

# The most reliable VoIP phone system available.

Every provider offers some type of assurance that no matter what happens, your phone system will always be up and running. There's data centre redundancy, failover, disaster recovery, virtual PBX...the list goes on and on. But how can you be sure you'll have the reliability needed?

We ensure your phone system is “always on”

Every day, we support over 10 million minutes of calls for more than 350,000 business customers. One of the reasons they rely on us is because we're “always on.” Here's how we go beyond baseline hosting technologies—such as data centre redundancy—that are required to deliver reliability, so you are “always on.”

## 99.999% service availability

Five nines of reliability (99.999%) is the highest benchmark of system availability for business critical systems, networks, and software required by banking and other transaction-intensive industries. When you choose RingCentral, we provide you with the same high-quality service level. In technical terms, our data centres provide three layers of failover redundancy that minimise service interruption in case of geographic outages or natural disasters. Our systems are also located in the same facilities as all major telecommunications carriers to maintain the fastest response times and interconnect services possible.

## Enterprise platform with over 10 years of R&D

Unlike other service providers, who licence their platform, we've developed our own custom platform built on more than a decade of R&D, providing more control over uptime. It's uniquely suited for business class voice, fax, and message communication. This is a powerful advantage that enables us to control the quality and reliability of your service without relying on a third-party for foundation VoIP telecom technology.

## Proactive network monitoring

To avoid service problems, we continuously monitor our network systems for specific conditions that require attention. Technically speaking, we have a world-class Network Operations Centre (NOC) monitored 24x7. Not all providers do this, but it is one extra precautionary step we take to provide you with the best service possible.

## Equipped to handle 2x current capacity

Today, our platform is supporting hundreds of thousands of customers and over 10 billion minutes of voice traffic per year. It's designed to handle 2x capacity through a unique modular pod design. Another advantage of developing our own platform: it offers remarkable flexibility and enables us to seamlessly integrate additional pods as our customer base continues to grow.



Proactive network monitoring, enterprise scale platform with 10 years of R&D, and RingQuality Active Assurance™ ensure your phone system is "always on."

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99.9999%  
U P T I M E

Providing you with the highest standard of system uptime possible.



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



Designed to handle 2x current call capacity at any given time.

## RingQuality Active Assurance™

Only RingCentral offers RingQuality Active Assurance™ (RQA). RQA is a proactive service that keeps your Quality of Service (QoS) at the highest level possible. Through a proven methodology, innovative software tools, and a team of telecom experts we can proactively identify customers who are experiencing quality issues. Call scoring using multiple industry standards including MOS, R-factor, jitter, packet loss, and call failure combined with analysis of your specific ISP, hardware, and network conditions enables our RQA analysts to proactively identify and correct potential service quality issues.

## Choose RingCentral

As more and more businesses embrace the flexibility and cost savings that cloud business phone solutions offer, they're choosing one company over all others—RingCentral. Learn why savvy buyers choose and stay with RingCentral. Visit us at [www.ringcentral.com.au](http://www.ringcentral.com.au), or contact us today at **1800 940 745** to speak directly with a Solutions Specialist.

Supporting over 10 million minutes of calls for more than 350,000 customers every day.



## About RingCentral

RingCentral, Inc. (NYSE:RNG) is a leading provider of global enterprise cloud communications and collaboration solutions. More flexible and cost-effective than legacy on-premises systems, RingCentral empowers today's mobile and distributed workforce to communicate, collaborate, and connect from anywhere, on any device. RingCentral unifies voice, video, team messaging and collaboration, conferencing, online meetings, and integrated contact center solutions. RingCentral's open platform integrates with leading business apps and enables customers to easily customize business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.