# SERVICE ATTACHMENT – RINGCENTRAL MVP SERVICES

This Service Attachment is a part of the Master Services Agreement (the **"Agreement"**) that includes the terms and conditions agreed by the Parties under which RingCentral will provide to the Customer the RingCentral MVP as described under the applicable Order Form (herein referred to as the **"Service(s)"** for the purposes of this Service Attachment).

## 1. Service Overview

The Services are a cloud-based unified communications service that includes enterprise-class voice, fax, call handling, mobile apps, and bring-your-own-device (BYOD) capability that integrates with a growing list of applications.

The Services include:

- Voice Services, including extension-to-extension calling and the ability to make and receive calls to and from the public switched telephone network (PSTN)
- Video and audio-conferencing service, including screen sharing
- Collaboration Tools, including One-to-One and Team Chat, File Sharing, task management, SMS/Texting (where available), and other innovative tools

The Services may be accessed from a variety of user End Points, including IP Desk Phones, Desktop Clients, Web Clients, Mobile Applications, and Software Integrations.

## 2. Purchase Plans

**A. Tiers of Service.** The Services are made available in several pricing tiers, which are described more fully at https://www.ringcentral.co.uk/office/plansandpricing and https://www.ringcentral.ie/office/plansandpricing#office.

While RingCentral offers unlimited monthly plans for some of its products and services, RingCentral Services are intended for regular business use. "Unlimited" use does not permit any use otherwise prohibited by the Acceptable Use Policy, available at https://www.ringcentral.co.uk/legal/acceptable-use-policy, including trunking, access stimulation, reselling of the Services, etc.

**B. Minute and Calling Credit Bundles.** Minute Bundles, e.g., Toll Free Minute Bundles, can be purchased in incremental buckets of minute in addition to any number of minutes included with the purchased tier. Inbound Toll Free and most outbound External Callsminutes are deducted from included minutes, purchased Minute Bundles, or charged as overage at the rates currently in effect.

International Calling Credit Bundles can be purchased in addition to any base amount included with the purchased tier. International External Calls are charged against Calling Credits on the Account per destination rates, or as overage once Calling Credits are exceeded. Outbound calling rates will be applied based on the rate in effect at the time of use. Currently effective rates are available at https://www.ringcentral.co.uk/support/international-rates.html.

Extension-to-Extension Calls within the Customer account never incur any usage fee and are unlimited, except to the extent that such calls are forwarded to another number that is not on the Customer account.

Additional Calling Credits may be purchased through the Auto-Purchase feature, which can be selected for automatic purchase in various increments on the Administrative Portal. Auto-Purchase is triggered when the combined usage of all End Users on an Account exceeds the total Calling Credits or when End Users make calls with additional fees.

Minute Bundles and Calling Credit Bundles expire at the end of month and cannot roll over to the following month. Auto-Purchased Calling Credits expire twelve (12) months from date of purchase. Bundles may not be sold, transferred, assigned, or applied to any other customer.

## 3. Operator Assisted Calling, N11 and 116xxx Calling.

RingCentral does not support 0+ or operator assisted calling (including, without limitation, collect calls, third party billing calls, 089x, 0900, 0909, or other premium line numbers or calling card calls). The Services may not support N11 and/or 116xxx calling. To the extent they are supported, additional charges may apply for these calls.

## 4. Directory Listing Service.

RingCentral offers directory listing (the **"Directory Listing Service"**). If Customer subscribes to the Directory Listing Service, RingCentral will share certain Customer Contact Data with third parties as reasonably necessary to include in the phone directory (**"Listing Information"**). This information may include, but is not limited to, Customer's company name, address, and phone numbers. Customer authorises RingCentral to use and disclose the Listing Information for the purpose of publishing in, and making publicly available through, third-party directory listing services, to be selected by RingCentral or third-party service providers in their sole discretion. Customer acknowledges and agrees that by subscribing to the Directory Listing Service, Customer's Listing Information may enter the public domain and that RingCentral cannot control third parties' use of such information obtained through the Directory Listing Service.

**A. Opt Out.** Customer may opt out of the Directory Listing Service at any time; however, RingCentral is not obligated to have Customer's Listing Information removed from third-party directory assistance listing services that have already received Customer's information.

**B. No Liability.** RingCentral will have no responsibility or liability for any cost, damages, liabilities, or inconvenience caused by calls made to Customer's telephone number; materials sent to Customer, inaccuracies, errors or omissions with Listing Information; or any other use of such information. RingCentral will not be liable to Customer for any use by third parties of

Customer's Listing Information obtained through the Directory Listing Service, including without limitation the use of such information after Customer has opted out of the Directory Listing Service.

