



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**"). 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:	U2025-03815112
One-Time Implementation Services:	USD \$51,222.00
AudioCodes Hardware (8x MP504):	USD \$5,000.00
AudioCodes Maintenance and Support:	USD \$560.00 total for 12 months, paid up front annually. Option to renew after 12 months.

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 a 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.

Table 1: Project Phasing

Phase Number	Phase Name	SOW Detail	Phase Total (USD \$) <i>Excluding taxes & fees</i>
1	Core Implementation	Users: 570 Unique Sites: 1 Replicated Sites: 19 Network Readiness Assessment: 1 Admin Training: 1 Session User Training: 1 Session	USD \$50,902.00

2	AudioCodes Gateway Hardware	MP504 Analog Gateway, 4 FXS Voice Interfaces: 8 units	USD \$5,000.00
3	AudioCodes Maintenance and Support	Customer Tech Support, 12 month term. Option to renew after 12 months.	USD \$560.00 Invoiced Upon Execution of this SOW.
4	AudioCodes Shipping	Shipping and Logistics to Customer Site(s)	USD \$320.00
Project Total			USD \$56,782.00

A. Scope

1. Project Management

- i. Assignment of a designated Project Manager (“PM”) – For a period of up to 4 months, 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):
 - a. Schedule internal and external kickoff session hosted by RingCentral
 - b. Create and manage the project governance, to include
 - Project plan and schedule
 - Communication plan, resource plan, escalation plan, change plan, test plan
 - Action and risk register
 - c. Complete resource assignment and scheduling in alignment with project schedule
 - d. Set up project documentation and timelines in collaboration with designated Customer Single Point of Contact
 - e. Identify, communicate, and mitigate project risks and issues
 - f. Ensure alignment of scope of services with customer expectations during kickoff
 - g. Develop, review, authorize, implement, and manage change requests and interventions (Change Management)
 - h. Facilitate and lead regular status update meetings, organize planning sessions, and plan Customer steering committee meetings, as applicable
 - i. Complete scoped implementation and go live support; and
 - j. Perform closure procedures at the conclusion of project activities

2. RingEX Planning and Design

- i. RingCentral Planning and Design (“P&D”) and Business Requirements Document (“BRD”)
 - a. RingCentral will initiate the Planning and Design process and introduce the Business Requirements Document to the Customer at the beginning of the project which will consist of structured planning activities to support the entitlements outlined in the table below:

Table 2: Entitlements

Scope	Counts
Project Duration	Up to 4 months
Network Readiness Assessment(s)	Up to 1
Users	Up to 570
Sites / User Groups with Unique Call flows	Up to 1
Sites / User Groups with Replicated Call flows	Up to 19
Training Services	Admin Training: 1 Session User Training: 1 Session

- b. RingCentral has included up to 8 Planning and Design sessions for this project. Customer will provide required data and contribute to the universal design documentation across all lines of business / business units.
- c. Details within the data collection include:
 - Customer Site Information
 - User Upload
 - Data collection for End-User and Administrator Training
 - Porting data
- d. Unique call flow(s)
 - Configuration of one (1) main number
 - Up to three (3) call flows per site
 - Up to 5 custom rules per main number
 - Up to 2 menus (IVR) per main number
 - A combination of up to eight (8) call queues & ring groups per main number
- e. Replicated Call flow(s)
 - Consists of a replica of a unique call flow except for phone numbers, extensions, and users within call queues & ring groups
- f. Roles and Permissions

- g. Delivery Overview
 - h. BRD completion
- ii. The completed BRD will be reviewed in detail and countersigned by both Customer's Project Manager and RingCentral's Project Manager prior to initiating the build activities.
- iii. Additional data collection sessions are available for further breakout by country or user group via the Change Order process.

