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.

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.pd
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 verifications and technical steps are completed and will continue for the initial commitment period.

B. **Renewal:** upon expiration of the initial commitment period, your services will continue as established in the agreement.

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

Access to Emergency Services: NO 999/112 SERVICE. YOU ACKNOWLEDGE AND AGREE THAT 999/112 / EMERGENCY CALLS OR MESSAGES MAY NOT BE PLACED OR SENT THROUGH THE RINGCX SERVICES, AND NO 999/112 CALLING OR SMS OR OTHER EMERGENCY MESSAGING SERVICE IS OFFERED OR PROVIDED WITH THE RINGCX SERVICES. YOU MUST MAKE AVAILABLE ALTERNATIVE ARRANGEMENTS TO PLACE 999/112 CALLS. RingEX supports calls to Emergency Services.

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