

Contract Information RingEX

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Description: RingEX is an IP cloud based solution which includes voice, online messaging and video communication services. RingEX can be integrated with additional services and features. RingEX is number based interpersonal communication services and does not include internet access services.

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, your RingEX service will be activated within 24hrs.

Your price: please refer to the specific price displayed in your Order Summary. 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/office/plansandpricing.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/article-v2/Understanding-billing-rates-for-calling-minutes-usage-in-your-RingCentral-service-plan.html?brand=RingCentral&product=RingEX&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 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/>.