3. Network Readiness Assessment

- i. RingCentral will provide the Customer with [NRAs] assessment of the Customer's primary Internet Service Provider (ISP) connection to and from RingCentral. This connection will be at the Customer's firewall (edge).
- ii. RingCentral's Network Engineer will provide the following:
 - a. RingCentral Network Requirements Documentation
 - b. Software installation guide
 - c. Assistance with software installation
 - d. Document and share results of network assessment for Customer reference
- iii. The following variables will be evaluated during the network assessment:
 - a. Network capacity and bandwidth utilization, including peak usage times and potential bottlenecks
 - b. Network topology and architecture, including firewalls, switches, and routers
 - c. Quality of Service (QoS) configuration and performance metrics, including latency, jitter, and packet loss
 - d. VoIP traffic analysis to identify potential issues and areas for improvement
 - e. Assessment of network performance during peak usage times
 - f. Recommendations for optimizing the network to improve VoIP performance and reliability
- iv. Site assessments not completed prior to Go-Live will result in the forfeiture of the assessment
- v. Additional network assessments or consultations are available via the Change Order process

4. RingEX User Interface ("UI") Build

- i. RingCentral will remotely configure the following parameters in the system ("UI Build") based on the specifications agreed upon between the parties in the BRD.
 - a. Up to the quantity of users identified in the Entitlement Table
 - b. Up to the quantity of locations identified in the Entitlement Table
 - c. Configure the required call flows by site or user groups
 - d. Configure a maximum of eight (8) Call Queue or Ring Groups
 - Including up to eight (8) users for standard Report access, if applicable
- iii. RingCentral will perform quality assurance following final configuration prior to turning over the solution to the Customer to start User Acceptance Testing (UAT)
- iv. Customization of the above parameters is available via the Change Order process

Customer Telephone Porting

- i. RingCentral shall provide guidance on porting data collection and shall assist with submission of porting request(s)
- ii. 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
- iii. 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 or implementation/ go live event:

- a. The RingCentral Project Manager shall assist the Customer with the initial submission of port requests and shall assist in up to three (3) rejections/resubmission per location or ninety (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
- b. The RingCentral Project Manager shall assist the Customer with submitting porting requests up to ten (10) business days following the final go live event, unless otherwise mutually agreed between the parties
 - The RingCentral Project Manager will remain engaged in support of these porting requests for 30 days or three rejections, whichever comes first
 - RingCentral will provide the Customer with an overview of the RingCentral portal for porting tasks
 - Following the ten (10) day post go-live period, Customer is responsible for submitting all new requests within the RingCentral portal
 - Any additional support required after the ten (10) day period can be obtained via a change order
 - Porting outside of project follows RingCentral Numbering Policy
<https://www.ringcentral.com/legal/policies/numbering-policy.html>

Customer User Acceptance Testing

- i. UAT Assumptions
 - a. During UAT, Customer will designate users to complete application testing in mock real-world scenarios to validate the RingCentral build matches the agreed upon design documentation
 - b. Customer will define the UAT criteria by phase. The mutually agreed upon test criteria will be recorded as an Appendix in the design documentation as the document of record prior to UAT execution
 - If UAT criteria are not specified by Customer, the work is therefore deemed accepted and ready for go live upon notice from RingCentral that the work is complete and ready for testing
 - c. Customer resources participating in UAT must complete all pre-recorded online training sessions for user, supervisor, and/or admin related to their role prior to starting UAT
 - Upon Customer request, RingCentral Implementation Engineer may provide up to one (1) hour of guided training to UAT participants specific to the test criteria
 - d. Customer will document the outcome of all UAT scenarios in writing and will provide to RingCentral upon completion of testing
 - Any variation in expected results (errors, flaws, failures, adjustments) will be provided in writing to the RingCentral Project Manager for review and resolution
 - RingCentral will provide an expected variation resolution date and will advise customer to perform additional testing
 - e. Upon successful completion of all UAT criteria, Customer will submit a final written notice to RingCentral prior to scheduling go live
 - RingCentral will append the design document output to include completed UAT criteria in the final published output document
- ii. UAT Requirements
 - a. Customer and RingCentral will enact a mutual software / code freeze prior to the start of SIT and UAT

