SERVICE ATTACHMENT – VIDEO PRO

This Service Attachment is a part of the Master Services Agreement that includes the terms and conditions agreed by the Parties under which RingCentral will provide the RingCentral Video Pro Services to Customer.

1. Service Overview

RingCentral Video Pro is a cloud-based video conferencing and collaboration service that includes screen and file sharing, messaging, and mobile applications.

RingCentral Video Pro includes

- video and audio conferencing, including screen sharing
- collaboration tools, including group chat, file sharing, task management, and other tools

RingCentral Video Pro may be accessed from a variety of user End Points, including Desktop Applications, Web Clients, Mobile Applications, and Software Integrations.

2. RingCentral Video Pro and RingCentral Video Pro+

RingCentral Video Pro is made available in different pricing and feature tiers, which are described more fully at https://www.ringcentral.com/office/plansandpricing.html#video.

3. Voice Calling – External Calls

External calling is not generally available for RingCentral Video Pro End Users. Where External Calls to the PSTN are available for RingCentral Video Pro End Users (on Essentials and Advanced Tiers), such calling is available only for the purpose of adding participants to existing videoconferences.

Emergency Calling Services such as 999/112 and/or emergency, etc. are not available for RingCentral Video Pro End Users. RingCentral Video Pro End Users must have an alternative means for placing emergency calls available at all times.

RingCentral Video Pro does not support operator-assisted calling, 311, 511 and other 999/112 and/or emergency Calling. RingCentral does not support 0+ or operator assisted calling (including, without limitation, collect calls, third party billing calls, 900, or calling card calls).