



Request for Vendor Contract Update

Pursuant to the terms of your awarded vendor contract, all vendors must notify and receive approval from Region 4/OMNIA Partners, Public Sector when there is an update in the contract. No request will be officially approved without the prior authorization of Region 4. Region 4 reserves the right to accept or reject any request.

RingCentral, Inc. _____ hereby provides notice of the following update to
(Vendor Name)

Contract number: : R200902 for Unified Communications as a Service (UCaaS) on this date September 10, 2024.

Contract Title

Instructions: Vendors must check all that may apply and shall provide supporting documentation. Place your initials next to each item to confirm that documents are indeed included. Request received without supporting documentation will be returned. Be sure to sign prior to submitting your update for approval. **This form is not intended for use if there is a material change in operations, which may adversely affect members, i.e. assignment, bankruptcy, change of ownership, merger, etc. Please contact a member of the OMNIA Partners Contracting Team to request a "Notice of Material Change to Vendor Contract" form.**

Authorized Distributors/Dealers
____ Addition
____ Deletion
____ Supporting Documentation

Price Update
____ Supporting Documentation

Products/Services
 New Addition
____ Update Only
____ Supporting Documentation

Discontinued Products/Services
____ Supporting Documentation

States/Territories
____ Supporting Documentation

Other **CX attachment and sla**
____ Supporting Documentation

Notes: Vendor may include other notes regarding the contract update here: (attach another page if necessary).

Added a new professional service named AI Shadow –all-in-one analytics for RingCentral Office. It’s an analytics tool that offers a detailed trend analysis of the entire communication history for all activities including messaging, video, and phone. [See line items 330 -335.](#)

AI Shadow delivers management reports that highlight long duration, missed calls, excessive cost, and IVR routing summaries. All activity may be pinpointed from a particular agent, extension, voicemail box, hunt group, or endpoint and all the way to the corporate level. Critical communication logs from multiple sources can be consolidated for comprehensive analysis or to meet regulatory compliance standards.

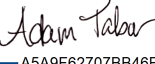
Submitted By: Jeannie Horton-Isreal

Approved Date September 24, 2024 | 12:07 PM CD

Title: Public Sector Contract Administrator

Denied Date _____

Contact Number: R200902

Signed by:


DS


Email Address: Jeannie.hortonisreal@ringcentral.com

Region 4 ESC: A5A9E62707BB46B...

Service Attachment – RingCX Services

This Service Attachment is a part of the Agreement that includes the terms and conditions agreed by the Parties under which RingCentral will provide to the Customer the RingCX Services as described under the applicable order form.

In the event of any conflict between the provisions of the Agreement and the provisions of this Service Attachment, such provisions of this Service Attachment will prevail.

1. Service Overview

“**RingCX Services**” is a cloud-based, contact center and omnichannel communications solution consisting of inbound and outbound voice media routing, queuing, and distribution as well as digital channel management, and related services, applications, and features, whether included as part of a Subscription Package or ordered separately.

2. Billing and Payment

A. Billing

Starting at the Start Date set forth in the RingCX Services Order and until the end of the Term, You agree to pay for: a) the RingCX Services fees for at least the number of Seats set forth in the RingCX Services Order (as amended as permitted below) (a “**RingCX Contract Seat**”) based on the per Seat pricing set forth in the RingCX Services Order (the “**RingCX Contract Seat Price**”), as amended from time to time, regardless of the number of Seats being used; b) any Usage (per minute) fees; c) any Subscription Packages set forth in the RingCX Services Order (e.g. Interactive Omni Response, minutes, international minutes); and d) any additional fees set forth in the RingCX Services Order.

B. Adding New RingCX Contract Seats

You may add RingCX Contract Seats at any time either through a new RingCX Services Order or a written amendment executed by You and RingCentral. The RingCX Services fees related to these additional RingCX Contract Seats will be billed at the per Seat price set forth in the RingCX Services Order. For the avoidance of doubt, you will be required to pay for RingCX Services fees related to these additional RingCX Contract Seats until the end of the Term.

C. Adding On-Demand RingCX Seats

At any time, you may utilize additional Seats with your RingCX Services on an as-needed basis (each, an “**On-Demand RingCX Seat**”). You will be billed for any RingCX Services at the rate of the RingCX Contract Seat Price plus an overage charge of 20 USD per month per Seat (the “**On-Demand RingCX Price**”) until You remove this On-Demand RingCX Seat from Your RingCX Services subscription (which You may do at any time in your discretion). RingCX Services fees for any On-Demand RingCX Seats will be charged for the full month, regardless of the number of days used. For each monthly billing period, you will be charged for the highest number of On-Demand RingCX Seats used within such billing period. Fees for other RingCX Service licenses may be billed at the price set forth in the RingCX Services Order.

