RingCentral Professional Services
Statement of Work

This RingCentral Professional Services Statement of Work is executed by RingCentral, Inc. ("**RingCentral**"), and **OK-City of Broken Arrow** (the "**Customer**") on this _____, ___ (the "**SOW**"). This SOW is incorporated into the Master Services Agreement dated _____, between the parties (the "MSA"). In the event of a conflict between this SOW and the MSA, this SOW shall control.

Customer:	**OK-City of Broken Arrow**
Quote / SOW Number:	**C2025-03815114**
Labor Cost:	**$10,050.00 USD**

SOW Expiration: This SOW, and all applicable pricing related to it, is valid if signed by Customer on or before 3/31/2025, after which pricing is subject to change, and revised SOW may be required. However, RingCentral may elect to provide the work at the applicable pricing after the expiration date listed above, should they execute this SOW.

Single Phase Project

	Scope of the Phase	**Value**	**Completion Criteria**
Phase 1	RingCX Express Implementation ● Up to 10 Agents ● Email Add-on ● SMS Add-on ● English and Spanish IVR Options ● Basic Training	$10,050.00 (Plus all applicable taxes and expenses)	Completion of Professional Services described in this SOW

The following activities shall be performed as part of this Statement of Work and in accordance to the PS Agreement:

1. **RingCX – Express Implementation**
   1.1. **Assignment of a designated Project Manager ("PM") –** The RingCentral PM will act as Single Point of Contact 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):
      i. Internal and external kickoff session hosted by RingCentral
      ii. Creation and management of a project plan and schedule
      iii. Completing resource assignment and scheduling in alignment with project schedule
      iv. Set up of project documentation and timelines in collaboration with designated Customer Single Point of Contact

    v.   Identifying, communicating, and mitigating project risks and issues
    vi.   Alignment of scope of services with Customer expectations during kickoff
    vii.   Developing, reviewing, authorizing, implementing, and managing change requests and interventions (Perform Change Management) to achieve project outputs
    viii.   Performing closure procedures at the conclusion of project activities

1.2. Configuration of RingCentral MVP (MVP) Extensions

    i.   Configuration of RingCentral MVP extensions for agent leg termination only in support of up to 10 agent stations;
        a.   Configuration is limited to MVP initialization for agent talk path only
    ii.   Additional services for MVP configuration by RingCentral Professional Services are available via change request at an additional charge to support as requested
    iii.   Self-paced training curriculum for administration of MVP is available to the Customer on RingCentral University as part of this SOW
        a.   Instructor led training required as part of this SOW is available to the Customer via executed change order at an additional charge

1.3. Implementation Detail – Voice

This remote stage will provide a build-out of the following features and applications as defined in the mutually executed design document

    i.   Configuration of a single IVR with up to two (2) tiers
        a.   Configuration of up to five (5) options for tier one, and up to ten (10) options for tier 2
    ii.   Configuration of up to ten (10) total named agents
    iii.   Administration of up to five (5) customer admin accounts
        a.   Configuration of additional admin accounts is available to the Customer via change request at an additional charge
        b.   Admin users will also need an agent license / account to work as an agent or supervisor
        c.   Admin accounts are solely for administrative work
    iv.   Configuration of up to ten (10) inbound voice queues;
        a.   Configuration of audio recording
        b.   Addition of callback in queue to call
        c.   Addition of agent voicemail
        d.   Addition of Customer provided prompts, greetings, or messages to call handling flow in English and Spanish
            ● If Customer does not provide prompts, greetings, or messages during initial meeting, all prompts will default to native text to speech
    v.   Administration and assignment of role profiles;
        a.   Administration of up to ten (10) disposition codes;
    vi.   Administration of up to five (5) unavailable codes;
    vii.   Administration of up to ten (10) inbound telephone numbers;
    viii.   Administration and configuration of customer Hours of Operations (HOO);
        a.   Up to two (2) IVR HOO;
        b.   Up to two (2) queue HOO
    ix.   Native reporting functionality for the Contact Center agents and supervisors

        a.   Custom report creation is not included in this proposal

1.4. RingCX Email Implementation

   i.   Implementation of Email channel
        a.   Implementation of up to one (1) email source
        b.   Includes up to one (1) email address
               ● Email addresses must be on the same domain

1.5. RingCX SMS Implementation

   i.   Implementation of a single SMS channel

   ii.   Requires an SMS-enabled phone number on RingEX

1.6. Basic Virtual Instructor-Led Training

   i.   The following courses are included in the basic training package. Unless otherwise noted, a single instance of each course will be delivered.
        a.   RingCX Introduction & Overview – 1hr
        b.   RingCX Admin – 2hr
        c.   RingCX Supervisor – 1hr
        d.   RingCX Agent – 1hr
        e.   RingCX Analytics and Reporting – 1hr
   ii.   Additional classes are available via change order

1.7. Go-Live and Additional Training Services

   i.   Single instance of up to one (1) hour of remote go live support for Customer agents
   ii.   Self-paced training via eLearning on RingCentral University
   iii.   Access to a webinar that will provide an introduction and overview of RingCX.
   iv.   Additional instructor-led training is available via change request

2. **Customer Responsibilities –** The Customer is responsible for aspects not specifically included in this Statement of Work. Out of scope items include:
   i.   The customers LAN/WAN infrastructure;
   ii.   Network minimum requirements for RingCentral as a Service model;
        a.   Quality of Service (QoS) configuration;
        b.   Firewall or Access Control List (ACL) configuration;
        c.   Power over Ethernet (POE) port activation / configuration;
   iii.   User Acceptance Testing (UAT) (as documented in Testing section of the SOW);
        a.   Completing Customer journey mapping for UAT;
        b.   Providing resource(s) to complete training prior to start of UAT;
        c.   Providing resources to complete UAT in a timely manner;
        d.   Completion of thorough User Acceptance Testing (UAT) prior to go live;
   iv.   Internal communications to the user population regarding changes and impact to include, but not limited to:
        a.   Timing communication for training, testing, go live;
        b.   Organizational updates and readiness;

       c. Login / access updates;
       d. Impact and change documentations, etc.
   v. Tracking resource attendance and completion of all provided training session(s);
   vi. Providing contact center data to RingCentral resources in a timely and accurate manner to achieve the project timeline;

