RingCentral Professional Services

Statement of Work for Implementation Services

This RingCentral Professional Services Statement of Work for Professional Services (this "**SOW**") is executed by RingCentral, Inc. ("**RingCentral**"), and Norridge School District 80 (the "**Customer**") pursuant to, and is subject to, the RingCentral PS Agreement executed by Customer and RingCentral on or about October 2018 (the "**PS Agreement**"). Capitalized terms used in this SOW but not otherwise defined shall have the respective meanings given to them in the PS Agreement.

Customer:	Norridge School District 80
Quote/SOW Number:	UC2018-00690870
Labor Cost:	$4,300.00

Project Phases:

- **Multiphase Project. - Per Site**

	Scope of the Phase	Value	Completion Criteria
Phase	Each Site listed in the Appendix A of this SOW constitute an independent Project Phase	Rate per Site per Appendix A (Plus Taxes).	Completion of all Professional Services described in this SOW for each Site.

The following activities shall be performed in accordance with this Statement of Work and the PS Agreement at the location(s) and for the number of Users and Sites indicated in the attached Appendices:

1. **Assignment of a designated Project Manager ("PM")** – The RingCentral PM will act as Single Point of Contact (SPOC) for delivery services following the Project Management Institute (PMI) standard methodology. The RingCentral Project Manager will be responsible for the following activities in connection with this Statement of Work (SOW):

   - Internal and external kickoff session hosted by RingCentral;
   - Defining project tasks and personnel requirements;
   - Completing resource assignment and scheduling in alignment with project schedule;
   - Set up of project documentation and timelines in collaboration with designated Customer SPOC;
   - Identifying and mitigating project risks and issues;
   - Alignment of scope of services with customer expectations during kickoff;
   - Developing, reviewing, authorizing, implementing, and managing change requests and interventions (Perform Change Management) to achieve project outputs;
   - Facilitating and leading regular status update meetings, prioritizing projects and conducting planning sessions with team members, project sponsors, and Customer steering committees, as applicable; and
   - Performing closure procedures at the conclusion of project activities.

2. **RingCentral Planning and Design ("P&D") and Business Requirements Document ("BRD") review** – During this process, the Customer engages its subject matter experts (SME's) to define, capture, record, and review the existing Customer environment and design for the future-state Customer solution. The locations and number of users involved in the Planning and Design process are set forth in Appendix B. The RingCentral PM will be responsible for introducing the Business Requirements Document to the Customer. The BRD is a form that should be filled out by the Customer Project Manager with the assistance of the RingCentral Project Manager during this Planning and Design stage. A RingCentral Deployment Architect will review the completed BRD form with the Customer to clarify any design questions and ensure a smooth transition. The fully reviewed BRD is signed off by RingCentral's Project Manager and Customer's Project Manager prior to moving to deployment. Any changes to the fully executed BRD will require a Change Order and may subject to additional fees. Data captured may include, but is not limited to, the following:

  o Customer Site Information;
  o User Upload;
  o Data collection for End-User Training;
  o Data collection for Administrator Training;
  o Porting data;
  o Call Flow – Current state and future state desires;
  o Deployment Overview;
  o Go-Live Readiness Report Card;
  o Any/all other relevant information to fully understand the customer's phone system's current state;
  o Any items deemed outside standard delivery requirements may incur fees via Change Order, or may fall outside of the Professional Services SOW.

Delay in completing and returning Customer documentation may result in an adjustment of project timeline and additional fees.

3. **Network Readiness Assessment** – This will provide the Customer with one (1) assessment of the one (1) site of the customers choosing between RingCentral and the Customer's network. Additional site assessments can be purchased should the customer require it. RingCentral's Solution Architect will provide the following:

  o Network Requirements and Recommendations;
  o Probe Installation Guide;
  o Assistance with probe installation and connection with RingCentral cloud probes;
  o Early feedback on collected measurement results and network configuration suggestions during 5 business days of probe operation;
  o Presentation of measurement results and final network improvement recommendations;
  o Documented report containing results and recommendations.

If you are shipped a hardware probe for the RingCentral network assessment there will be a $500.00 charge to your RingCentral account if the probe is not returned within 10 business days following the completion of the network assessment tests.

4. **RingCentral User Interface ("UI") Build Out** – RingCentral will remotely configure the user interfaces in the system ("UI Build Out") based on the specifications agreed between the parties in the BRD. The UI Build Out will include the features and applications listed in this section, for up to the number of Users and the locations set forth in Appendix C. Additional Users and locations not listed in Appendix C are subject to additional fees via Change Order. Customization of user endpoints are not included in standard UI Build Out including, but not limited to presence, intercom, forwarding, or speed dials. The UI Build Out will include:

- Core Office scripting and UI administration
  - Users – This portion of the UI Build Out includes the following:
    - Extension Number;
    - First Name;
    - Last name;
    - Email address; and
    - E911 Address (Customer shall verify that this address is correct in the system within twenty-four (24) hours of notification by RingCentral Personnel that the UI Build Out is complete.)
- Auto Attendant - This portion of the UI Build Out includes the following (as agreed upon and documented in the BRD):
  - Configuration of the Call Flows for the routing of calls during business hours including the setup of Auto Receptionist features, routing and/or IVR menu creation, and the Advanced Rules setup needed for routing menus; and
  - Configuration of the Call Flows for the routing of calls after business hours including the setup of Auto Receptionist features, routing and/or IVR menu creation, and the Advanced Rules setup needed for routing menus.
- Call Routing - This portions of the UI Build Out includes the following (as agreed upon and documented in the BRD):
  - Configuration of the groups to be used for call routing including Virtual Extensions, Call Queue Groups, Message and Announcement Only Extensions.