3. RingCX Services, Settings, and Modifications

A RingEX account is required to use the RingCX Services. The settings and preferences for your RingCX Services, including without limitation user rights, user skills, and permissions; routing, scripts; registration Information; and activation of On-

Demand RingCX Seats, among others, may be set and modified by those individuals whom You allow to have access to the web console ("Account Administrators"). The Customer acknowledges that the acts or omissions of the Account Administrators may result in additional charges or affect RingCX Services. The Customer will be solely responsible for the acts or omissions and the impact on billable amounts of the Account Administrators.

4. Use of RingCX Services

You acknowledge and agree that all use of the RingCX Services shall be subject to this Service Attachment and the Agreement, including without limitation the use policies and data privacy policies. You acknowledge and agree that You are fully responsible and liable for all use of the RingCX Services, any software or hardware used in conjunction with the RingCX Services, and any and all fees and charges that are incurred as a result of such use. Notwithstanding anything to the contrary stated in the Agreement, the use of the RingCX Services shall be subject to the following terms:

a. NO 911 SERVICE. YOU ACKNOWLEDGE AND AGREE THAT 911 / EMERGENCY CALLS OR MESSAGES MAY NOT BE PLACED OR SENT THROUGH THE RINGCX SERVICES, AND NO 911 CALLING, SMS OR OTHER EMERGENCY MESSAGING SERVICE IS OFFERED OR PROVIDED WITH THE RINGCX SERVICES. YOU MUST MAKE AVAILABLE ALTERNATIVE ARRANGEMENTS TO PLACE 911 CALLS.

b. Customer 911 Notification Obligations. You represent, warrant, and covenant that: (i) You shall ensure that any person who might use the RingCX Services or be present at the physical location where any the RingCX Services might be accessed or used is fully informed and aware that he or she will not be able to place calls or send messages to 911 or other emergency response services through the RingCX Services; and (ii) You shall provide all of the foregoing parties with an alternate method by which to place such calls and, as applicable, to send such messages.

c. Cardholder Data. You acknowledge and agree that when using RingCX Services, you will not record or store Cardholder Data ("**CHD**") as that term is defined by the PCI Data Security Standard. If You are required to receive CHD using the RingCX Services, you will pause any recordings or otherwise ensure that no CHD is being recorded or saved.

5. Compliance and Regulations

You disclaim and deny any reliance on any marketing materials relating to the RingCX Services with regard to Telephone Consumer Protection Act ("**TCPA**") compliance and/or the Telemarketing Sales Rule. Any statements regarding the TCPA or other legal compliance are opinion only, and You are ultimately responsible for making your own determinations regarding the requirements of the TCPA and its applicability to the RingCX Services.

RingCentral shall not redesign or otherwise modify its ManualDial product, including any relevant hardware or software, in a manner that would give it the capacity to dial randomly or sequentially generated numbers, function as a predictive dialer or dial numbers in any manner that does not require human intervention for each call.

6. Definitions

Terms used herein but not otherwise defined have the meanings ascribed to them in the Agreement. For purposes of this Service Attachment, the following terms have the meanings set forth below:

A. "RingCX Materials" means documentation, either electronic or otherwise, that RingCentral provides or makes available to the Customer describing the RingCX Services, including the components of each Subscription Package,

if applicable, and any other features and functionality offered as part of the RingCX Services. The RingCX Materials may include without limitation manuals, product descriptions, user or installation instructions, diagrams, printouts, listings, flowcharts and training materials related to the RingCX Services.

B. “RingCX Services Order” is an Order form executed by the Parties under the terms of the Agreement and this Service Attachment, setting out the details of the subscription to the RingCX Services, including any Subscription Package, and any additional products, services and functionality purchased by the Customer.

C. “Interactive Voice Response” or “IVR” means a module that allows customers to script automated voice interactions, accessing third-party services and databases when needed to service the customer. IVR-only packages do not include any services or restrictions related to Seats.

D. “Seat” means either: i) a named license based on the named persons that use the RingCX Services, or ii) a concurrent license based on the number of persons simultaneously using the RingCX Services. Each Seat includes 2,000 minutes of IVR per month. Overages apply. All use is subject to the Acceptable Use Policy. Overages apply.