3. Testing

3.1. Quality Assurance Testing
   i. RingCentral will perform quality assurance testing following final configuration of Contact Center prior to turning over the solution to the Customer to start User Acceptance Testing (UAT)

3.2. UAT Assumptions
   i. During UAT, the Customer will designate users to complete application testing in mock real-world scenarios to validate the RingCentral build matches the agreed signed Business Requirements Document (BRD)
       a. UAT scenarios will be defined in the mutually agreed upon BRD and provided to the Customer
   ii. Customer resources participating in UAT must complete all pre-recorded online training sessions for agent, supervisor, and/or admin related to their job role prior to starting UAT
   iii. The outcome of all UAT scenarios are documented by the Customer in a written format and provided to RingCentral at completion of testing
       a. Any variation in expected results (errors, flaws, failures, adjustments) are provided in writing to the RingCentral Project Manager for review and resolution
       b. RingCentral will provide an expected variation resolution date and submit back to the Customer for additional testing
   iv. Upon completion of all UAT scenarios, the Customer will submit final written completion of testing to RingCentral prior to scheduling go live
   v. Any changes to configuration not included in the BRD will require a change order

3.3. UAT Requirements
   i. The Customer and RingCentral will enact a mutual software/code freeze prior to start of QA and UAT
   ii. Customer shall perform UAT within five (5) business days of application handoff from RingCentral for any Deliverables, unless otherwise mutually agreed by the parties considering the nature or scope of the Deliverable in writing prior to start of testing
   iii. Any Customer changes in software or code following written UAT completion resulting in new application behaviors may result in additional charges to the Customer via Change Order for troubleshooting and issue resolution

4. Hours of Operation - Standard Service Hours
   i. Unless otherwise specified, pricing assumes that Services will be performed between 8:00 AM to 5:00 PM local site time, Monday-Friday, excluding holidays ("Standard Service Hours")
   ii. Work requested and performed outside Standard Services Hours will be subject to overtime charges via executed Change Order

5. **Professional Services Completion -** This SOW identifies the specific criteria required for the completion of each Project Phase ("Completion Criteria"). Upon RingCentral's completion of the Professional Services for each Project Phase, RingCentral will review the Completion Criteria with Customer and will notify the Customer of the completion of each individual Professional Services Project Phase. Upon receipt of such notification, Professional Services under such Project Phase will be considered completed in full and billable, in accordance with the terms of this SOW and the Master Services Agreement.

6. **Payment**
   i. Invoicing and Payment of Professional Services fees. All amounts due under this SOW for Professional Services will be invoiced upon completion of the work or each Project Phase identified in the Project Phasing Table. Payment shall be due in accordance with the applicable payment terms of the Master Services Agreement. T&M Services will be invoiced monthly in arrears.
   ii. Service Expenses. Customer agrees to reimburse RingCentral for its reasonable fixed travel, meal, and lodging expenses incurred in connection with any Site Visit ("Service Expenses"). Travel, meal, and lodging expenses will be invoiced upon completion of each Project Phase. Upon written request, RingCentral will provide sufficient supporting information for any Service Expenses invoiced.

7. **Termination**
   i. Termination. Either Party may terminate this SOW, in whole or in part, with thirty (30) days' advance written notice to the other Party. Unless otherwise specified in the termination notice, the termination of one Project Phase will not result in the termination of, or otherwise affect, the rest of the SOW or any other Project Phase. No termination of any SOW, in whole or part, will result in the termination of any Services being provided under the MSA.
   ii. Effect of Termination. If this SOW, or a Project Phase. is terminated, in whole or in part, for any reason other than for RingCentral's material breach of this SOW, Customer will be obligated to pay RingCentral for:
      a. any Professional Services and T&M Services that have been rendered up until the effective date of the termination
      b. all applicable Service Expenses incurred; and
      c. (50%) of the fees for any other Professional Services not yet performed, due under the Project Phase(s) being cancelled, if termination of the SOW or a Project Phase occurs within one hundred and eighty (180) days of execution of the SOW. If termination occurs after one hundred and eighty (180) days of execution of the SOW, Customer will owe all outstanding fees for any Professional Services not yet performed pursuant to the SOW, due under the Project Phase being cancelled.

8. **Delays and Changes**
   i. Changes to this SOW shall be made only in a mutually executed written change order between RingCentral and Customer (a "**Change Order,**") per the sample attached, outlining the

requested change and the effect of such change on the Services, including without limitation the fees and the timeline as determined by mutual agreement of both parties

ii. Any delays in the performance of consulting services or delivery of deliverables caused by Customer, including without limitation delays in completing and returning Customer documentation required during the P&D or completing the BRD, may result in an adjustment of project timeline and additional fees

iii. Any changes or additions to the services described in this SOW shall be requested by a Change Order and may result in additional fees

9. Project Phasing

i. The Professional Services may be delivered in one or more phases as set forth in this SOW

ii. This SOW describes the milestones, objectives, Deliverables, Sites, fees and other components that are included in the scope of each phase ("Project Phases")

iii. Customer agrees that the delivery, installation, testing, completion 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

iv. Each Project Phase will be billed upon notification of phase completion, 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**
OK-City of Broken Arrow	**RingCentral, Inc**

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____