

RingCentral US Invoice Billing Guide

What You'll See

This guide provides you with helpful information regarding your RingCentral invoice.

RingCentral's bill cycle can have several events that show on your invoice:

- Product Plan (Recurring monthly service)
- Product Add-Ons (Services added that occur mid cycle)

Here are some tips to help you understand your invoice:

1. **Billed To:** Your address provided on your agreement.
2. **Account Information:** Your Customer ID number, Invoice number, and Invoice Amount to Pay (after credits and partial payments applied).
3. **Invoice Date:** The date your invoice is billed.
4. **Statement Summary:** High-level summary of the charges incurred within your billing period.
5. **Charges:** Lists the RingCentral services/hardware charged on your account.
6. **Calling Credit Package:** An allotment of minutes purchased when the below call types are initiated and repurchased once credits are depleted. These can be:
 - Included toll free minutes are exhausted.
 - Outbound/ Inbound International calls are made
 - Calls to information (411) are made.
7. **Taxes and Fees:** Lists a summary of applicable federal, state, and local taxes. See below for helpful link.
 - <https://www.ringcentral.com/legal/taxes-and-fees/states-and-local.html>

RingCentral® Invoice

1. **Billed To**
RingCentral
Attn: Accounts Payable
20 Davis Drive
Belmont CA 94002
Phone: (877) 324-1821
2. **Account Information**
Customer User ID: 11111111111
Invoice No.: INV_11111111
Currency: US Dollar
Terms: Net 30
3. **Invoice Date:** 11/01/2020
Invoice Amount to Pay: \$1,396.67
Due Date: 12/01/2020

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4. Statement Summary

SERVICE	AMOUNT
Subscription	
Charges	
Office Standard - Subscription Fee	\$0.00
DigitalLine Unlimited Standard	\$879.56
DigitalLine Unlimited - new purchase Standard	\$14.66
Calling Credit Package	\$40.00
7. Taxes, Fees and Surcharges	
Federal - Universal Service Fund	\$64.69
State Taxes	\$33.41
Compliance and Administrative Cost Recovery Fee	\$176.00
Compliance and Administrative Cost Recovery Fee - new purchase	\$2.93
e911 Service Fee	\$44.00
e911 Service Fee - new purchase	\$0.73
Subscription Subtotal	\$1,270.87
Hardware	
Charges	
Polycom VVX-350 Business IP Phone - new purchase	\$104.50
Shipping & Handling Fees: US - Ground - new purchase	\$13.20
Taxes, Fees and Surcharges	
State Taxes	\$6.27
Local Taxes	\$1.83
Hardware Subtotal	\$125.80
Amount Due	\$1,396.67

10. **Cost Center:** If Cost Center Management has been enabled on your account, you have successfully created cost centers and allocated services accordingly. Cost Centers will reflect what was currently on your account. Any changes to your Cost Center Management will be applied moving forward and will reflect on your next invoice. Changes made will not be applied to past invoices.

11. **Payment Methods:** Ways to pay your RingCentral Invoice.

- Checks Regular Mail to Lock box
- Wire Instructions (USD)
- Courier Check Payment
- ACH Payment (USD)

12. **Billing Questions?** Instructions about how to contact RingCentral. Any questions outside of your invoice should be addressed your Sales Rep, Account Executive, or assigned CSM (Customer Success Manager).

10. Summary by Cost Center

COST CENTER	AMOUNT
RingCentral	\$971.32
RingCentral>Cost Center 2	\$425.35
Total	\$1,396.67

Account Information

Customer User ID: 111111111111
Invoice No.: INV_11111111
Invoice Amount to Pay: \$1,396.67

11. Payment Methods

Please email remittance advice to Collections@RingCentral.com

Checks Regular Mail to Lockbox:

RingCentral Inc.
P.O. Box 734232
Dallas, TX 75373-4232

Overnight/Courier Check Payment:

JPMorgan Chase (TX1-0029)
Attn: RingCentral Inc. 734232
14800 Frye Road, 2nd Floor
Ft Worth, TX 76155

Wire Instructions:

JPMorgan Chase Bank For credit to: RingCentral Inc.
JPMorgan Chase New York, NY 10017
SWIFT ID: CHASUS33
ABA #: 021000021
Account #: 3602193095

ACH Payment:

JPMorgan Chase Bank For credit to: RingCentral Inc.
Account #: 3602193095
ABA #: 021000021

12. Billing Questions?

Email billingsupport@ringcentral.com or call 888-898-4591.

