

RINGCENTRAL CX COVID-19 ASSISTANCE PROGRAM



Offer Terms for Contact Center, Engage Voice, and Engage Digital

OBJECTIVE:

The RingCentral CX COVID-19 Assistance Program is intended to help organizations continue their customer engagement activities through these difficult times by making it easier for them to support work-at-home agents until the virus threat has been reduced to the point where agents can return to the office. The below packages include certain pre-defined features and product limitations to allow for rapid implementation and deployment of inbound voice cloud contact centers or a digital customer engagement service.

DESCRIPTION:

Unless otherwise agreed by RingCentral in writing, the CX COVID-19 Assistance Program includes the following terms and limitations:

1. Eligible Participants:

- Participant does not currently receive Contact Center, Engage Voice, or Engage Digital Services (the “CX Services”).

2. What Is Included:

- Inbound voice cloud contact center service, or digital customer engagement service; and
- One Office Digital Line.

3. Term:

- The CX Services will be provided for an initial ninety (90) day period, and will automatically renew for successive one (1) month periods unless either Party terminates the CX Services by providing a 30-day written notice to the other Party.

4. Promotion Enrollment Expiration Date:

- Offer valid until June 15th, 2020 (all enrollment forms must be duly executed and accepted by RingCentral prior to that date).¹

5. Commitment:

- No commitment to purchase the CX Services is required.

6. Implementation Support:

- Express Packages are available for purchase to setup the Contact Center, Engage Voice, or Engage Digital Services.

7. Exclusions:

- The below certifications and features are expressly excluded from this offer but may be included upon conversion of Your account into a paid account.

¹ RingCentral may choose to extend this offer as the circumstances of COVID-19 continue to evolve and based on customer demand.

Contact Center	Engage Voice	Engage Digital
No HIPAA or PCI compliance certifications	No PCI, SOC2, HITRUST, or HIPAA compliance certifications	No PCI, SOC2, HITRUST, or HIPAA compliance certifications
English only	English only	English only
No e-mail, chat, or SMS	No e-mail, chat, or SMS	No messaging (including WhatsApp, and Apple Business Chat)
No agent scripting	No agent scripting, direct dialing, or ranking	No surveys
No API access	No API access	No API access
Inbound only	Inbound only (no outbound dialer)	Inbound only (digital interactions)
No integrations	No integrations	One digital channel (i.e., one e-mail; or one social (i.e., one of Facebook, Youtube, Twitter, or Instagram); or Live-Chat)
No porting – cloud redirect only	No porting – cloud redirect only	
No ASR	No ASR	
No WFO	No additional contact channels	
	No priority queuing	
	Only available in the United States and Canada	

LIMITATIONS:

- I. Excludes overage and storage rates, toll free numbers and minutes, international numbers, international long-distance, and any other usage related charges.
- II. Excludes porting of existing telephone numbers.
- III. Excludes telephones and any other equipment.
- IV. Excludes Professional Services.
- V. RingCentral reserves the right to stop offering this program at any time at its sole discretion without prior notice, and reserves the right to accept or reject participation at its sole discretion.
- VI. Participation in the Offer is subject to agreement to RingCentral's Enrollment Terms.
- VII. Other restrictions may apply.
- VIII. This program shall not be interpreted in any way as amending, modifying, or reducing a Participant's obligations under any existing agreements with RingCentral or its subsidiaries and affiliates.
- IX. The number of free licenses to be provided shall be reasonable and determined at RingCentral's sole discretion taking into account the number of employees of the Participant affected by the COVID-19 crisis.
- X. RingCentral reserves the right to limit the number of calling minutes allotted to Your account every month.