5. **RingCentral Global Service.** RingCentral Global Service provides a single communications system to companies that have offices around the world, offering localised service in countries for which Global Service is available. Additional information related to Global Service is available at https://www.ringcentral.co.uk/office/features/global-office-communications/solutions.html. This section sets forth additional terms and conditions concerning RingCentral's Global Service for customers that subscribe to it.

   A. **Emergency Service Limitations for Global Service.** RingCentral provides access to Emergency Calling Services in many, but not all, countries in which RingCentral Global Service is available, allowing End Users in most countries to access Emergency Services. Emergency Services may only be accessed within the country in which the Digital Line is assigned, e.g., an End User with a Digital Line assigned in Ireland may dial Emergency Services only within Ireland. Access to Emergency Calling Services in RingCentral Global Service countries, if and where available, is subject to the relevant Emergency Services Policy, available at https://www.ringcentral.co.uk/legal/emergency-services.html. Customer must make available and will maintain at all times traditional landline and/or mobile network telephone services that will enable End Users to call the applicable Emergency Services number. Customer may not use the RingCentral Services in environments requiring fail-safe performance or in which the failure of the RingCentral Services could lead directly to death, personal injury, or severe physical or environmental damage.

   B. **Global Service Provided Only in Connection with Home Country Service.** RingCentral provides Global Service only in connection with Services purchased in the Home Country. RingCentral may immediately suspend or terminate Customer's Global Services if Customer terminates its Digital Lines in the Home Country. All invoicing for the Global Services will be done in the Home Country on the Customer's Account, together with other Services purchased under this Agreement, using the Home Country's currency. Customer must at all times provide a billing address located in the Home Country. RingCentral will provide all documentation, licences, and services in connection with the Global Service in English; additional language support may be provided at RingCentral's sole discretion.

   C. **Primary Place of Use of Global Service.** Customer represents and warrants that the primary place of use of the Global Services will be the country in which the Digital Line is assigned, e.g., an End User with a Digital Line assigned in Ireland will primarily use that Digital Line in Ireland.

   D. **Relationships with Local Providers.** In connection with the provision of RingCentral Global Services, RingCentral relies on local providers to supply certain regulated communication services; for example (i) for the provision of local telephone numbers within local jurisdictions; (ii) to enable you to place local calls within local jurisdictions; and (iii) to enable You to receive calls from non-RingCentral numbers on Customer's Global Service telephone number(s), by connecting with the local public switched telephone network. Customer hereby appoints RingCentral as Customer's agent with power of attorney (and such appointment is coupled with an interest and is irrevocable during the Term) to conclude and enter into agreements with such local providers on Customer's behalf to secure such services. RingCentral's locally licenced affiliates provide all telecommunications services offered to Customer within the countries in which such affiliates are licenced; in some cases, RingCentral may obtain services from locally licenced providers on Customer's behalf. RingCentral is responsible for all contracting, billing, and customer care related to those services. Customer is responsible for providing RingCentral with all information necessary for RingCentral to obtain numbers in Global Service countries.

6. **Additional Services.** RingCentral offers add-on services for RingEX (where available), which are described at https://www.ringcentral.com/legal/microsoft-teams-services-attachment.html. Additional terms or charges may apply, depending on the selected features.

7. **Bring Your Own Carrier (BYOC) Services.** RingCentral offers a software-as-a-service in which customers provide and maintain their own local telecommunications services, which may be connected to RingCentral's cloud PBX, videoconferencing and team messaging services. BYOC and additional terms are described and available at https://www.ringcentral.co.uk/legal/BYOC-service-description.html.

8. **Definitions.** Capitalized terms used herein but not otherwise defined have the meanings ascribed to them in the Agreement. For purposes of this Service Attachment, the following terms have the meanings set forth below:

   A. **"Digital Line"** means a phone number assigned to an End User or a specifically designated location (e.g., conference room) and the associated voice service for inbound and outbound calling that permits the End User generally to make and receive calls to and from the public switched telephone network as well as to and from other extensions within the same Account.

   B. **"End Point"** means an application or device through which any End-User might access and/or use any of the Services, including without limitation IP Desk Phones, Desktop Clients, Web Clients, Mobile Applications, and Software Integrations.

   C. **"Extension-to-Extension Calls"** means calls made and received between End Points on the Customer Account with RingCentral, regardless of whether the calls are domestic or international.

   D. **"External Calls"** means calls made to or received from external numbers on the PSTN that are not on the Customer Account with RingCentral.

   E. **"Home Country"** means the United Kingdom or the country that is otherwise designated as Customer's primary or home country in the Order Form.or the country that is otherwise designated as Customer's primary or home country in the Order Form.