Customer must notify RingCentral at billingsupport@ringcentral.com of disputes arising from invoices in writing within thirty (30) days of invoice date, unless otherwise specified in contract.

Undisputed amounts unpaid on or before agreed upon payment term on the invoice may lead to service interruption.

Business Hours: 12:00 AM to 12:00 AM (PST), Monday - Friday

13. Statement Details: The details of the charges incurred on your invoice within a billing period.

14. Cost Center: Associated charges for a particular cost center.

How to Contact RingCentral

Details about your specific invoice can be found in the Billing tab of the RingCentral Phone System. If you still have questions, here's how to contact RingCentral:

Please contact Collections@RingCentral.com for the following:

- Payment inquiries.
- Make a one-time payment via credit card.
- Respond to a notification of a past-due balance.

If you have billing questions, call **(888) 898-4591** (U.S.) or **(800) 591-6543** (Canada), or email BillingSupport@RingCentral.com.

Business hours: 12:00AM to 12:00AM (PST), Monday - Friday

13. Statement Details

Description	Start Date	End Date	Qty	Rate	Amount
RingCentral					
Subscription - Charges					
Office Standard - Subscription Fee	10/30/2020	11/29/2020	1	\$0.00	\$0.00
DigitalLine Unlimited Standard	10/30/2020	11/29/2020	36	\$19.99	\$719.64
Subscription - Charges Subtotal					\$719.64
Subscription - Taxes, Fees and Surcharges					
Compliance and Administrative Cost Recovery Fee	10/30/2020	11/29/2020	36	\$4.00	\$144.00
e911 Service Fee	10/30/2020	11/29/2020	36	\$1.00	\$36.00
Federal - Universal Service Fund					\$45.94
State Taxes					\$25.74
Subscription - Taxes, Fees and Surcharges Subtotal					\$251.68
Subscription Subtotal					\$971.32
RingCentral Subtotal					\$971.32
RingCentral>Cost Center 2					
Subscription - Charges					
DigitalLine Unlimited - new purchase Standard	10/08/2020	10/29/2020	1	\$14.66	\$14.66
DigitalLine Unlimited Standard	10/30/2020	11/29/2020	8	\$19.99	\$159.92
Additional Local Number	10/30/2020	11/29/2020	11	\$4.99	\$54.89
Subscription - Charges Subtotal					\$229.47
Subscription - Taxes, Fees and Surcharges					
Compliance and Administrative Cost Recovery Fee - new purchase	10/08/2020	10/29/2020	1	\$2.93	\$2.93
e911 Service Fee - new purchase	10/08/2020	10/29/2020	1	\$0.73	\$0.73
Compliance and Administrative Cost Recovery Fee	10/30/2020	11/29/2020	8	\$4.00	\$32.00
e911 Service Fee	10/30/2020	11/29/2020	8	\$1.00	\$8.00
Federal - Universal Service Fund					\$18.75
State Taxes					\$7.67
Subscription - Taxes, Fees and Surcharges Subtotal					\$70.08
Subscription Subtotal					\$299.55
Hardware - Charges					
Polycom VVX-350 Business IP Phone - new purchase			1	\$104.50	\$104.50
Shipping and Handling Fees: US - Ground - new purchase			1	\$13.20	\$13.20
Hardware - Charges Subtotal					\$117.70
Hardware - Taxes, Fees and Surcharges					
State Taxes					\$6.27
Local Taxes					\$1.83
Hardware - Taxes, Fees and Surcharges Subtotal					\$8.10
Hardware Subtotal					\$125.80
RingCentral>Cost Center 2 Subtotal					\$425.35
Total					Amount Due (Tax Included) \$1,396.67