- b. Customer shall perform UAT within seven (7) calendar days of application handoff from RingCentral, unless otherwise mutually agreed upon in writing by both parties prior to the start of testing
- c. Any Customer changes in software or code resulting in new application behaviors following written UAT completion and requiring troubleshooting or issue resolution will be handled via the Change Order process
- d. Additional UAT support is available via the Change Order process

Remote Delivery and Go Live Services

- i. RingCentral will provide remote go live services as follows:
 - a. Delivery resource during remote Go Live events as defined in Appendix B
 - b. Document open issues in action log
 - c. Transition into support services
 - d. Perform closure procedures at the conclusion of project activities
Customer will place handsets at locations listed in Appendix B
 - RingCentral will provide instructions and best practices for handset placement, test, and endpoint registration

RingCentral Training Services

- i. **RingCentral Online Product Training**
 - a. The following training resources are available to the customer for learning the RingEX product
 - b. Online RingCentral product training includes:
 - Get Started videos and quick guides, available at <https://support.ringcentral.com/get-started.html>
 - Online training for users and administrators, available at RingCentral University – <https://university.ringcentral.com>
 - c. For a list of paid instructor-led training courses offered, and detailed course descriptions, review the Live Training Catalog at <https://university.ringcentral.com/en-rex-ilt-ringcentral-rex-live-training>
 - d. For information on how to purchase additional training (Remote and Onsite Instructor-led Courses), please contact your account representative or your client partner
- ii. **RingEX Product Training**
 - a. RingCentral Professional Services will provide resources to complete the following:
 - Up to 3 hours of remote instructor-led training to be provided from the currently available RingEX Live Training Catalog.
 - Recommended classes include:
 1. RingEX User Basics (Duration: 50 minutes)
 2. RingEX Admin Basics (Duration: 1 hour 50 minutes)
 - b. For an up to date list of instructor led training courses offered, and detailed course descriptions, review the Live Training Catalog at <https://university.ringcentral.com/en-rex-ilt-ringcentral-rex-live-training>.
 - c. Training services expire 45 days after the final go live event. Any training time not used during this period will be forfeited.
 - d. RingEX Product Training Information and Terms:
 - Unless otherwise stated, the training services cover the complete implementation project and are not provided for each phase of the implementation
 - Customer and RingCentral agree that sign-off for project completion shall not be withheld by Customer for delays in the scheduling of training services

- Attendees must complete the prerequisites for each course, as shown in the course information on the instructor-led training catalog
- RingCentral reserves the right to update the instructor-led training catalog at any time
- Training courses cover RingCentral products exclusively and are based on a standard curriculum designed by RingCentral
- Training sessions are hosted by a RingCentral instructor on the RingCentral platform
- Training sessions are considered delivered if Customer cancels less than 24 hours prior to the scheduled training or is not present at the scheduled date and time
- All training courses are delivered in English, unless otherwise specified

Hours of Operation

- a. Unless otherwise specified, pricing assumes that Services will be performed between 8:00 AM to 5:00 PM local time, Monday-Friday, excluding holidays (“Standard Service Hours”)
- b. Work requested to be performed outside Standard Services Hours will be subject to the RingCentral overtime rates and is available via the Change Order process.

Optional Services

- c. During the project, additional services may be ordered via the Change Order process as per the rates outlined in Appendix E.

