

Full Plan Comparison –					
	BASIC	PRO	BUSINESS	BUSINESS PLUS	ENTERPRISE
MEETINGS FEATURES					
Participant capacity ?	100	100	300	300	500 <small>*1,000 for Enterprise Plus</small>
License count ?	1	1-9	10-99	10-99	> 250
Technical support ?	Help center	Ticket & live chat	Ticket, live chat, & phone	Ticket, live chat, & phone	Ticket, live chat, & phone
Billing cycle and terms	Free	Monthly or annual	Monthly or annual <small>*Multi-year contracts available through sales</small>	Monthly or annual	Annual agreements only <small>*Can be paid in full or month to month</small>
Unlimited meetings	✓	✓	✓	✓	✓
Meeting duration ?	40 mins	30 hours	30 hours	30 hours	30 hours
Recording ?	Local	Local & 5 GB cloud (per license)	Local & 5 GB cloud (per license)	Local & 10 GB cloud (per license)	Local & Unlimited cloud
Telephone dial-in ?	–	Toll-based	Toll-based	Toll-based	Toll-based
Screen sharing ?	✓	✓	✓	✓	✓
Breakout rooms ?	✓	✓	✓	✓	✓
Virtual background	✓	✓	✓	✓	✓
Personal Meeting ID ?	✓	✓	✓	✓	✓
Private & Group chat ?	✓	✓	✓	✓	✓
Host controls	✓	✓	✓	✓	✓
Co-Annotation on screen share	✓	✓	✓	✓	✓
Remote keyboard & mouse Control	✓	✓	✓	✓	✓
Multi-share	✓	✓	✓	✓	✓
TLS encryption ?	✓	✓	✓	✓	✓
AES-256 Encryption for real-time content ?	✓	✓	✓	✓	✓
Waiting room ?	✓	✓	✓	✓	✓
Built into Zoom for home devices <small>NEW</small>	✓	✓	✓	✓	✓
Pin multiple people ? <small>NEW</small>	✓	✓	✓	✓	✓
Spotlight multiple people ? <small>NEW</small>	✓	✓	✓	✓	✓
Filters ? <small>NEW</small>	✓	✓	✓	✓	✓
Polling	–	✓	✓	✓	✓
Co-host & alternate host ?	–	✓	✓	✓	✓
Assign meeting scheduler ?	–	✓	✓	✓	✓
REST API ?	–	Pro REST API Rate Limits	Pro REST API Rate Limits	REST API Rate Limits	REST API Rate Limits
Skype for Business (Lync) interoperability ?	–	✓	✓	✓	✓
Streaming ?	–	✓	✓	✓	✓
Reporting ?	–	✓	✓	✓	✓
User management ?	–	✓	✓	✓	✓
Automated Captions <small>NEW</small>	✓ English only	✓ English only	✓ English only	✓ English only	✓ English only
Admin portal ?	–	–	✓	✓	✓
LTI integration ?	–	–	✓	✓	✓
Recording transcripts ?	–	–	✓	✓	✓
Branding ?	–	–	✓	✓	✓
Managed domains ?	–	–	✓	✓	✓
Language interpretations ?	–	–	✓	✓	✓
Executive business reviews ?	–	–	–	–	✓
Bundle discounts	–	–	–	–	–
Includes Webinar 500	–	–	–	–	✓ <small>*Enterprise Plus includes Webinar 1000</small>
Zoom Whiteboards	3	3	Unlimited	Unlimited	Unlimited
Translated Captions	–	–	–	✓	Enterprise Plus
PHONE FEATURES					
Unlimited internal calling	–	–	–	✓	✓
Metered outbound calling	–	–	–	✓	✓
Unlimited outbound calling	–	–	–	✓	–
Industry-leading HD call quality ?	–	–	–	✓	✓
Native Windows, MacOS and Linux desktop apps	–	–	–	✓	✓
Native mobile apps for iOS and Android	–	–	–	✓	✓
Port existing numbers or purchase new ones (DID)	–	–	–	✓	✓
Toll free numbers	–	–	–	✓	✓
Phone extension number	–	–	–	✓	✓
Voicemail with transcription ?	–	–	–	✓	✓
Unlimited auto attendants/IVR	–	–	–	✓	✓
Dial by name directory	–	–	–	✓	✓
Automatic call distribution groups (ACD) with call queueing	–	–	–	✓	✓
Barge/Monitor/Whisper/Takeover	–	–	–	✓	✓
Holiday and business hours routing	–	–	–	✓	✓
3-Way ad hoc conference calls	–	–	–	✓	✓
Call recording ?	–	–	–	✓	✓
Configurable anonymous and specified call blocking	–	–	–	✓	✓
Emergency calling ?	–	–	–	✓	✓
Nomadic E911 addressing (US and Canada) - ? Download the Data Sheet	–	–	–	✓	✓
Emergency response center ?	–	–	–	✓	✓
Shared line appearance/delegation	–	–	–	✓	✓
Call handoff between devices	–	–	–	✓	✓
Call park	–	–	–	✓	✓
Chat (Presence, 1:1 and Team Messaging) ?	–	–	–	✓	✓
ADMIN FEATURES					
Zero-touch provisioning of phones	–	–	–	✓	✓
Mix types of plans in an account	–	–	–	✓	✓
FEDRamp moderate compliance	–	–	–	✓	✓
Real time reporting and quality dashboards	–	–	–	✓	✓
Support for virtual desktop (VDI) environment ?	–	–	–	✓	✓
24 x 7 global customer care	–	–	–	✓	✓
Bring your own carrier support ?	–	–	–	✓	✓
Hybrid integration to legacy PBXs	–	–	–	✓	✓
SECURITY FEATURES					
SSO ?	–	–	✓	✓	✓
256-bit authentication / media encryption support	–	–	–	✓	✓
Enterprise APIs and security	–	–	–	✓	✓