5. **RingCentral Deployment** – This stage of the project, will provide technical resources for testing, staging, and deployment of RingCentral phones for digital lines in the locations listed in Appendix A ("Sites"). Additional users, Sites, and Sites Visits not listed in Appendix A are subject to additional fees via Change Order.

6. **Training** – RingCentral Professional Services will provide resources to complete the following:

Admin Training - RingCentral Professional Services will provide resources to complete the following:
- Up to three (3) hours of remote Admin training
- Sessions cover the following:
  - Building, activating, disabling and deleting users;
  - Manage user settings with role, templates, and user groups (if applicable);
  - End user portal, phone system admin, system company info, caller ID, and directory assistance;
  - Managing phones and numbers including assisted provisioning;
  - Call flow management;

- Reports and call logs;
- RingCentral applications (Glip, Meetings, Desktop, Mobile - if applicable); and
- Familiarization with Support/Training/Help resources
  - o Session recordings are included at no additional cost
  - o Online, self-service Admin training included via RingCentral University at no additional cost
  - o Additional Admin sessions available at an additional cost via change request
  - o Custom Admin training, documentation, and videos available at an additional cost via change request

End User Training - RingCentral Professional Services will provide resources to complete the following:
  - o Up to (2) one (1) hour remote End User training sessions
    - Note: The number of End User sessions is calculated based on digital lines (DL). Each DL is equivalent to one end user. Each session can accommodate up to 50 end users.
  - o Sessions cover the following:
    - Account activation;
    - Extension Settings;
    - Desk phones - standard configuration (custom configuration training is available with prior notice);
    - RingCentral applications (Glip, Meetings, Desktop, Mobile - if applicable); and
    - Familiarization with self-service Help resources
  - o Session recordings are included at no additional cost
  - o Online, self-service End User training included via RingCentral University at no additional cost
  - o Additional End User sessions available at an additional cost via change request
  - o Custom End User training, documentation, and videos available at an additional cost via change request

7. **Customer Responsibilities –** The Customer is responsible for aspects not specifically included in this Statement of Work. Out of scope items include:
  - o The customers LAN/WAN infrastructure;
  - o Network minimum requirements for RingCentral as a Service model;
    - Quality of Service (QoS) configuration;
    - Firewall or Access Control List (ACL) configuration;
    - Power over Ethernet (POE) port activation / configuration;
  - o Telephone Number Porting;
  - o Configuration and software installation on customer PCs;
  - o Overhead paging;
  - o Postage Machines;
  - o Credit Card or Point of Sale (POS) Machines;
  - o Door buzzer or Automatic Door Controller;
  - o Third party SIP phones;
  - o Headsets;
  - o Analog Devices.

8. **Customer's Telephone Number Porting –**The Customer is responsible for the telephone number porting. Customer and RingCentral agree that RingCentral is not responsible for the portability of any individual number or group of numbers and the sign-off the Professional Services Project Completion Signoff Document shall not be withheld by Customer for delays in the porting of the numbers.

Notwithstanding the above, the RingCentral Project Manager, upon Customer request, shall assist the Customer with this responsibility by performing the following tasks for each Site:

- The RingCentral Project Manager shall assist the Customer with the initial submission of port requests and shall assist in up to three (3) rejections/resubmissions per location or 90 days from submission, whichever occurs first;
- Any additional port rejections will be the responsibility of the Customer;
- Customer shall provide RingCentral all appropriate Letters of Authorization ("**LOA**"'s), billing information, and authorized signer for each location;
- Porting submissions will include numbers mapped to correct route as "company" numbers or Direct Dial phone numbers;

9. **Delays -** Any delays in the performance of consulting services or delivery of deliverables caused by Customer may result in additional charges for resource time and additional Service Expenses.

10. **Project Phasing. -** The Professional Services may be delivered in one or more phases as set forth in this SOW. This SOW describes the milestones, objectives, Deliverables, Sites, fees and other components that are included in the scope of each phase ("Project Phases"). The Professional Services may also be provided on a time and material basis ("T&M Services") paid by the hour based on the then current T&M Services Hourly Fee offered by RingCentral, and calculated on the bases of RingCentral service records. Customer agrees that the delivery, installation, testing, acceptance and payment for the Professional Services rendered under any one Project Phase is not dependent on the delivery, installation, testing, acceptance and payment for the Professional Services under any other Project Phase. Each Project Phase will be billed upon Acceptance, and Payment for each Project Phase is due in full within the applicable payment period agreed between the parties and is non-refundable.

IN WITNESS WHEREOF, the Parties have executed this RingCentral Professional Services Statement of Work for Implementation Services below through their duly authorized representatives.
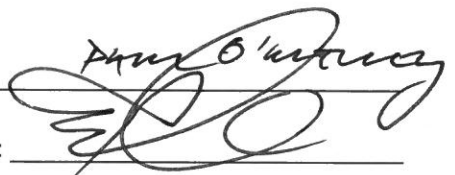
Customer	**RingCentral**
Norridge School District 80	**RingCentral, Inc.**
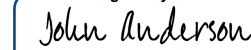
Customer	RingCentral
By: _____	By: _John Anderson_ 432CB1F2A64D480
Name: _____	Name: John Anderson
Title: _____	Title: Vice President - Sales
Date: 11/22/18	Date: 11/26/2018

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Appendix A
Sites

Site	Address	Rate per Site	Service Expenses	Number of Users.	Number of Visits
Giles School	4251 N Oriole Ave. Norridge, IL 60706	$4,300.00	N/A	54	0
	Total	$4,300.00		54	

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Appendix B

Planning and Design Location

Planning and Design Location Address(s):	Up to # of Users
Remote	54

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Appendix C

Build Out Locations

RingCentral Build Out Location Address(s):	Up to # of Users
4251 N Oriole Ave. Norridge, IL 60706	54
Total	54