E. “Subscription Package” is a set of RingCX Services features and applications, as further defined in the RingCX Materials, that could be ordered as a bundle.

F. “Usage” means any charges incurred in connection with the use of Your RingCX Services, including, without limitation, local, long-distance, international, and toll-free minutes, charges, and any products listed on the RingCX Service Order.

**ATTACHMENT A
SERVICE LEVEL AGREEMENT FOR RINGCX SERVICES**

This Service Level Agreement for RingCX Services (the **RingCX SLA**) is a part of the Master Services Agreement (the **“Agreement”**) that includes the Service Availability levels RingCentral commits to deliver on the RingCentral Network for RingCX Services.

1. Overview

RingCentral will maintain the Quality of Service for the RingCX Core Services at the performance levels as defined below:

	Core Services
Service Availability (Monthly Calculation)	99.99%
Maximum Credit	15% of MRC

2. Minimum Eligibility. Customer is entitled to the benefits of this RingCX SLA only to the extent that Customer maintains a minimum of ten (10) RingCX Seats under the Agreement with a minimum twelve (12) month Initial Term and twelve (12) month Renewal Term. This RingCX SLA shall not apply to any period of time where Customer does not meet the foregoing requirements.

3. Service Delivery Commitments

A. Calculation of Service Availability

Service Availability = [1 – ((number of minutes of Down Time x number of impacted users) / (total number users x total number of minutes in a calendar month))] x 100

Availability shall be rounded to nearest hundredth of a percent in determining the applicable credit.

B. Calculation of Service Credits

- i. Service Credits only begin to accrue after Service Availability falls below a certain percentage (shown in the tables below).
- ii. Customer is entitled to Service Credits for the RingCX Core Services according to the following table:

Service Availability	Service Credits
≥ 99.99%	0% MRC
≥ 99.95% and < 99.99%	5% MRC
≥ 99.90% and < 99.95%	10% MRC
< 99.90%	15% MRC

C. Qualifying for Service Credits. Service Credits for Down Time will accrue only to the extent:

- i. Service Availability falls below the percentage as illustrated in the tables (above) under Calculation of Service Credits.
- ii. Customer reports the occurrence of Down Time to RingCentral Customer Service by opening a Support Case within twenty-four (24) hours of the beginning of the applicable Down Time period.
- iii. Customer must submit a written request for Service Credits to Customer Care within ten (10) business days of the date the Support Case was opened by Customer, including a short explanation of the credit claimed and the number of the corresponding Support Case.
- iv. RingCentral confirms that the Down Time was the result of an outage or fault on the RingCentral Network.

v. Customer is not in material breach of the Agreement, including its payments obligations.

D. **Finality of Decisions.** Credits may be issued in RingCentral's sole reasonable discretion and will expire at the expiration or termination of the Agreement.

4. Chronic Service Failures

A. **Service Availability.** Customer may terminate the Agreement without penalty and will receive a pro-rata refund of all prepaid, unused fees if customer accrues Maximum Service Credits for Down Time for RingCX Core Services during any three (3) calendar Months in any continuous 6-Month period, and customer has timely reported Down Time as set forth herein.

B. To exercise its termination right under this RingCX SLA, Customer must deliver written notice of termination to RingCentral no later than ten (10) business days after its right to terminate under this Section accrues.

5. Sole Remedy

The remedies available pursuant to this RingCX SLA (i.e., the issuance of credits and termination for chronic service failure) shall be Customer's sole remedy for any failure to meet committed services levels under this Agreement.

6. Definitions

Terms used herein but not otherwise defined have the meanings ascribed to them in the Agreement. For purposes of this Service Level Agreement, the following terms have the meanings set forth below:

A. **"RingCX Services"** include Core Services and Non-Core Services.

B. **"Core Services" includes the following services:**

i. Inbound and Outbound Call Termination.

ii. IVR, Text to Speech and Speech Recognition.

iii. Recording of Calls.

iv. Client-side User Interface and Computer Telephony Interface APIs for Receiving or Placing a call and Authenticating Users.

C. **"Down Time"** is an unscheduled period during which the RingCX Services on the RingCentral Network are interrupted and not usable, except that Down Time does not include unavailability or interruptions due to (1) acts or omissions of Customer; (2) an event of a Force Majeure; or (3) Customer's breach of the Agreement.

D. **"Interactive Voice Response" or "IVR"** means a module that allows customers to script automated voice interactions, accessing third party services and databases when needed to service the customer.

