SERVICE DESCRIPTION - RINGCENTRAL EVENTS 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 Events Services, including virtual, hybrid, and onsite features, as described under the applicable Order Form (the **"RingCentral Events" or "Services"**).

DEFINITIONS

"**Additions**" means additional features or functionality, such as additional Admin Seats and premium support, that you elect to purchase or enable, but that are not included in your Subscription Plan.

"**Additions Fees**" means the fees payable for any applicable Additions.

"**Admin(s)**" means your employees and personnel, and any other person, who you authorize to access and use your account, including, but not limited to, your Event moderators, hosts, or managers.

"**Admin Seat**" means a licensed seat required for each Admin to access the Platform under your Subscription Plan, and where such license seats may have different levels of access and features.

"**Attendee**" means an individual or organization attending or viewing one of Your Events and includes admins, organizers, attendees, viewers, guests, speakers, and event sponsors.

"**Event**" means an event, stream, meeting or webinar hosted on or facilitated by the Platform and may be further defined in the applicable RingCentral Service Attachment.

"**Event Content**" means the materials and content that You or others transmit through or store on the Platform, including but not limited to materials to be displayed during Events, audio-visual content, speakers, interactive content, and any other materials or content that You or others make available or submit to the Platform in connection with Your Events and recording thereof, but excluding any IP Rights and property owned by RingCentral or its licensees.

"**Platform**" means the RingCentral Events cloud-based platform and includes its associated software, services, products, hardware, devices, information, networks, components, APIs, SDKs, and Documentation.

"**Third Party Products**" means third-party products, applications, services, software, networks, systems, directories, websites, databases and information, which the Service links to, or which You connect to or enable integration with, in connection with Your use of the Service.

1. PRODUCT OVERVIEW

RingCentral Events is a comprehensive event solution that can be used with or without other RingCentral products and services to organize, administer, and host Your virtual, hybrid, or onsite events. RingCentral Events includes the platform, features and tiers further described and accessible at RingCentral Events and its associated software, services, products, information, networks, components, APIs, and documentation, including the corresponding mobile, desktop or other application(s) without limitation. RingCentral Events Service Level Agreement is available at https://www.ringcentral.com/legal/ringcentral-events-sla.

2. SCOPE

2.1 Third Party Products. Third Party Products are governed solely by the terms and privacy policies of such Third Party Products. RingCentral is not responsible or liable for, and makes no representations or warranties as to, any aspect of such Third Party Products. By enabling Third Party Products, You are expressly permitting RingCentral to disclose Your Event Content and applicable account data as necessary to facilitate the use or enablement of such Third Party Products. Integration with any Third Party Product is provided as a courtesy and based on the then-current Third Party Product's service and integration method (e.g., API, iFrame, SDK). RingCentral shall use reasonable efforts to continue such integration but makes no promises or guarantee that such integration shall remain throughout the Term.

2.2 Downgrades. Y our Account will be downgraded from a paid subscription plan to a free trial if your payment method on a paid subscription fails and is not cured within 7 days. Downgrading may cause loss of Event Content 30 days after your Event end date, or access to features and functionality of the Service available to you. RingCentral disclaims all liabilities for such loss and will provide you with reasonable prior notice of any downgrade.

2.3 Free Trial of RingCentral Events and Betas. RingCentral may offer optional access to the Services or features on a free trial, beta or early access basis ("Trials and Betas"). Use of Trials and Betas is permitted through a designation from Sales or by signing up on the Events plans and pricing page: https://www.ringcentral.com/office/plansandpricing#events. Use of Trials and Betas is only for Customer's internal evaluation either during the period designated on a Sales Order (30 days if not designated) or until Customer purchases a paid plan. Either Party may terminate Customer's use of Trials and Betas at any time for any reason. Trials and Betas may be inoperable, incomplete or include features never released. Notwithstanding anything else in these Events Terms, RingCentral offers no warranty, indemnity, service level agreement or support for Trials and Betas and its liability for Trials and Betas will not

exceed US$50. RingCentral may, at its sole discretion, discontinue the Trials and Betas at any time. We will provide You with reasonable prior notice of any discontinuation.

2.4 API License. If RingCentral elects to give you access to a RingCentral API, RingCentral grants you a worldwide, non-exclusive, royalty-free, non-transferable, non-sublicensable, revocable and limited license to use and make calls to the RingCentral API solely in connection with developing and implementing integrations with approved third-party services, and solely in the manner described in the API documentation and subject to the restrictions in these terms. The RingCentral API is provided as a courtesy and may be modified or suspended at RingCentral's discretion, in which case RingCentral will use reasonable efforts to give you prior notice.

