Approximate runs per month, per monitored number



- Manual tests beyond the monthly allowance are $0.35 CAD ($0.25 USD) each, confirmed before the call.
- Scheduled runs must fit the allowance: weekly is about 4 a month, daily about 30, hourly about 720.
- Signup is open to Canadian businesses today. USD prices are shown for reference.
- Scheduled tests never incur overage, and redials inside a failed run do not count as extra tests.
- One subscription covers one monitored number. Billed monthly; there is no annual plan. No setup fee.



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 ReliaVerify would fit your setup, or for a walkthrough of the portal.

1-888-491-RING · help@reliaring.com

Find out a line is dead on a Tuesday morning, not during the emergency.

Learn more
reliaring.com/line-verification

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