



RINGCENTRAL COVID-19 ASSISTANCE PROGRAM

Objective: The RingCentral COVID-19 Assistance Program is intended to support schools facing closure and healthcare providers and non-profits supporting the fight against COVID-19 to support mission-critical business communication and collaboration.

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

1. Eligible Participants:

- K-12 schools facing closure due to COVID-19 virus
- Non-Profit organizations (Health and Welfare Services) fighting COVID-19
- Healthcare providers fighting COVID-19

2. What is included:

- **Existing Customers:**
 - Users of RingCentral Essential and Standard: RingCentral will increase meeting capacity to 100 participants per meeting for eligible participants (as defined)
- **New Customers:**
 - Free Digital Lines (Premium edition) to enable employees not currently covered by a RingCentral subscription. Includes telephone numbers in eligible countries. Number Porting is not included.

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:

- The services will be provided free of charge for 3 months from the Start Date.

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
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6. Expiration Date:

- Offer valid until June 15, 2020

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 execution of the Enrollment Form.
- VI. RingCentral reserves the right to request evidence of residency or other proof of eligibility.
- VII. For existing customers, this Assistance 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.



RINGCENTRAL
COVID-19 ASSISTANCE PROGRAM
Enrollment Form
New Customers

"Customer", "You":		
Address:		
City, State, Province, Postal Code:		
"Your Country":	[United States, United Kingdom, Australia, Canada, France, Netherlands, Germany, or Ireland]	
"Services*":	Description	Quantity (Digital Lines)
	RingCentral Office, Premium Edition	
	Global Office [Country]	
"Assistance Period":	90 days from the Start Date.	
"Start Date"	Day in which RingCentral receives Customer agreement to this Enrolment Form	
"RingCentral"	Means as the case may be i) RingCentral Inc, if the Country is the United States or Canada or any other country not listed below; ii) RingCentral UK limited, if Your Country is the United Kingdom; iii) RingCentral Australia PTY LTD if Your Country is Australia; iv) RingCentral France SAS if Your Country is in Europe.	
* Excludes toll free numbers and minutes, international numbers, international long-distance and any other usage related charges.		

RingCentral appreciates the opportunity to support you during this difficult time and to be able to help to you get back to business. RingCentral will provide the Services free of charge during the Assistance Period. In addition, if you require help to setup the Services, the RingCentral Professional Services team will provide remote support free of charge for up to 2 hours and access to on-line training to administer the system. Please contact your Account Executive to schedule your support.

We understand that You are not making any commitments to subscribe to the Services at this time. If at the end of the Assistance Period, You decide that you do not want to continue using the Services, You should simply let us know and stop using the Services.

The provision and use of the Services shall be governed by the terms and conditions set forth in the RingCentral Online Terms of Service posted on the RingCentral website applicable to Your Country** except that the subscription fee for the Services will be waived during the Assistance Period.

Customer represents that it complies or will comply with the following conditions: i) is an educational institution affected by COVID – 19, or a non-for-profit organization or healthcare provider involved in helping communities to respond to the COVID-19 virus; ii) the Services will be used for educational purposes or community services related to fighting and responding to the COVID-19 virus, in compliance with the RingCentral Online Terms of Service applicable to Your Country; iii) the Customer main place of business is the US, Canada, United Kingdom, Australia, France, Germany, Netherlands, Ireland . Customer agrees to provide proof of eligibility and satisfaction of these conditions upon RingCentral's request. RingCentral reserves the right to terminate or suspend the Services at any time without prior notice if at RingCentral's discretion the Customer is not eligible for participation.

To start Your free of charge Services, please acknowledge your acceptance of the terms and conditions hereof by no later than _____. To do so, You could either sign and return this document or, if that is not possible under the circumstances, please simply respond to this email expressing your agreement, full name and title.

We at RingCentral sincerely hope that conditions improve shortly and appreciate the opportunity to assist you during this time.

Customer

By: _____

Marisol Magana

Name: _____

Title: _____

Date: _____

RingCentral Signed by:

By:  _____

FC60EBB8E83A4CC...

Faiza Hughell

Name: _____

Title: VP Direct Sales

Date: 3/16/2020

** UK: <https://www.ringcentral.co.uk/legal/tos.html>; Europe: <https://www.ringcentral.fr/legal/tos.html>; Australia: <https://www.ringcentral.com.au/legal/tos.html>; US, Canada and rest of the world: <https://www.ringcentral.com/legal/eulatos.html>