E. **"MRC"** means the monthly recurring subscription charges (excluding taxes, administrative or government mandated fees, metered billings, etc.) owed by Customer to RingCentral for RingCX Services for the relevant month. If customer is billed other than on a monthly basis, MRC refers to the pro-rata portion of the recurring subscription charges for the relevant calendar month. MRC does not include one-time charges such as phone equipment costs, set-up fees, and similar amounts, nor does it include any charges or fees for services other than RingCX Services.

F. **"Non-Core Services"** means any features not expressly identified as a Core Service. For the avoidance of doubt, Non-Core Services includes the following features:

i. Historical Reports.

ii. RealTime Dashboards.

iii. Call Recording Administration, Delivery, and Retrieval.

iv. Integrations, including Workforce Management, Workforce Optimization, and CRM.

G. **"RingCentral Network"** means the network and supporting facilities between and among the RingCentral points of presence ("**POP(s)**"), up to and including the interconnection point between the RingCentral's network and facilities, and the public Internet, and the PSTN. The RingCentral Network does not include the public Internet, or the Public Switched Telephone Network (PSTN). The RingCentral Network includes the facilities of underlying provider of the RingCX Services subcontracted by RingCentral.

H. **"Service Availability"** is the time for which RingCX Services are available on the RingCentral Network, expressed as a percentage of the total time in the relevant calendar month, and calculated as set forth below.

- I. **“Service Credits”** means the amount that RingCentral will credit a Customer’s account pursuant to this RingCX SLA.
- J. **“Support Case”** means an inquiry or incident reported by the Customer, through its Helpdesk Support, to Customer Care via the designated Customer Care portal.

