

RingCentral US Billing Statement Guide

What You'll See

This guide provides you with helpful information regarding your RingCentral invoice, which can be accessed in the Admin Portal, Billing tab.

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. Account Number:** Your main contact number in your account.
- 2. Service Plan:** Your current service plan.
- 3. Statement Date:** The date of your credit card was charged.
- 4. Paid by:** Credit Card information where the services were charged.
- 5. Reference#:** It will serve as your transaction number or invoice number.
- 6. Billed To:** Your address based on the credit card on file.
- 7. Pay To:** Address of your service provider.
- 8. Period:** Billing Period of your services that has been charged.
- 9. Charges and credits:** List of RingCentral services/hardware charged on your account.
- 10. Amount:** Prices of the services in your billing statement.

10/28/21, 3:20 AM		Billing - RingCentral	
1. Account Number:	(562) 123-4567	6. Billed To	7. Pay To
2. Service Plan:	RingCentral MVP Standard		
3. Statement Date:	10/02/2021	RINGCENTRAL 1 Ring Central 123 D 28th St #111 Long Beach, CA 90806 USA	RingCentral, Inc. 20 Davis Dr Belmont, CA 94002 USA
4. Paid By:	MasterCard[0123]		
5. Reference#:	3639087123		
8. Period	9. Charges and credits	10. Amount	
10/02/2021 - 11/01/2021	MVP Standard - Monthly Subscription Fee	\$0.00	
10/02/2021 - 11/01/2021	DigitalLine Unlimited	\$32.99	
10/02/2021 - 11/01/2021	DigitalLine Unlimited - Discount \$7.00 off	(\$7.00)	
10/02/2021 - 11/01/2021	DigitalLine Unlimited - (562) 206-1234	\$32.99	
10/02/2021 - 11/01/2021	DigitalLine Unlimited - Discount \$7.00 off	(\$7.00)	
10/02/2021 - 11/01/2021	DigitalLine Unlimited - (562) 206-4567	\$32.99	
10/02/2021 - 11/01/2021	DigitalLine Unlimited - Discount \$7.00 off	(\$7.00)	
10/02/2021 - 11/01/2021	DigitalLine Unlimited - (562) 207-1234	\$32.99	
10/02/2021 - 11/01/2021	DigitalLine Unlimited - Discount \$7.00 off	(\$7.00)	
10/02/2021 - 11/01/2021	DigitalLine Unlimited - (562) 219-1234	\$32.99	
10/02/2021 - 11/01/2021	DigitalLine Unlimited - Discount \$7.00 off	(\$7.00)	

11. Calling Credit Package: An allotment of minutes purchased when the below call types are initiated and repurchased once credits are depleted. These can be:

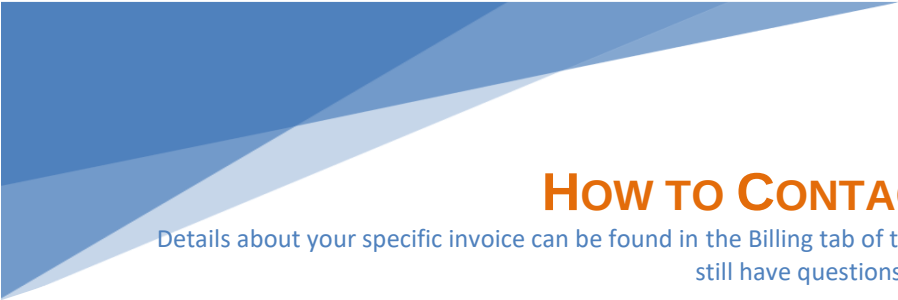
- Included toll free minutes are exhausted.
- Outbound/ Inbound International calls are made.
- Calls to information (411) are made.

12. Taxes, Fees and Surcharges: List of summaries of applicable federal, state, and local taxes. See below for helpful link.

- **Taxes:** <https://www.ringcentral.ca/legal/taxes-and-fees/states-and-local.html>
- **CRF:** <https://www.ringcentral.ca/legal/taxes-and-fees/taxes-and-compliance.html>
- **E911:** <https://www.ringcentral.ca/legal/taxes-and-fees/e911.html>

Period	Charges and credits	Unit Price	Quantity	Amount
(One time charge)	11. Calling Credits Package - Auto-purchase	\$20.00	1	\$20.00
Charges after Discounts and Prorates:				\$20.00

12. Taxes	Amount
> State and local taxes and fees	\$106.35
Compliance and Administrative Cost Recovery Fee	\$416.50
e911 Service Fee	\$119.00
FUSF (VoIP)	\$140.74
Taxes after Discounts and Prorates:	\$782.59
Total charges after discounts and prorates:	\$3,167.78
Total Taxes and Fees:	\$782.59
Sub-total:	\$3,950.37
Total Charged to Credit Card:	\$3,950.37



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:

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 11:59PM (PST), Monday - Friday

Contract to Billing Statement Key

PRODUCTS	
<u>Contract</u>	<u>Billing Statement</u>
Office Product or Digital Line	DigitalLine Unlimited
Limited Use Extension	DigitalLine Basic
Global Office Product or International Number	DigitalLine International
ADDITIONAL SERVICES	
<u>Contract</u>	<u>Billing Statement</u>
Additional Local Number	Additional Local Number
Additional Toll-Free Number	Additional Toll-Free Number
International Virtual Number	Additional Local International Number
MINUTE BUNDLES	
<u>Contract</u>	<u>Billing Statement</u>
International Calling Bundle	International Minute Bundle (with associated amount)
Toll Free Minute Bundle	Toll Free Minute Bundle (with associated minutes)
TAXES, SURCHARGES, & ONE-TIME FEES	
<u>Contract</u>	<u>Billing Statement</u>
e911 Service Fee	e911 Service Fee
Compliance and Administrative Cost Recovery Fee	Compliance and Administrative Cost Recovery Fee
N/A-Due to fluctuation of fee, not reflected on Contract	Federal Universal Service Recovery Fee
N/A-Due to fluctuation of fee, not reflected on Contract	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 your 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 billing statement monthly?

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

My account is setup to be paid annually, why do the rates on my billing statements 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 billing statement?

- Address reflected in Billing Statement is based on the address on the credit card on file, if you wish to update your billing address, you may contact and update your address in your bank/credit card provider.

How do I update my Credit Card information on file?

- You may check it in our website on how to update Credit Card information: <https://support.ringcentral.com/article/5594.html>
- You may reach out to RingCentral Billing Team at **(888) 898-4591** or check our website: <https://support.ringcentral.com/contact-numbers.html>

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?