

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 City of Ankeny, (the “**Customer**”) pursuant to, and is subject to, the RingCentral PS Agreement executed by Customer and RingCentral on or about 9/18, 2017 (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:	City of Ankeny
Quote/SOW Number:	2558
Labor Cost:	\$37,500.00

Project Phases:

- **Single Phase Project**

	Scope of the Phase	Value	Completion Criteria
Phase	All the Professional Services described in this SOW.	Same as Labor Cost. (Plus Taxes and Service Expenses).	Completion of all Professional Services described in this SOW.

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 onsite 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 Request and may subject to additional fees. Data captured may include, but is not limited to, the following:

- Customer Site Information;
- User Upload;
- Data collection for End-User Training;
- Data collection for Administrator Training;
- Porting data;
- Call Flow – Current state and future state desires;
- Deployment Overview;
- Go-Live Readiness Report Card;
- Any/all other relevant information to fully understand the customer’s phone system’s current state;
- Any items deemed outside standard delivery requirements may incur fees via Change Request, 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. 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”). All travel and expenses (“Service Expenses”) will be billed to the Customer Monthly in arrears. Additional users, Sites, and Sites Visits not listed in Appendix A are subject to additional fees via Change Request.

- Up to three (3) one (1) hour end user training sessions per Site.
 - Configuration of up to 5 presence users (additional users are available for configuration via Change Request).
 - Configuration of up to 5 user call flows (additional users are available for configuration via Change Request).
 - Configuration of up to 5 intercoms (additional users are available for configuration via Change Request).
 - Additional end user sessions are available at an additional cost via Change Request
- A Deployment Engineer available to End Users for questions and answers and go-live support.

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

- Up to four (4) hours of remote Admin Training per project
- Train the trainer format for up to 10 resources to cover the following:
 - Building, activating, disabling and deleting users;
 - Manage user settings with role, templates, and user groups (if added to the account);
 - 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; and
 - Support website familiarization.

5. Customer Responsibilities – The Customer is responsible for aspects not specifically included in this Statement of Work. Out of scope items include:

- The customers LAN/WAN infrastructure;
- 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;
- Telephone Number Porting;
- Configuration and software installation on customer PCs;
- Overhead paging;
- Postage Machines;
- Credit Card or Point of Sale (POS) Machines;
- Door buzzer or Automatic Door Controller;
- Third party SIP phones;
- Headsets;
- Analog Devices.

6. 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;

7. 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.

8. 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

City of Ankeny

By: _____

Name: _____

Title: _____

Date: _____

RingCentral

RingCentral, Inc.

By: _____
DocuSigned by:
Mitch Tarica
1A738457A272441...

Name: Mitch Tarica

Title: SVP Sales

Date: 9/14/2017

RingCentral Professional Services
Statement of Work for Professional Services
Appendix A
Sites

Site	Address	Rate per Site	Service Expenses	Number of Users.	Number of Visits
Customer Headquarters	410 W 1 st Street, Ankeny, IA 50023			Up to 300 Users	

RingCentral Professional Services
Statement of Work for Professional Services
Appendix B
Planning and Design Location

Planning and Design Location Address(s):	Up to # of Users
410 W 1st Street, Ankeny IA 50023	300