SERVICE ATTACHMENT – RINGCENTRAL CONTACT CENTRE 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 Contact Centre Services as described under the applicable Order Form.

In the event of any conflict between the provisions of the Agreement and the provisions of this Service Attachment, such provisions of this Service Attachment will prevail.

1. Service Overview

"RingCentral Contact Centre Services" is a contact centre solution consisting of inbound and outbound media routing, queuing, and distribution, and related services, applications, and features, whether included as part of a Subscription Package or ordered separately.

2. Billing and Payment

A. Billing

Starting at the Start Date set forth in the Order Form and until the end of the Term, You agree to pay for: a) the Contact Centre Services fees for at least the number of Seats set forth in the Contact Centre Services Order (as amended as permitted below) (a **"CC Contract Seat"**) based on the per Seat pricing set forth in the Contact Centre Services Order (the **"CC Contract Seat Price"**), as amended from time to time, regardless of the number of Seats being used; b) the fees for the number of licences set forth in the Contact Centre Services Order; any additional fees set forth in the Contact Centre Order form; and c) Usage, including overages related to data storage, ports or minutes (e.g. local, long-distance, international, and toll-free) charges, and any other applicable charges.

B. Adding New Contact Centre Contract Seats

You may add CC Contract Seats at any time either through a new Contact Centre Services Order or a written amendment executed by You and RingCentral. The Contact Centre Services fees related to these additional CC Contract Seats will be billed at the per Seat price set forth in the Contact Centre Order form. For the avoidance of doubt, You will be required to pay for Contact Centre Services fees related to these additional CC Contract Seats until the end of the Term.

C. Adding On-Demand Contact Centre Seats

At any time, You may utilise additional Seats with your Contact Centre Services on an as-needed basis (each, an **"On-Demand CC Seat"**). You will be billed for any On-Demand CC Seat at the rate of the CC Contract Seat Price plus twenty Australian Dollars ($20) per month per Seat (the **"On-Demand CC Price"**) until You remove this On-Demand CC Seat from Your Contact Centre Services subscription (which You may do at any time in your discretion). Contact Centre Services fees for any On-Demand CC Seats will be charged for the full month, regardless of the number of days used. For each monthly billing period, You will be charged for the highest number of On-Demand CC Seats used within such billing period.

3. Contact Centre Services, Settings, and Modifications

The settings and preferences for your Contact Centre Services, including without limitation user rights, user skills, and permissions; routing, points of contact, scripts; registration Information; and activation of On-Demand CC Seats, among others, may be set and modified by those individuals whom You allow to have access to the web console (**"Account Administrators"**). The Customer acknowledges that the acts or omissions of the Account Administrators may result in additional charges or affect the Contact Centre Services. The Customer will be solely responsible for the acts or omissions and the impact on billable amounts of the Account Administrators.

4. Use of Contact Centre Services

You acknowledge and agree that all use of the Contact Centre Services shall be subject to this Service Attachment and the Agreement, including without limitation the use policies and data privacy policies in Sections 5 and 9. You acknowledge and agree that You are fully responsible and liable for all use of the Contact Centre Services, any software or hardware used in conjunction with the Contact Centre Services, and any and all fees and charges that are incurred as a result of such use. Notwithstanding anything to the contrary stated in the Agreement, the use of the Contact Centre Services shall be subject to the following terms:

A. NO 000 EMERGENCY SERVICE. YOU ACKNOWLEDGE AND AGREE THAT 000 EMERGENCY CALLS OR MESSAGES MAY NOT BE PLACED OR SENT THROUGH THE CONTACT CENTRE SERVICES, AND NO 000 EMERGENCY CALLING OR SMS OR OTHER MESSAGING SERVICE IS OFFERED OR

PROVIDED WITH THE CONTACT CENTRE SERVICES. YOU MUST MAKE AVAILABLE ALTERNATIVE ARRANGEMENTS TO PLACE 000 EMERGENCY CALLS.

B. Customer 000 Emergency Notification Obligations. You represent, warrant, and covenant that: (i) You shall ensure that any person who might use the Contact Centre Services or be present at the physical location where any the Contact Centre Services might be accessed or used is fully informed and aware that he or she will not be able to place calls or send messages to 000 or other emergency response services through the Contact Centre Services; and (ii) You shall provide all of the foregoing parties with an alternate method by which to place such calls and, as applicable, to send such messages.

5. Custom Storage Election

Customer may elect to include Custom Storage as part of their Contact Centre Services, enabling Customer to store media files in their own S3 Bucket instead of the default Cloud Storage Bucket.

Custom Storage is subject to these limitations and conditions:

- These conditions apply at the Business Unit level with no tailored permissions applied to individuals or groups.
- All recordings must be played directly on the RingCentral Contact Centre platform.
- A minimum of one RingCentral Contact Centre Seat licence must be retained at all times to access and play recordings from the S3 Bucket.
- Files cannot be played directly from S3 Bucket.
- There is no bulk export option for any recordings from S3 Bucket.
- There are no custom file naming conventions.
- All files are encrypted within the client-provided S3 Bucket.
- There is no error checking between RingCentral Contact Centre and Amazon S3.
- There is no defined timetable for Time to Live (TTL) at this time.
- There is no migration of recordings from previous storage solutions to Custom Storage.
- Encrypted files cannot be moved to another S3 Bucket.
- Changes made to the S3 Bucket will disable the ability to listen to recordings through RingCentral Contact Centre platform.
- Custom Storage is deployable via template method only, and deviation from the deployed template is not supported. This includes, but is not limited to:
    - Changing security profile and settings.
    - Changing any coding to target different Buckets.
    - Changing of any file names (this may be redundant).

6. Definitions

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. "Cloud Storage" means storage of data or call recordings within the RingCentral Contact Centre Platform, or a RingCentral Contact Centre Internal File Transfer Protocol server. Recordings may then be accessed through the RingCentral Contact Centre Platform, and Time to Live may be set up to delete recordings after a certain amount of days.

B. "Contact Centre Materials" means documentation, either electronic or otherwise, that RingCentral provides or makes available to the Customer describing the Contact Centre Services, including the components of each Subscription Package, if applicable, and any other features and functionality offered as part of the Contact Centre Services. The Contact Centre Materials may include without limitation manuals, product descriptions, user or installation instructions, diagrams, printouts, listings, flowcharts and training materials related to the Contact Centre Services.

C. "Contact Centre Services Order" is an Order form executed by the Parties under the terms of the Agreement and this Service Attachment, setting out the details of the subscription to the Contact Centre Services,

including any Subscription Package, and any additional products, services and functionality purchased by the Customer.

D. **"Custom Storage"** means a public cloud storage resource available through a third-party provider, in which Customer data will be stored in an S3 Bucket.

E. **"S3 Bucket"** means a series of file folders used to store objects consisting of data and its descriptive metadata.

F. **"Seat"** means a licence for a single named person or concurrent users that use the Contact Centre Services.

G. **"Subscription Package"** is a set of Contact Centre Services features and applications, as further defined in the Contact Centre Materials, that could be ordered as a bundle.

H. **"Usage"** means any charges incurred in connection with the use of Your Contact Centre Services, including, without limitation, local, long-distance, international, and toll-free minutes, charges, ports, and any products listed on the Contact Centre Service Order Form.