

Contract Information RingCX

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Description: RingCX is an IP cloud based contact center solution. RingCX is sold as an add-on to RingEX.

For full details please see here: <https://www.ringcentral.com/gb/en/office/product-overview.html>

Service Activation: After you successfully complete all the verifications and technical necessary steps, your RingCX service will be activated within 24 hrs.

Your price: please refer to the specific price displayed in your Order Form. This is a fixed price for the duration of your commitment period. Here you can find the price list for comparison:

<https://www.ringcentral.com/gb/en/pricing/contact-center.html>

Out of Plan call charges: calls placed outside of your plan allowance will be charged at the prices indicated in these tables:

https://www.ringcentral.com/content/dam/rc-www/en_us/pdfs/Calling-Rates-UK-Unbundled-Tariffs.pdf

<https://www.ringcentral.com/gb/en/support/international-rates.html>

Acceptable Use Policy and Number use policies:

<https://www.ringcentral.com/gb/en/legal/acceptable-use-policy.html>

<https://www.ringcentral.com/gb/en/legal/numbering-policy.html>

https://support.ringcentral.com/gb/en/article-v2/Understanding-call-metering-in-RingCX.html?brand=RingCentral&product=RingCX&language=en_US

Contract Duration, Renewal and Termination

A. Contract Duration: The term of the Agreement will commence once the Order is completed and will continue for the initial commitment period.

B. Renewal: Upon expiration of the initial commitment period, unless the You agree to enter into a new commitment period or You terminate the Agreement, Services will continue on a monthly rolling plan at the standard published rates: <https://www.ringcentral.com/ie/en/office/plansandpricing.html>

C. Termination: You may terminate the contract 30 days before the expiration of the commitment period.

Access to Emergency Services: via RingEX and it is governed by this policy:

<https://www.ringcentral.com/gb/en/legal/last-update-december-20-2023/emergency-services.html>

Complaints Management: RingCentral is registered with the CISAS Communication & Internet Services Adjudication Scheme. Here you can find RingCentral Code of Practice for Complaints Handling: <https://www.ringcentral.com/gb/en/legal/cop.html>

Features for end-users with disabilities

999 BSL is an Emergency Video Relay Service that enables deaf British Sign Language (BSL) users to contact the emergency services through a British Sign Language interpreter. Information about this service can be found at <https://999bsl.co.uk/>.