3. OWNERSHIP AND EXPORTATION OF CUSTOMER CONTENT

Export of Customer Content. For 30 calendar days after the effective date of termination or expiration of the Services, Your Event Content will be available to you for export or download. After the 30 days, RingCentral has no obligation to maintain or provide the Event Content, and may delete your Customer Content unless prohibited by Law. Notwithstanding the foregoing and subject always to the Termination section of the Agreement, RingCentral will delete your Customer Content promptly upon your written request, unless prohibited by Law.

4. USE OF THE SERVICES

4.1 Your Responsibility for Admins and Content. You and your Admins must comply with the RingCentral Acceptable Use Policy. Provided, however, that the provisions relating solely to the use of RingCentral RingEX in Section B of the Acceptable Use Policy and the cancellation period set forth in the last paragraph of the Acceptable Use Policy shall not apply to the RingCentral Events Services. RingCentral has the right to remove any content if, in RingCentral's reasonable opinion, that content does not comply with the RingCentral Acceptable Use Policy or exposes you, RingCentral, or RingCentral's users to potential liability or risk. We shall not be liable for damages or losses in connection with such content removal.

4.2 Your Responsibility for Attendees at Your Events. You are responsible for all aspects of dealing with your Attendees, such as your Event-specific rules, securing consent or agreement from speakers, securing marketing consents from Attendees, collecting payment from Attendees, ticket pricing and refunds, any promotions, contests or sweepstakes, merchandise sales and donation handling, and personnel matters.

4.3 Cooperation. You shall timely cooperate with RingCentral to provision the Services, including, but not limited to, giving RingCentral accurate information, access, and materials as reasonably necessary to provide you the Services. You acknowledge that your delay or failure to do so may result in your inability to use all or a part of the Services, in which case RingCentral will not be liable.

4.4 Marketing Consent Responsibility. While RingCentral may provide features or functionality to facilitate your marketing activities or collection of marketing consents, you are solely responsible for ensuring you comply with Law and for seeking and securing any and all marketing and communication consents from Attendees in connection with your Event and use of the Services. RingCentral does not provide advice on how to comply with Laws for our marketing activities.

4.5 Support. Section 4.B. (Customer Care) of the RingCentral Online Terms of Service or the Agreement, as applicable, shall not apply to the RingCentral Events Services. RingCentral Events Customers have access to live support during standard business hours. Customers may submit a product support ticket at any time via live chat (https://app.events.ringcentral.com/support/ticket); tickets submitted outside of standard business hours will be reviewed and addressed on the next business day, subject to availability..

5. FEES AND PAYMENTS

5.1 Paid Tickets (if applicable). The following additional fees may also apply to your use of RingCentral Events if You sell paid tickets or other services and goods using the payment service on RingCentral Events. If you desire to sell tickets to an Event via RingCentral Events, Your account holder must enable the third party payment service provider ("Payment Provider") made available by self-serve on RingCentral Events. Two types of fees will apply:

- **Payment Platform Transaction Fee**. The Payment Provider will assess a transaction fee to your sales in accordance with your agreement with the Payment Provider. You acknowledge that you will have a direct contractual relationship with that Payment Provider and that all payment matters must be addressed with the Payment Provider directly.
- **Ticket Commissions**. RingCentral will assess a "Ticket Commission" based on a percentage of your ticket sales and any other goods and services you sell, or donation you solicit, using the Payment Provider. The Payment Provider will either deduct RingCentral's Ticket Commission from your payment and remit that amount to RingCentral, or you will remit the Ticket Commission directly to RingCentral in a timely manner. The Ticket Commission is separate from the Subscription Fee.

5.2 Taxes on Event Related Sales. You are solely responsible for determining which, if any, sales, use, amusement, value-added, consumption, excise and other taxes, duties, levies and charges (collectively, "Sales Taxes") apply to sales you make using the Services, including but not limited to your sale of Event tickets. You agree that it is your sole responsibility to, and that you will, collect and remit the correct amounts of all such Sales Taxes to the applicable governmental authorities. RingCentral cannot give you legal or tax advice, so please consult your tax advisor about Sales Taxes. If a governmental authority requires RingCentral to pay any Sales

Taxes attributable to sales you make using the Services, you agree to promptly and fully reimburse RingCentral for such Sales Taxes upon demand and all costs, penalties, interest and expenses related thereto.