RINGCENTRAL TERMS OF SERVICE – COUNTRY-SPECIFIC TERMS

If the Customer's Home Country, as defined in the Agreement, is any of the countries listed below, the following terms are supplemental to and/or supersede the terms in the main Agreement.

Belgium

1. The following paragraph shall be added to the end of **Section 5(B)(ii) (Emergency Services):**

   "CUSTOMER AGREES THAT END USERS SHALL NOT AT ANY TIME, NOR ATTEMPT TO, PLACE EMERGENCY CALLS IF IT IS USING THE SERVICES NOMADICALLY, AND IT IS STRONGLY RECOMMENDED THAT THE CUSTOMER HAS AN ALTERNATIVE MEANS FOR PLACING EMERGENCY CALLS AVAILABLE AT ALL TIMES."

Finland

1. The following paragraph shall be added at the end of **Section 2.A:**

   "The Parties agree that the additional terms and conditions for customers in Finland (available at https://www.ringcentral.fr/legal/tos-country-specific-terms.html) are in addition to the mutually negotiated and agreed Master Services Agreement executed between the Customer and RingCentral France SAS. In the event of any inconsistency between the additional terms and conditions and the Master Services Agreement, the additional terms and conditions shall take precedence."

2. The following sentence shall be added at the end of paragraph 1 in **Section 2.A:**

   "The Master Service Agreement must be made and terminated in writing."

3. The following paragraph(s) shall be added at the end of **Section 2.D:**

   "In the event there is a fixed term specified in any applicable Order Form, with a Renewal Term, the Customer may terminate the Order Form within two (2) weeks from the Start Date."

4. The following paragraph(s) shall be added at the end of **Section 3.A:**

   "RingCentral shall provide Customers with information on the lowest prices for its Services on an annual basis."

5. The following paragraph shall be added at the end of **Section 4.A:**

   "RingCentral agrees to notify the Customer of any changes to the terms and conditions of the Agreement, the content and the reasons for any such change at least one (1) month prior to the amended terms and conditions becoming applicable. In the event the Customer does not accept any such changes to the terms and conditions notified by RingCentral, Customer shall have the right to terminate the Agreement. For the avoidance of doubt, RingCentral has the right to make minor changes to the terms and conditions of the Agreement during the term that do not affect the main content of the Agreement."

Ireland

1. The following paragraph shall be added at the end of **Section 2.A:**

   "RingCentral Ireland Ltd provides the telecommunications services offered to the Customer within Ireland. RingCentral France SAS is the entity responsible for contracting, billing, and customer care related to those services."

Portugal

1. The following sentence shall be added at the end of **clause 2.A:**

   "The Parties agree that the additional terms and conditions for customers in Portugal (available at https://www.ringcentral.fr/legal/tos-country-specific-terms.html) are in addition to the mutually negotiated and agreed Master Services Agreement executed between the Customer and RingCentral France SAS. In the

event of any inconsistency between the additional terms and conditions and the Master Services Agreement, the additional terms and conditions shall take precedence."

2. The following paragraph shall be added to **Section 3.B MSA "Invoicing and Payment":**

   "During the Term, the Customer can download an electronic invoice via the Administrative Portal detailing the applicable charges. The invoice shall include but not be limited to the following information: invoice amount, date for payment, name of products and services, and the applicable charges, amount of VAT payable, customer account number and RingCentral payment details."

3. The following wording shall be added to **Section 5 B ii "Emergency Services Policy" of "Use of the Service":**

   "In Portugal, the access to Emergency Services is provided through RingCentral's local authorized partner."

4. The following wording shall be added to **Section 5 B ii "Numbering Policy" of the "Use of the Service":**

   "In Portugal, local numbers to be used with the Services are provided by RingCentral's local authorized partner."

5. The following wording shall be added at the end of **Section 9. B. MSA "Data Security":**

   "RingCentral takes security and/or network integration protection measures, including the following:

   i) The maintenance of physical, electronic and procedural measures to safeguard the confidentiality of personal data in compliance with applicable data protection, privacy and data security laws and regulations;

   ii) The implementation and enforcement of corporate policies and standards relating to the protection of information and security, which are strictly enforced. Failure to adhere to these policies and the standards will result in disciplinary action, which can include dismissal;

   iii) Adopting a multi-layered approach to information security controls, which enable the data importer to protect against security breach;

   iv) Security monitoring including the deployment of intrusion protection software in its network, which network is subject to on-going penetration and vulnerability testing;

   v) Compliance with applicable laws, regulations and security standards applicable to information security;

   vi) Regular staff training on data protection/ data security risk; and

   vii) Regular audits and controls against compliance with the abovementioned technical and organizational security measures."

6. The following wording is added to the first bullet of **Section 1 – Service Attachment A, "Service Overview":**

   "In Portugal these Services will be provided by RingCentral's local authorized partner."

7. The following wording shall be added to the end **Section 3 - Service Attachment A, "Operator Assisted Calling, 311, 511 and other N11 Calling":**

   "If available in Portugal, these Services will be provided by RingCentral's local authorized partner."

8. The following wording shall be added to the end of **Section 4.a – Service Attachment B, "Emergency Service Limitation for Global Office":**

   "In Portugal the Emergency Services are provided through RingCentral's local authorized partner."

9. The following wording shall be added to **Section 6A – Service Attachment A, sections. A and D:**

   "In Portugal the Services will be provided by RingCentral's local authorized partner."