

# Ensuring you get the best call quality available

For years, we've been delivering impeccable call quality for more than 350,000 satisfied customers. We know that not all phone systems are created equal. And the differences between residential and true business class VoIP services have never been greater. This educational guide explains the causes of poor voice quality and how our technology and service experts help you avoid it.

## 5 factors that impact call quality

If you aren't experienced in telecommunications, the factors that lead to poor call quality can appear complex. However, all the issues described below can be resolved easily with a few steps.

### 1. Inadequate Internet connection

Most VoIP call quality problems result from a poor Internet connection. Unlike data, the transport of voice over the Internet requires specific Internet protocols usually available from a high speed DSL or broadband connection.

### 2. Latency

Latency describes a short time delay that occurs after one person speaks but before the other person hears it. An example of latency is when a news broadcaster has to wait for someone using a satellite link to respond to questions. This is often caused by insufficient bandwidth and/or an inadequate router and settings.

### 3. Jitter

Jitter is when someone's voice sounds garbled or scrambled. With VoIP phone service, your voice is

divided into data packets and sent over the Internet along various routes to the person on the other end of the phone. Jitter occurs when there's a variation in arrival time of those individual packets.

### 4. Packet loss

If you've ever been on a call and heard periods of silence, or voices that sound robotic, you've probably experienced packet loss. Generally this can be caused by insufficient Internet bandwidth or congested network routers.

### 5. Poor quality router

Most routers are fine for handling data—such as using the web, browsing, and email. However, with a VoIP phone system, you'll need a QoS (Quality of Service)-enabled router to prioritise voice traffic over lower-priority data traffic, such as large downloads.

# How RingCentral delivers unmatched call quality

## Expertise, not just technology

Having the right equipment and the best business class VoIP phone system available are essential to achieving excellent call quality. But equally important is having an experienced service provider who works with you to identify, diagnose, and resolve issues. Our experts work with customers both prior to purchase as well as during and after implementation. We're also the only provider to offer RingQuality Active Assurance™ (RQA), a proactive monitoring service that detects issues before they become problems.

## Try before you buy

To guarantee you get the highest call quality possible, we offer a no obligation, 14-day trial. It's easy to get started. If you order a desk phone, it will arrive in a few days Plug and Ring Ready®. It's all set up; just plug it into your Internet router.

## A solid Internet connection

For the best voice quality, we recommend using a high-speed DSL, cable, or fiber-optic connection. Fortunately, these services have become more commonplace with many now offering "business class" options that support VoIP traffic. You

can easily verify your Internet connection speed in just a few minutes using two automated tests on our website. In addition, our service technicians can also work with you and your Internet Service Provider (ISP) during implementation to address any issues.

## The right router and settings

A QoS-enabled router can be a vital piece of equipment in achieving the best voice quality. It can eliminate issues such as latency by prioritising voice traffic over your network. RingCentral provides a list of tested and recommended routers as well as a simple configuration guide to enable QoS on your router. Our support team is also always available to help with configuration if needed.

## Trust the leader in business class VoIP

Snazzy features and low pricing don't really matter if your calls sound choppy, distorted, or scrambled. Before you purchase a new VoIP system, be sure you're getting the best call quality available. Just ask any of our more than 350,000 customers. It's one primary reason they chose RingCentral and remain loyal customers year after year. To learn more, visit us at [www.ringcentral.nl](http://www.ringcentral.nl), or contact us today at **0800 265 8964** to speak directly with a Solutions Specialist.



*"RingCentral offers excellent quality. RingCentral enables small and midsize businesses to have what might otherwise be unaffordable smart-PBX features..."*



*PC Magazine rated RingCentral Editors' Choice of hosted phone VoIP systems because of the number of advanced and sophisticated features the platform offers customers.*

## About RingCentral

Since 2003, **RingCentral** has been breaking down the communication barriers created by complex on-premise hardware. RingCentral's cloud phone system delivers business communications solutions that free people to work the way they want in today's mobile, distributed and always-on work world. Delivered on a state-of-the-art cloud infrastructure, RingCentral helps more than 350,000 customers thrive in a new world of work.