



# UNIVERSITY OF CALIFORNIA

## Amendment # 2 to Agreement # 2022003385

This Amendment #2 to Agreement # 2022003385 ("Agreement") is entered into between The Regents of the University of California (UC) and Supplier Inc. (Supplier).

### AMENDMENT TO AGREEMENT

The Agreement is hereby amended as follows:

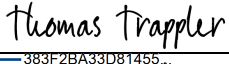
Section 15. Incorporated Documents is modified as follows:

**Attachment D: Statement of Work, Exhibit 1; Pricing\_Cloud VoIP is replaced in its entirety with the attached Exhibit 1 dated 3/7/23.**

All other terms, conditions and provisions of the Agreement shall remain in full force and effect.

This Amendment #2 is signed by the parties' duly authorized representatives and shall be effective on the date of the final signature below ("Effective date").

DocuSigned by: **RingCentral, Inc**  
  
 By: 97FA5ABA3B8D498...  
 Name: Marc Lambert  
 Title: Area Vice President  
 Date: 3/23/2023

**THE REGENTS OF THE UNIVERSITY OF CALIFORNIA**  
 DocuSigned by:  
  
 By: 383F2BA33D81455...  
 Name: Thomas Trappler  
 Title: Associate Director, IT Strategic Sourcing  
 Date: 3/30/2023

**Exhibit 1- Pricing \_ Cloud VoIP, 3/7/23**

NAME	DESCRIPTION	UoM	ALL PUBLIC EDUCATION ENTITIES (INCLUDES UC)  COST/UNIT/UoM NTE	OTHER PUBLIC SECTOR ENTITIES  COST/UNIT/UoM NTE
Ring Central Office Essentials	Messaging and Phone System <ul style="list-style-type: none"> <li>• Up to 20 users only</li> <li>• Business phone or toll-free numbers</li> <li>• Unlimited calls within the US/CA</li> <li>• Unlimited business SMS</li> <li>• Voicemail-to-text</li> <li>• Team messaging</li> <li>• Document sharing</li> </ul>	User/Month	\$5.95	\$21.84
RingCentral Office Standard Edition	Messaging, Video, and Phone System combined; includes everything in Essentials PLUS: <ul style="list-style-type: none"> <li>• No limit on number of users</li> <li>• Unlimited local , long distance, US &amp; Canada</li> <li>• Business phone numbers in over 100 countries</li> <li>• 1,000 minutes toll-free, and long distance(Per Organizational Account)</li> <li>• Unlimited internet fax</li> <li>• Unlimited audio conferencing</li> <li>• Video meetings with up to 100 participants</li> <li>• Up to 24-hour meeting duration</li> <li>• Quality-of-service reports</li> <li>• Popular integrations including Office 365, G Suite, Slack, and more</li> <li>• 24/7 support</li> </ul>	User/Month	\$7.95	\$24.69

RingCentral Premium Edition	Messaging, Video, Phone, Open Platform) includes everything in Standard PLUS: <ul style="list-style-type: none"> <li>• Automatic call recording</li> <li>• Single Sign-on</li> <li>• Multi-site admin and management</li> <li>• Up to 8-digit extensions with site codes</li> <li>• 2,500 toll-free minutes (Per Organizational Account)</li> <li>• Hot desking</li> <li>• Advanced call handling including whisper, barge, and more</li> <li>• Video meetings with up to 200 participants</li> <li>• Real-time analytics</li> <li>• Integrations including but not limited to Salesforce, Zendesk, Canvas, Smarsh</li> <li>• Developer platform and custom integrations</li> </ul>	User/Month	\$31.34	\$34.19
RingCentral Ultimate Edition	Edition Messaging, Video, Phone, Open Platform) includes everything in Premium PLUS: <ul style="list-style-type: none"> <li>• Device status reports</li> <li>• Device status alerts</li> <li>• Unlimited storage</li> <li>• 10,000 minutes toll-free minutes (Per Organizational Account)</li> </ul>	User/Month	\$40.84	\$43.69
Limited Extension (LE)	Dial Tone	User/Month	\$3.49	\$14.24
Automatic Call Distribution (ACD)	Single Agent Deployment		\$125.00	\$125.00