Contract to Invoice Key

PRODUCTS	
Contract	Invoice
Office Product or DigitalLine Limited Extension User Global Office Product Global Office Limited Extension User	DigitalLine Unlimited DigitalLine Basic International DigitalLine International DigitalLine Basic
ADDITIONAL SERVICES	
Contract	Invoice
Additional Local Number Additional Toll-free Number International Virtual Number (IVN)	Additional Local Number Additional Toll-free Number Additional Local International Number
TAXES, SURCHARGES, AND ONE-TIME FEES	
Contract	Invoice
e911 Service Fee Compliance and Administrative Cost Recovery Fee N/A – due to fluctuation of fee, not reflected on Contract N/A – due to fluctuation of fee, not reflected on Contract	e911 Service Fee Compliance and Administrative Cost Recovery Fee Federal Universal Service Recovery Fee State and local Taxes

Frequently Asked Questions (FAQs)

Term	Definition
Additional Local Number	Charges for adding a local number.
Additional Toll-free Number	Charges for adding a toll-free number.
Calling Credit Packages	<p>A minute bundle that triggers when one of the following occurs:</p> <ul style="list-style-type: none"> • Toll-free minutes are exhausted • Outbound/International calls are made • 411 calls are made <p>*Equivalent to 513 minutes at \$0.04</p>
DigitalLine Basic	DigitalLine Basic is a RingCentral Professional Plan. Use your existing RingCentral Professional plan minutes for inbound and outbound calls anywhere in the US and Canada. Has less features than a DigitalLine Unlimited.
DigitalLine Unlimited	DigitalLine Unlimited is a RingCentral Professional Plan. It includes Unlimited outbound local and long-distance calls anywhere in the US and Canada.
International DigitalLine	DigitalLine International is a RingCentral Global Office Plan. A DigitalLine International allows the purchase of additional minutes packages for international outbound calling on their RingCentral accounts.
International DigitalLine Basic	DigitalLine International is a RingCentral Global Office Plan. A DigitalLine International allows the purchase of additional minutes packages for international outbound calling on their RingCentral accounts. Has less features than an International DigitalLine.
Minute Bundle	<p>Toll-free Minute Bundles allows you to add minutes to your Toll-free Usage.</p> <p>International Calling Bundles allows you to add minutes to you International Usage.</p>
Mobile User	Is charged a rate of a DigitalLine Unlimited when your virtual extensions makes and/or receives 10 or more calls.
Enterprise Support/ Technical Account Management (TAM)	Dedicated person assigned to the customer for support. Rate is per contract.

Frequently Asked Questions (FAQs)

My account is setup to be paid annually, why am I still receiving invoices monthly?

- Any additional add-ons that are ordered on the account (purchasing phones, adding more lines, etc.) during the month will result in an invoice that will need to be paid.

My account is setup to be paid annually, why do the rates on my invoices do not match what is on my contract?

- When a service/product (e.g. DigitalLine Unlimited) is provisioned during the middle of your billing period, it will show at a lower rate as the service/product was not used at the start of the current billing period.

Why am I being billed: Federal Universal Service Recovery Fee (FUSF), e911 Service Fee, Compliance and Administrative Cost Recovery Fee (CRF), and State and local taxes? See below for links to our website to answer these charges.

- e911: <https://www.ringcentral.ca/legal/taxes-and-fees/e911.html>
- CRF: <https://www.ringcentral.ca/legal/taxes-and-fees/taxes-and-compliance.html>
- State and local taxes: <https://www.ringcentral.ca/legal/taxes-and-fees/states-and-local.html>

I am Tax Exempted and I am being billed taxes. What do I need to do?

- Reach out to your Sales Rep and provide all necessary documentation to prove you are Tax Exempted. Our RingCentral Team will internally review. Please wait for an update from your Sales Rep.
 - Please note Tax Exemption will take effect when approved.

How do I change the address on my invoice?

- Send an email to BillingSupport@RingCentral.com and provide the address details.
 - Please note changes will only be made on your invoices. If this is for tax purposes, you will want to update your billing address in your Service Web.

The Company Name is incorrect on the invoice. How do I change it?

- The Company Name on your invoice is the same as the Company Name on your agreement.
- Any changes that need to be made, you will need to work with your Sales Rep, Account Executive or Customer Success Manager.

Commonly asked questions that your Sales Rep, Account Executive and/or your Customer Success Manager can assist:

- How do I remove a line?
- How do I update my Cost Centers?