



Zoom Debuts Zoom Phone Expansion at London's UC EXPO

May 15, 2019

Enhancements Include Beta UK and Australia Service and Bring Your Own Carrier

SAN JOSE, Calif., May 14, 2019 (GLOBE NEWSWIRE) -- [Zoom Video Communications, Inc.](#) (NASDAQ: ZM) today announced the expansion of its Zoom Phone cloud PBX with a beta United Kingdom and Australia service launch, the release of bring your own carrier (BYOC), and other enhancements.

[Zoom Phone](#) is a modern cloud phone system available as an add-on to Zoom's Meetings service. Support for inbound and outbound calling through the public switched telephone network (PSTN) and seamlessly integrated telephony features enable customers to replace their existing PBX solution and consolidate their business communications and collaboration requirements into our video-first platform. Existing features include the ability to elevate Zoom Phone calls to Zoom video meetings, the Zoom Contact Center Partner Program (native integrations with charter members Five9 and Twilio), the Zoom Phone Salesforce Integration, and zero-touch provisioning service integrations with Poly and Yealink. Zoom Phone was released for North American customers in January 2019.

New to Zoom Phone:

- **Beta service for customers in the United Kingdom and Australia.** This service has full end-user feature parity with our existing North America Zoom Phone service, and is available to existing qualified Zoom customers upon request beginning 19 May. General availability in the United Kingdom and Australia is expected this summer.
- **Bring Your Own Carrier (BYOC).** This feature allows customers to bring their existing PSTN SIP trunks to the Zoom platform. Large enterprise customers not wishing to switch from their current phone carrier may use Zoom Phone service powered by another carrier. Enterprises may stay on their carrier, or move over to Zoom as their carrier over time, thus giving maximum flexibility to our customers. This feature also allows Zoom to provide the Zoom Phone service in any country, even where we do not yet have a localised service.
- **Certified ten additional desk phone devices from Poly and Yealink.** The Zoom Phone device support portfolio now has over 50 certified traditional VoIP desk phone endpoints from these two hardware partners.

"At Ciena, we love Zoom - it transformed us into a video culture, but the missing piece was external phone calling. We wanted to make communications easy by consolidating into one tool, so we were excited when Zoom Phone debuted in January. No surprise, it has Zoom's trademark reliability, quality, and analytics. Most importantly, our users are already familiar with and love Zoom, so it was an easy decision to stay on a single platform for video and voice. It's great to see that Zoom is continuing to innovate quickly on this new service," said Henry Ku, Director IT Infrastructure - Network, Unified Communications, and End-User Computing Services at Ciena.

"We have prioritized innovating quickly to expand the reach and functionality of Zoom Phone," said Oded Gal, head of product management for Zoom. "I am proud to extend our services into our key markets of the UK and Australia, and to provide leading-edge features such as BYOC, which gives more flexibility and control to our valued customers."

Zoom will showcase Zoom Phone, Zoom Rooms, and Zoom Meetings at UC EXPO, booth F107, 15 and 16 May at ExCel London.

About Zoom

Zoom helps businesses and organisations bring their teams together in a frictionless environment to get more done. Our easy, reliable cloud platform for video, voice, content sharing, and chat runs across mobile devices, desktops, telephones, and room systems. Zoom is publicly traded on Nasdaq (ticker: ZM) and headquartered in San Jose, California. Visit zoom.com and follow [@zoom_us](https://twitter.com/zoom_us).

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Source: Zoom Video Communications, Inc.