**Phone Features (included)**

Busy Call Forwarding (Hunting), Call Forwarding, Call Log, Call Rejection, Call Transfer (Inc. transfer recall), Callback (Redial), Caller ID, Conference Calling, Contacts Directory, Do Not Disturb (DND), Extension Dialing, Intercom, Last Number Dialed, Make Set Busy, Message Waiting Indication, Mobile & Desktop Softphone, Multiple Line Appearance, Programmable Music On Hold, Remote Access Call Forwarding, Restricted Call Forwarding, Selective Call Forwarding, Single Number Reach, Speed Calling, Three Way Calling, Unified Messaging, User Greeting Options, including creation of customized voice greeting for mailbox, User Mailbox Message Retention and Recovery, Voice Mail, IP v6 support, Recording, Call screen, Call Trace, Call Pick-up Group Feature, Call Park, Missed Call Notification, Directory Integration, Click-to-dial, Dial-by-name, Customizable "favorites list" for contacts, Paging, Suspended Line, Softphone, Auto attendant, Station lock (based on time of day, etc.), Speech access options for voicemail for users and callers, Basic instant messaging, Integrated audio, video and web conferencing services including centralized UI for moderating, SMS Notification, Launch external app or URL for inbound calls, SMS/MMS, Meetings Companion Mode, Nomadic 911, Elevate

to Meeting, Recording and Voicemail Transcription, Chat, Fax/Modem support, Dial Tone, Ring Down, Skillset routing or agent priority routing, Basic (IVR) Integrated Voice Response capability, Reporting - scheduled, ad hoc, custom, In queue announcements (custom and canned), Voicemail options for caller, Flexible scheduling, time of day routing, Queue depth management, Remote agents, Call flow interface and programming, Conference in supervisor i.e. assist button, Recording (with Barge, Whisper, Monitor), Advanced ACD and other Contact Center Features, Route to External Numbers, Call Transcriptions.

**ADDITIONAL LINE CHARGES, ADD-ON PLANS, AND SERVICES**

E911 Service	Assessed for each line	Per line	\$1.00	\$1.00
Compliance & Administrative cost recovery fee (1-99 Digital Lines)	Assessed for each line, tiered cost structure	Phones Lines	Cost Per Line	
		1-99	\$4.00/line	
		100-999	\$3.50/line	
		1000+	\$3.00/line	
Hot Line custom configuration		One-time fee	\$1,600.00	\$1,600.00
Remote Delivery Package	Remote engagement includes: up to 3 locations, Onboarding services, Planning and Design, Project Management plus 2 end user training sessions.	Package	\$4,655.00	\$4,655.00
Field Service Repair Technician		Hour	\$190.00	\$190.00
Network Engineer		Hour	\$190.00	\$190.00
Project Manager		Hour	\$190.00	\$190.00
Deployment Resource	fully deploy new devices, or provision existing and supported devices, to ensure registration and call testing, troubleshooting any unforeseen issues, conduct administrative and end-user trainings.	Hour	\$190.00	\$190.00
Enterprise Support – Silver	Support includes: <ul style="list-style-type: none"> <li>• Technical Account Manager</li> <li>• Up to 2 hours per month of phone</li> </ul>	Month	\$2,100.00	\$2,100.00

	consultation <ul style="list-style-type: none"> <li>• Phone, web and chat support priority routing</li> <li>• 2 designated contacts</li> <li>• 10% discount on additional Professional Service</li> </ul>			
Enterprise Support – Gold	Support includes: <ul style="list-style-type: none"> <li>• Technical Account Manager</li> <li>• Up to 4 hours per month of phone consultation</li> <li>• Phone, web and chat support priority routing</li> <li>• 3 designated contacts</li> <li>• 20% discount on additional Professional Services</li> </ul>	Month	\$5,000.00	\$5,000.00
Enterprise Support - Platinum	Support includes: <ul style="list-style-type: none"> <li>• Technical Account Manager</li> <li>• Up to 6 hours per month of phone consultation</li> <li>• Phone, web and chat support priority routing</li> <li>• 3 designated contacts</li> <li>• 25% discount on additional Professional Services</li> </ul>	Month	\$10,000	\$10,000

