RELIARING
POWERED BY TRIDACOM

COMPARISON GUIDE



FOR ANYONE COMPARING PROVIDERS

Why ReliaRing

A phone provider you can fact-check.

What you get, what it costs, and six questions to put to any business phone provider, including us. Every line here is a fact about our own service that you can verify.

WHAT MAKES US DIFFERENT

Six things you can check

Guided setup wizard

A self-serve wizard walks you through building your phone system. No technical expertise and no professional-services engagement required.

`No hardware and no on-site install`

99 voices, all included

Neural text-to-speech voices for greetings and menus in seven languages, with Canadian French and Mexican Spanish among them. Preview each one before you publish.

`Every voice included on every plan`

One bundle price

One account price covers a set number of people, phone numbers and a shared pool of minutes. Every ReliaRing phone plan starts with a 14-day trial.

`From $13.99 CAD/mo ($9.99 USD), one user`

Real people answer

Phone and email support on every plan, Monday to Friday, 6 AM to 6 PM Mountain. After hours, an answering service escalates critical outages.

`Phone and email support, every plan`

Built and hosted in Canada

Operated by Tridacom IT Solutions Inc., a Canadian company in business since 2008. Primary infrastructure runs on Microsoft Azure in Canadian data centres; some supporting services process data elsewhere.

`Hosted in Canada Central and Canada East`

No contract, no lock-in

Month-to-month billing. Cancel in the portal and service runs to the end of the period you paid for. Cancelling a plan does not release your numbers.

`Cancel anytime, keep your number`

A WORKED EXAMPLE

What a 10-person office pays

Professional plan (10 users included)	$132.00 CAD/mo
Works out to, per user	$13.20 CAD/mo
Pooled minutes for the whole team	4,000 per month
Phone numbers included	4
Setup or implementation fee	$0
Porting your numbers (one time)	$20 CAD per number
Same plan, billed annually (20% off)	$1,267.20 CAD/yr

$132.00 ÷ 10 users = $13.20 each. Annual billing: $132.00 × 12 × 0.80 = $1,267.20 CAD, or $105.60 a month. USD: $95.00/mo, $912.00/yr. Before tax.

RELIARING PLANS

Price per included user



Plan price divided by the users it includes, CAD per month.

SIDE BY SIDE

What to compare on your quote

SETUP AND ONBOARDING	RELIARING
Technical expertise required	None
Implementation fees	None
Contract requirements	Month-to-month

VOICE AND GREETINGS	RELIARING
Professional voice characters	99 included
Portal, signup and account emails	English, French (Canada), Spanish (Mexico and Spain)
Custom greetings	Included on every plan
Voice quality	Neural text-to-speech, preview before you publish

PRICING	RELIARING
Starting price	$13.99 CAD/mo ($9.99 USD), Solo plan, 1 user
Per user, 3-user bundle	$13.83 CAD/user/mo ($9.83 USD)
Hidden fees	No setup or implementation fee on any plan; number transfers are the one-time charge
Number porting fees	$20 CAD ($15 USD) per number, one time

SUPPORT	RELIARING
Human support	Included: phone and email on every plan
Published support hours	Monday to Friday, 6 AM to 6 PM Mountain
Self-serve help centre	Included, no login required

Compare these terms with a written quote for the same team size, usage and billing period.

BUYER'S CHECKLIST

Six questions to ask any provider, including us

What is the total monthly cost per user?

Some base prices exclude essential features, so the real bill ends up much higher.

OURS One bundle price covers your users, phone numbers and a shared pool of minutes. Minutes beyond the pool are 2.8¢ CAD (2¢ USD) each.

Are there any setup, implementation, or training fees?

Hidden one-time fees can add hundreds or thousands to your initial investment.

OURS No setup or implementation fee on any plan. Transferring a number is $20 CAD ($15 USD) per number, one time; premium and international numbers carry a setup fee.

What is the contract length and cancellation policy?

A long contract can trap you with a provider that is not working for your business.

OURS Month-to-month. Cancel anytime in the portal; service runs to the end of the billing period you have already paid for.

What does number porting cost and how long does it take?

Fees and timelines vary widely, and a slow port means paying two phone bills.

OURS $20 CAD ($15 USD) per number, one time. We handle the transfer with your current carrier. It typically takes 5 to 15 business days; the date is confirmed when your current provider releases the number.

What kind of support is included in the base price?

Many providers limit support to email only or charge extra for phone support.

OURS Phone and email support on every plan, Monday to Friday, 6 AM to 6 PM Mountain, plus a help centre you can search without logging in.

What does initial setup involve?

A complex setup can mean weeks of lost productivity.

OURS A self-serve guided wizard. No hardware, no on-site install, no professional services engagement.

Ask every provider these six questions, then hold our answers up against theirs.

SCAN FOR THE FULL COMPARISON

Learn more
reliaring.com/compare

Talk to a person
1-888-491-RING

Email
help@reliaring.com

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