Omnia Partners TX Region 4 ESC Price List Template																	
Product Line: RingCentral, Inc. Awarded Vendor: RingCentral, Inc. Product De Unified Communications as a Service (UCaaS), Contact Center (CCaaS)																	
Sort	Price Method	Vendor SKU	Product Name	Product Description	Price Before Discount or Markup	Omnia Price	Unit of Measure	Manufacturer Name	Manufacturer SKU	Awarded Vendor	UNSPSC	Product URL	Extended Description	Expanded Description (Triggers & Discontinue Product Page)	Product Benefits	Product Specifications	Product Features
1	NTE	17.1	JS: RingEX CORE	Monthly Subscription with Contract- Per Month/Per User (Unlimited Local/Long distance US & Canada, 100 toll-free min/mo per acct), SMS allowance per user, 25 pooled per account, per month	\$25.00	\$23.75	per user	RingCentral	N/A	RingCentral, Inc.	43000000						
2	NTE	17.2	JS: RingEX MVP CORE	Annual (Pre-Pay) Subscription Per Month/Per User (Unlimited Local/Long distance US & Canada, 100 toll-free min/mo per acct), SMS allowance per user, 25 pooled per account, per month	\$30.00	\$28.50	per user	RingCentral	N/A	RingCentral, Inc.	43000000						
3	NTE	17.3	JS: RingEX ADVANCED	Monthly Subscription with Contract- Per Month/Per User (Unlimited Local/Long distance US & Canada, 1,000 toll-free min/mo per acct), SMS allowance per user, 50 pooled per account, per month	\$40.00	\$38.00	per user	RingCentral	N/A	RingCentral, Inc.	43000000						
4	NTE	17.4	JS: RingEX ADVANCED	Annual (Pre-Pay) Subscription Per Month/Per User (Unlimited Local/Long distance US & Canada, 1,000 toll-free min/mo per acct), SMS allowance per user, 50 pooled per account, per month	\$35.00	\$33.25	per user	RingCentral	N/A	RingCentral, Inc.	43000000						
5	NTE	17.5	JS: RingEX ULTRA	Monthly Subscription with Contract- Per Month/Per User (Unlimited Local/Long distance US & Canada, 10,000 toll-free min/mo per acct), SMS allowance per user, 100 pooled per account, per month	\$50.00	\$47.50	per user	RingCentral	N/A	RingCentral, Inc.	43000000						
6	NTE	17.6	JS: RingEX ULTRA	Annual (Pre-Pay) Subscription Per Month/Per User (Unlimited Local/Long distance US & Canada, 10,000 toll-free min/mo per acct), SMS allowance per user, 100 pooled per account, per month	\$45.00	\$42.75	per user	RingCentral	N/A	RingCentral, Inc.	43000000						
7	NTE	42	JS: Meeting Add-on Services	Room (Per Month, Per Room)	\$49.00	\$46.55	per user	RingCentral	N/A	RingCentral, Inc.	43000000						
8	NTE	43	JS: Meeting Add-on Services	Room Connector (Per Month, Per Connector)	\$49.00	\$46.55	per user	RingCentral	N/A	RingCentral, Inc.	43000000						
9	NTE	192	JS: Additional Numbers	Additional local number (Monthly Charge)	\$4.99	\$4.74	per user	RingCentral	N/A	RingCentral, Inc.	43000000						
10	NTE	193	JS: Additional Numbers	Additional toll-free number (Monthly Charge)	\$4.99	\$4.74	per user	RingCentral	N/A	RingCentral, Inc.	43000000						
11	NTE	318.1	Avaya Cloud Office- Standard	Monthly Subscription- Per User (Unlimited Local/Long distance US & Canada, 1,000 toll-free min/mo per acct)	\$32.99	\$31.34	per user	RingCentral	N/A	RingCentral, Inc.	43000000						
12	NTE	318.2	Avaya Cloud Office- Standard	Monthly Subscription with Contract- Per User (Unlimited Local/Long distance US & Canada, 1,000 toll-free min/mo per acct)	\$25.99	\$24.69	per user	RingCentral	N/A	RingCentral, Inc.	43000000						
13	NTE	318.3	Avaya Cloud Office- Standard	Annual subscription (pre-pay)- Per User per month (Unlimited Local/Long distance US & Canada, 10,000 toll-free min/mo per acct)	\$22.99	\$21.84	per user	RingCentral	N/A	RingCentral, Inc.	43000000						
14	NTE	320.1	Avaya Cloud Office- Essentials Edition	Monthly with contract (Per Month, Per Extension)	\$22.99	\$21.84	per user	RingCentral	N/A	RingCentral, Inc.	43000000						
15	NTE	320.2	Avaya Cloud Office- Essentials Edition	Annual (pre-pay) (Per Month, Per Extension)	\$19.99	\$18.99	per user	RingCentral	N/A	RingCentral, Inc.	43000000						
16	NTE	324.1	Avaya Cloud Office- Premium	Monthly Subscription- Per User (Unlimited Local/Long distance US & Canada, 2,500 toll-free min/mo per acct)	\$42.99	\$40.94	per user	RingCentral	N/A	RingCentral, Inc.	43000000						
17	NTE	324.1	Avaya Cloud Office- Premium	Monthly Subscription with Contract- Per User (Unlimited Local/Long distance US & Canada, 2,500 toll-free min/mo per acct)	\$35.99	\$34.19	per user	RingCentral	N/A	RingCentral, Inc.	43000000						
