

RINGCENTRAL COVID-19 ASSISTANCE PROGRAM



OBJECTIVE:

The RingCentral COVID-19 Assistance Program is intended to support schools, healthcare providers, non-profits, governmental entities, and news and media outlets fighting against COVID-19 or facing closure in light of COVID-19 with mission-critical business communication and collaboration tools.

DESCRIPTION:

Unless otherwise agreed by RingCentral in writing, the COVID-19 Assistance Program will include the following:

1. Eligible Participants:

- Existing RingCentral Customers; and
- New RingCentral Customers who are:
 - K-12 schools, and community colleges facing closure due to COVID-19 virus
 - Non-Profit organizations (e.g., health and welfare agencies) fighting COVID-19
 - Governmental entities fighting COVID-19
 - Healthcare providers fighting COVID-19
 - News and media entities fighting COVID-19 (e.g., TV networks, radio stations, newspapers, magazines, web pages and blogs)

2. What is included:

- Existing Customers:
 - For Customers with RingCentral Essentials and Standard subscriptions, RingCentral will increase, to the extent applicable, their video meeting capacity to 100 participants per video meeting for RingCentral Meetings and RingCentral Video until RingCentral provides thirty (30) days advance notice that it is ceasing this offer. Customer's video meeting capacity will then return to the entitlements the Customer had prior to the adjustments made under this program.
- New Customers:
 - Eligible entities in the United States may qualify for RingCentral Video (subject to RingCentral approval). If Eligible Participant qualifies for RingCentral Video, then Eligible Participant will receive a reasonable number of free Digital Lines with RingCentral Video (Premium edition). Includes telephone numbers and video meetings with a meeting capacity of 200 participants.
 - If Eligible Participant is not in the United States or otherwise is not eligible to receive RingCentral Video, the Eligible Participant will receive a reasonable number of free Digital Lines with RingCentral Meetings (Premium edition). Includes telephone numbers and video meetings with a meeting capacity of 100 participants.

3. Covered Countries:

- Eligible Participants must be entities established in one of the following countries:

United States

Canada

United Kingdom

France

Ireland

Netherlands

Australia

- Global Office:
 - Eligible Participants enrolling in this program from one of the Covered Countries could request Global Office Digital Lines in the countries in which RingCentral currently offers those services.
 - A list of the Global Office countries could be found here [link](#)

4. Term:

- For existing Customers: The increased video meeting capacity will be provided until RingCentral provides thirty (30) days advance notice that it is ceasing this offer.
- For new Customers: The services will be provided free of charge until either party terminates the services, by providing to the other party a 30 day written notice.

5. Remote Implementation Support for New Customers:

- Up to 2 hours of remote support services to assist New Customer to set up the system and access to on-line training to administer the system

6. Expiration Date:

- Offer for new Customers valid until December 31st, 2020 (all enrollment forms must be duly executed and accepted by RingCentral prior to that date).

7. Commitment

- No commitment to purchase the services is required.

LIMITATIONS:

- I.** Excludes 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.** 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.
- V.** Participation in the plan is subject to agreement to the Enrollment Terms.
- VI.** RingCentral reserves the right to request evidence of residency or other proof of eligibility.
- VII.** For existing Customers, this Program shall not be interpreted in any way in which will reduce the Customer obligations under existing Contracts with RingCentral or its subsidiaries and affiliates.
- VIII.** Other restrictions may apply.
- IX.** Free services are offered for participant's internal use only. 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.