**INBOUND TOLL FREE**

<b>US: Toll-Free Minute Bundles</b>	<b>UoM</b>	<b>ALL PUBLIC SECTOR ENTITIES Rate/UoM, NTE</b>
1000 min/mo	Monthly	\$ 28.49
2500 min/mo	Monthly	\$56.99
5000 min/mo	Monthly	\$104.49
10,000 min/mo	Monthly	\$180.49
20,000 min/mo	Monthly	\$360.99
40,000 min/mo	Monthly	\$721.99
60,000 min/mo	Monthly	\$1,082.99
80,000 min/mo	Monthly	\$ 1,443.99
100,000 min/mo	Monthly	\$1,804.99
125,000 min/mo	Monthly	\$2,019.69
150,000 min/mo	Monthly	\$ 2,423.44

200,000 min/mo	Monthly	\$ 3,230.94
250,000 min/mo	Monthly	\$ 4,038.44
500,000 min/mo	Monthly	\$ 8,075.94
750,000 min/mo	Monthly	\$12,113.44
1,000,000 min/mo	Monthly	\$ 16,150.94
Domestic Inbound Toll per minute	Minute	\$0.039

**USAGE RATES: INTERNATIONAL (select countries)**Pricing for other countries are available here: <https://www.ringcentral.com/support/international-rates.html>

Country	UoM	ALL PUBLIC SECTOR ENTITIES	
		Outbound Rate / Minute	Inbound Toll Free Rate / Minute
Canada	Minute	\$ -	\$0.0390
United Kingdom	Minute	\$0.0390	\$0.0390
Mexico	Minute	\$0.0100	\$0.0100
Germany	Minute	\$0.0390	\$0.0390
China	Minute	\$0.0390	\$0.0390
Spain	Minute	\$0.0390	\$0.0390
France	Minute	\$0.0390	\$0.0560
Haiti	Minute	\$0.2400	\$0.2400
Switzerland	Minute	\$0.0390	\$0.0560
India	Minute	\$0.0590	\$0.0590
Austria	Minute	\$0.0390	\$0.0390
Puerto Rico	Minute	\$0.0390	\$0.0390
Italy	Minute	\$0.0390	\$0.0390
Australia	Minute	\$0.0390	\$0.0390
Netherlands	Minute	\$0.0390	\$0.0390
Japan	Minute	\$0.0390	\$0.0390
Brazil	Minute	\$0.0780	\$0.0780
South Korea	Minute	\$0.0420	\$0.0420
Ireland	Minute	\$0.0390	\$0.0390
Belgium	Minute	\$0.0390	\$0.0390

<b>International Calling Bundles; Credit Bundle</b>	<b>UoM</b>	<b>Price</b>
\$300 worth of credit	Bundle	\$150
\$600	Bundle	\$300
\$900	Bundle	\$450
\$1,250	Bundle	\$600
\$2,500	Bundle	\$1,200
\$3,750	Bundle	\$1,800
\$5,000	Bundle	\$2,400
\$6,250	Bundle	\$3,000
\$9,375	Bundle	\$4,500
\$13,000	Bundle	\$6,000
\$26,000	Bundle	\$12,000
\$39,000	Bundle	\$18,000
\$52,000	Bundle	\$24,000
\$65,000	Bundle	\$30,000
\$101,250	Bundle	\$45,000
\$135,000	Bundle	\$60,000
\$270,000	Bundle	\$120,000
\$405,000	Bundle	\$180,000
\$675,000	Bundle	\$300,000
Credit Bundles		
Overages will be billed on a standard international calling rate.		
Bundles expire at the end of the month and cannot roll over to the following month.		
Calling bundles can be used for inbound/outbound calls for Global Office and IVN. Minute bundles do not apply towards int'l toll-free.		

**Notes:**

All Pricing are "Not to Exceed (NTE) " based pricing.

Volume discounts for individual location specific subscription orders may be apply.