RingCentral Bring Your Own Carrier (BYOC) Service Description

Bring Your Own Carrier (BYOC) Services

A. Service Overview. For multinational customers RingCentral offers a software as a service in which customers provide their own local telecommunication carrier services ("Bring Your Own Carrier" or **"BYOC"**). BYOC allows Customers to receive the cloud PBX functionality of RingEX, by connecting their existing local voice carrier to the cloud PBX functionality, which includes videoconferencing, team messaging, and file sharing services. All calls to and from the Public Switched Telephone Network ("PSTN") travel over the local voice carrier's network via a gateway purchased and owned by the Customer (the "Gateway").

B. Provision of Services. RingCentral provides the BYOC solution only in connection with Services purchased in the Home Country. RingCentral makes available to Customer the use of RingCentral's cloud PBX and related services so that Customer may deploy those services to support its End Users in the BYOC Locations. RingCentral has enabled such services at Customer's direction, including call queues, call transfer, voicemail, extension-to-extension VoIP, and other related services. Customer acknowledges that RingCentral is not the provider of VoIP or voice services as part of the BYOC solution, and that Customer, together with its local voice carrier, is the provider of any voice, VoIP, conferencing or other related services to its users in BYOC Locations ("Local Telecommunications Service").

C. RingCentral Disclaimer. For the purpose of the provision of BYOC, Customer acknowledges that RingCentral has no liability or responsibility for the performance, security or availability of the Local Telecommunications Service or Gateway (collectively, the "Local Solution"). Customer agrees to indemnify, defend and hold harmless RingCentral and its Affiliates against all arising out of or in connection with Customer's use of BYOC or the Local Solution.

D. Emergency Calling and Dialing Limitations

EMERGENCY CALLING MAY NOT BE AVAILABLE WITH THE BYOC SOLUTION IN ALL COUNTRIES. The RingEX Cloud PBX may be unable to connect emergency calls for custom-built solutions in countries for which RingCentral has not yet enabled local dialing capabilities. **CUSTOMER MUST MAKE AVAILABLE TO ITS END USERS ALTERNATIVE ARRANGEMENTS TO PLACE EMERGENCY CALLS IN THESE LOCATIONS**. Customer should work with its account representative and implementation team to identify service availability. Local dialing is not available in countries that have not been formally launched for service by RingCentral. All BYOC End Users originating calls from countries not currently supported by

Global RingEX must dial the relevant country prefix to make local calls. Customer should work with its account representative and implementation team to identify service availability.