18	NTE	324.2	Avaya Cloud Office- Premium	Annual subscription (pre-pay)- Per User per month (Unlimited Local/Long distance US & Canada, 10,000 toll-free min/mo per acct)	\$32.99	\$31.34	per user	RingCentral	N/A	RingCentral, Inc.	43000000						
19	NTE	328.1	Avaya Cloud Office- Ultimate	Monthly Subscription- Per User (Unlimited Local/Long distance US & Canada, 10,000 toll-free min/mo per acct)	\$52.99	\$50.34	per user	RingCentral	N/A	RingCentral, Inc.	43000000						
20	NTE	328.1	Avaya Cloud Office- Ultimate	Monthly Subscription with Contract- Per User (Unlimited Local/Long distance US & Canada, 10,000 toll-free min/mo per acct)	\$45.99	\$43.89	per user	RingCentral	N/A	RingCentral, Inc.	43000000						
21	NTE	328.2	Avaya Cloud Office- Ultimate	Annual subscription (pre-pay)- Per User per month (Unlimited Local/Long distance US & Canada, 10,000 toll-free min/mo per acct)	\$42.99	\$40.94	per user	RingCentral	N/A	RingCentral, Inc.	43000000						
22	NTE	015400004E76AAG	JS: RingCentral Contact Center- Minute Bundles	500K min/mo (Monthly Charge)	\$7,000.00	\$6,650.00	each	RingCentral	N/A	RingCentral, Inc.	43000000						
23	NTE	015400004E76AAW	JS: RingCentral Contact Center- Minute Bundles	2M min/mo (Monthly Charge)	\$28,000.00	\$26,800.00	each	RingCentral	N/A	RingCentral, Inc.	43000000						
24	NTE	015400004E76AAW	JS: RingCentral Contact Center- Minute Bundles	3M min/mo (Monthly Charge)	\$42,000.00	\$39,900.00	each	RingCentral	N/A	RingCentral, Inc.	43000000						
25	NTE	015400004E76AAG	JS: RingCentral Contact Center- Minute Bundles	1M min/mo (Monthly Charge)	\$14,000.00	\$13,300.00	each	RingCentral	N/A	RingCentral, Inc.	43000000						
26	NTE	015400004E76AAG	JS: RingCentral Contact Center- Minute Bundles	100K min/mo (Monthly Charge)	\$1,400.00	\$1,330.00	each	RingCentral	N/A	RingCentral, Inc.	43000000						
27	NTE	015400004E76AAG	JS: RingCentral Contact Center- Minute Bundles	25K min/mo (Monthly Charge)	\$700.00	\$660.00	each	RingCentral	N/A	RingCentral, Inc.	43000000						
28	NTE	015400004E76AAG	JS: RingCentral Contact Center- Minute Bundles	3M min/mo (Monthly Charge)	\$70,000.00	\$66,500.00	each	RingCentral	N/A	RingCentral, Inc.	43000000						
29	NTE	015400004E76AAG	JS: RingCentral Contact Center- Minute Bundles	25K min/mo (Monthly Charge)	\$350.00	\$332.50	each	RingCentral	N/A	RingCentral, Inc.	43000000						
30	NTE	015400004E76AAG	JS: RingCentral Contact Center- Minute Bundles	4M min/mo (Monthly Charge)	\$56,000.00	\$53,200.00	each	RingCentral	N/A	RingCentral, Inc.	43000000						
31	NTE	015400004E76AAW	JS: RingCentral Contact Center- Minute Bundles	250K min/mo (Monthly Charge)	\$3,500.00	\$3,325.00	each	RingCentral	N/A	RingCentral, Inc.	43000000						
32	NTE	1012-150-000	JS: RingCentral Contact Center- Metered Pricing	DIGS (per #)	\$1.490	\$1.420	per number	RingCentral	N/A	RingCentral, Inc.	43000000						
33	NTE	1012-150-001	JS: RingCentral Contact Center- Metered Pricing	Essentials (per min)	\$0.019	\$0.019	per minute	RingCentral	N/A	RingCentral, Inc.	43000000						
34	NTE	1012-150-002	JS: RingCentral Contact Center- Metered Pricing	Standard (per min)	\$0.017	\$0.017	per minute	RingCentral	N/A	RingCentral, Inc.	43000000						
35	NTE	1012-150-003	JS: RingCentral Contact Center- Metered Pricing	Premium (per min)	\$0.017	\$0.017	per minute	RingCentral	N/A	RingCentral, Inc.	43000000						
36	NTE	1012-150-004	JS: RingCentral Contact Center- Metered Pricing	Ultimate (per min)	\$0.016	\$0.016	per minute	RingCentral	N/A	RingCentral, Inc.	43000000						
37	NTE	1012-150-005	JS: RingCentral Contact Center- Metered Pricing	Unlimited (per min)	\$0.016	\$0.016	per minute	RingCentral	N/A	RingCentral, Inc.	43000000						
38	NTE	1032-173-000	JS: RingCentral Contact Center- Metered Pricing	SMS (per msg)	\$0.014	\$0.014	per message	RingCentral	N/A	RingCentral, Inc.	43000000						
39	NTE	12654-1706-000	Essentials Edition Named Seat	Seat Edition (Named Licenses)	\$105.00	\$99.75	per user	RingCentral	N/A	RingCentral, Inc.	43000000						
40	NTE	12654-1706-000	Essentials Edition Concurrent Seat	Seat Edition (Concurrent Licenses)	\$137.00	\$130.15	per user	RingCentral	N/A	RingCentral, Inc.	43000000						
41	NTE	12656-1723-000	Standard Edition Named Seat	Seat Edition (Named Licenses)	\$120.00	\$114.00	per user	RingCentral	N/A	RingCentral, Inc.	43000000						
42	NTE	12656-1724-000	Standard Edition Concurrent Seat	Seat Edition (Concurrent Licenses)	\$158.00	\$150.10	per user	RingCentral	N/A	RingCentral, Inc.	43000000						

559	NTE	3879-2112-687	Taxtel Long code Surcharge - Tier 1	CC: Add-On Taxtel Long code Surcharge - Tier 1	\$10.00	\$9.50	per month	RingCentral	N/A	RingCentral	43000000								
560	NTE	38751298-000	Taxtel Long Code	Taxtel Long Code	\$10.00	\$9.50	per month	RingCentral	N/A	RingCentral	43000000								
561	NTE	SECDL_5401	Secondary DigitalLine	Secondary DL for Core	\$30.00	\$28.50	per month	RingCentral	N/A	RingCentral	43000000								
562	NTE	SECDL_5401	Secondary DigitalLine	Secondary DL for Advanced	\$35.00	\$33.25	per month	RingCentral	N/A	RingCentral	43000000								
563	NTE	SECDL_5401	Secondary DigitalLine	Secondary DL for Ultra	\$45.00	\$42.75	per month	RingCentral	N/A	RingCentral	43000000								
564	NTE	PS58671	Advanced Support for Contact Center: Express	Express Support for 1-100 agents. Designed to address more complex issues, offer faster response times, and provides prioritized access to expertise and assistance.	\$34.00	\$32.30	per agent	RingCentral	N/A	RingCentral	43000000								
565	NTE	PS58672	Advanced Support for Contact Center: Enhanced	Enhanced Support for 101-400 agents. Designed to address more complex issues, offer faster response times, and provides prioritized access to expertise and assistance.	\$26.00	\$24.70	per agent	RingCentral	N/A	RingCentral	43000000								
566	NTE	PS58673	Advanced Support for Contact Center: Elite	Elite Support for 101-7000+ agents. Designed to address more complex issues, offer faster response times, and provides prioritized access to expertise and assistance.	\$40.00	\$38.00	per agent	RingCentral	N/A	RingCentral	43000000								
567	NTE	US MVP-0054	JS: RingEX: Essentials Edition 1-20 Users	Monthly with contract (Per Month, Per Digital Line Or Active Mobile User)	\$27.99	\$26.59	per user per month	RingCentral	N/A	RingCentral	43000000								
568	NTE	US MVP-0055	JS: RingEX: Essentials Edition 1-20 Users	Annual (pre-pay) (Per Month, Per Digital Line Or Active Mobile User)	\$24.99	\$23.74	per user per month	RingCentral	N/A	RingCentral	43000000								
569	NTE	US MVP-0056	JS: RingEX: Standard 1-99 Users	Monthly Subscription with Contract- Per Digital Line Or Active Mobile User (Unlimited Local/Long distance US & Canada, 1,000 toll-free min/mo per acct)	\$32.99	\$31.34	per user per month	RingCentral	N/A	RingCentral	43000000								
570	NTE	US MVP-0057	JS: RingEX: Standard 1-99 Users	Annual subscription (pre-pay)- Per Digital Line Or Active Mobile User (Unlimited Local/Long distance US & Canada, 1,000 toll-free min/mo per acct)	\$29.99	\$28.49	per user per month	RingCentral	N/A	RingCentral	43000000								
571	NTE	US MVP-0058	JS: RingEX: Standard 100-999 Users	Monthly Subscription- Per Digital Line Or Active Mobile User (Unlimited Local/Long distance US & Canada, 1,000 toll-free min/mo per acct)	\$30.99	\$29.44	per user per month	RingCentral	N/A	RingCentral	43000000								
572	NTE	US MVP-0059	JS: RingEX: Standard 100-999 Users	Annual subscription (pre-pay)- Per Digital Line Or Active Mobile User (Unlimited Local/Long distance US & Canada, 1,000 toll-free min/mo per acct)	\$27.99	\$26.69	per user per month	RingCentral	N/A	RingCentral	43000000								
573	NTE	US MVP-0060	JS: RingEX: Standard 1,000+ Users	Monthly Subscription with Contract- Per Digital Line Or Active Mobile User (Unlimited Local/Long distance US & Canada, 1,000 toll-free min/mo per acct)	\$27.99	\$26.69	per user per month	RingCentral	N/A	RingCentral	43000000								
574	NTE	US MVP-0061	JS: RingEX: Standard 1,000+ Users	Annual subscription (pre-pay)- Per Digital Line Or Active Mobile User (Unlimited Local/Long distance US & Canada, 1,000 toll-free min/mo per acct)	\$24.99	\$23.74	per user per month	RingCentral	N/A	RingCentral	43000000								
575	NTE	US MVP-0062	JS: RingEX: Premium 1-99 Users	Monthly Subscription with Contract- Per Digital Line Or Active Mobile User (Unlimited Local/Long distance US & Canada, 2,500 toll-free min/mo per acct)	\$42.99	\$40.84	per user per month	RingCentral	N/A	RingCentral	43000000								
576	NTE	US MVP-0063	JS: RingEX: Premium 1-99 Users	Annual subscription (pre-pay)- Per Digital Line Or Active Mobile User (Unlimited Local/Long distance US & Canada, 2,500 toll-free min/mo per acct)	\$39.99	\$37.99	per user per month	RingCentral	N/A	RingCentral	43000000								
577	NTE	US MVP-0064	JS: RingEX: Premium 100-999 Users	Monthly Subscription with Contract- Per Digital Line Or Active Mobile User (Unlimited Local/Long distance US & Canada, 2,500 toll-free min/mo per acct)	\$40.99	\$38.94	per user per month	RingCentral	N/A	RingCentral	43000000								
578	NTE	US MVP-0065	JS: RingEX: Premium 100-999 Users	Annual subscription (pre-pay)- Per Digital Line Or Active Mobile User (Unlimited Local/Long distance US & Canada, 2,500 toll-free min/mo per acct)	\$37.99	\$36.69	per user per month	RingCentral	N/A	RingCentral	43000000								
579	NTE	US MVP-0066	JS: RingEX: Premium 1,000+ Users	Monthly Subscription with Contract- Per Digital Line Or Active Mobile User (Unlimited Local/Long distance US & Canada, 2,500 toll-free min/mo per acct)	\$37.99	\$36.69	per user per month	RingCentral	N/A	RingCentral	43000000								
580	NTE	US MVP-0067	JS: RingEX: Premium 1,000+ Users	Annual subscription (pre-pay)- Per Digital Line Or Active Mobile User (Unlimited Local/Long distance US & Canada, 2,500 toll-free min/mo per acct)	\$34.99	\$33.24	per user per month	RingCentral	N/A	RingCentral	43000000								
581	NTE	SECDL_0010	Secondary DigitalLine	Secondary DL for Premium	\$49.99	\$47.49	per month	RingCentral	N/A	RingCentral	43000000								
582	NTE	US MVP-0068	JS: RingEX Global: Ultimate 1-99 Users	Monthly Subscription with Contract- Per Digital Line Or Active Mobile User (Unlimited Local/Long distance US & Canada, 10,000 toll-free min/mo per acct)	\$67.99	\$65.69	per user per month	RingCentral	N/A	RingCentral	43000000								
583	NTE	US MVP-0069	JS: RingEX Global: Ultimate 1-99 Users	Annual subscription (pre-pay)- Per Digital Line Or Active Mobile User (Unlimited Local/Long distance US & Canada, 10,000 toll-free min/mo per acct)	\$54.99	\$52.24	per user per month	RingCentral	N/A	RingCentral	43000000								
584	NTE	US MVP-0070	JS: RingEX Global: Ultimate 100-999 Users	Monthly Subscription with Contract- Per Digital Line Or Active Mobile User (Unlimited Local/Long distance US & Canada, 10,000 toll-free min/mo per acct)	\$50.99	\$48.44	per user per month	RingCentral	N/A	RingCentral	43000000								
585	NTE	US MVP-0071	JS: RingEX: Ultimate 100-999 Users	Annual subscription (pre-pay)- Per Digital Line Or Active Mobile User (Unlimited Local/Long distance US & Canada, 10,000 toll-free min/mo per acct)	\$47.99	\$45.99	per user per month	RingCentral	N/A	RingCentral	43000000								
586	NTE	US MVP-0072	JS: RingEX: Ultimate 1,000+ Users	Monthly Subscription with Contract- Per Digital Line Or Active Mobile User (Unlimited Local/Long distance US & Canada, 10,000 toll-free min/mo per acct)	\$47.99	\$45.99	per user per month	RingCentral	N/A	RingCentral	43000000								
587	NTE	US MVP-0073	JS: RingEX: Ultimate 1,000+ Users	Annual subscription (pre-pay)- Per Digital Line Or Active Mobile User (Unlimited Local/Long distance US & Canada, 10,000 toll-free min/mo per acct)	\$44.99	\$42.74	per user per month	RingCentral	N/A	RingCentral	43000000								
588	NTE	1445-1885-100	Contact Center Add-On: Bot Builder	Bot Builder Small Package (10K sessions)	\$2,000.00	\$1,900.00	per user per month	RingCentral	N/A	RingCentral	43000000								
589	NTE	1445-1885-000	Contact Center Add-On: Bot Builder	Bot Builder average rate	\$0.25	\$0.2375	per user per month	RingCentral	N/A	RingCentral	43000000								