B. Customer Responsibilities

1. Customer is responsible for the following:

- i. Authorizing the telephone number porting by RingCentral
- ii. LAN/WAN infrastructure
 - a. Network minimum requirements for RingCentral as a Service model
 - b. Quality of Service (QoS) configuration
 - c. Firewall or Access Control List (ACL) configuration
- iii. Power over Ethernet (POE) port activation / configuration
- iv. SMS Campaign Registration (TCR) <https://www.ringcentral.com/tcr>
- v. Configuration and software installation on Customer PCs
- vi. Decommission and disposal of any legacy equipment
- vii. Provide workspace for RingCentral onsite personnel, as applicable
- viii. Customizations on individual user endpoints, or phone settings
- ix. Overhead paging
- x. Postage Machines
- xi. Credit Card or Point of Sale (POS) Machines
- xii. Door buzzer or Automatic Door Controller
- xiii. Third party SIP phones
- xiv. Headsets
- xv. Analog Devices such as fax machines
- xvi. Third party Applications
- xvii. Input Registered E911/Emergency Services Address and location information to Service Web
 - a. This is critical information which is used by first responders in case of an emergency hence customer must ensure that the information they are adding to the Service Web is accurate. For more information, please refer to Appendix D

C. General Terms and Conditions

1. Professional Services Completion

- i. Upon RingCentral’s completion of the Professional Services for each Project Phase, RingCentral 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.

2. Invoicing and Payment

- i. **Invoicing and Payment of Professional Services Fees:** All amounts due under this SOW for Professional Services other than T&M Services, will be invoiced upon completion of the work or each phase identified in the “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. RingCentral retains the right to invoice for Users or Sites that have been deployed monthly.
- ii. **Service Expenses:** Customer agrees to reimburse RingCentral for its reasonable 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.

3. 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 canceled, 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 canceled.

4. Delays and Changes

- i. Changes to this SOW shall be made only by a mutually executed written change order between RingCentral and Customer (a “Change Order,”) per the sample attached in Appendix C, 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/or 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

5. 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, 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
- 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 Statement of Work below through their duly authorized representatives.

<u>Customer</u>	<u>RingCentral</u>
OK-City of Broken Arrow	RingCentral, Inc.
Signature:	Signature:
Name:	Name:
Title:	Title:
Date:	Date:

Appendix A
Planning and Design Location

Planning and Design Location Address(s):	Up to # of Users
To be performed remotely	570

**Appendix B
Sites**

Site	Full Address	Number of Users	Deployment Type	Number of Site Visits	Technician Days Onsite	Rate per Site
Up to 20	TBD	570	Remote	n/a	n/a	n/a



Appendix C

Sample Change Order Form

This Change Order is subject to the SOW by and between Customer and RingCentral with the Effective Date listed below, establishes a change to the project scope or budget.

Effective Date of SOW:			
Project Name:	Request Date:	PO Number:	Quote Number:
Customer Name:	Requested By:	Requestor Phone:	Requestor email:

Customer Address:

Specific Details Explaining the Change:

Change 1

<u>Quantity:</u>	<u>Description:</u>	<u>Professional Services Cost:</u>
Change Order Total:		\$

Impact on Project Timeline and Scheduled Delivery Date:
Impact on SOW Pricing:

BY SIGNING BELOW, the Parties have each caused this Change Order to be signed and delivered by its duly authorized representative as of the date Customer signs below (the "Effective Date").

Customer

By:
 Signed: _____
 Title: _____
 Date: _____

RingCentral

By:
 Signed: _____
 Title: _____
 Date: _____

Appendix D

Registration of Address and Notification Information – Emergency Dialing

Bulk uploading of user data, building extensions, etc. may require input of registered addresses and emergency notification information. By engaging RingCentral for implementation of the Services, Customer agrees to the following:

1. **Registered Address.** It is the Customer's obligation to maintain accurate emergency location information for each Digital Line on its Account. RingCentral will, on Customer's behalf, upload Customer's Users' registered addresses using a list of addresses provided by Customer.
2. **Emergency Notifications.** For Digital Lines located in the United States, Customer must input and maintain in Service Web a central location for the receipt of emergency notifications generated by its Users placing emergency calls (for further information about this obligation, [click here](#)). RingCentral will, as a part of the upload described in (A) above, also input Customer's emergency notification location, as directed by Customer.
3. **Customer's Representation and Warranty.** Customer represents and warrants that the registered addresses and emergency notification location are accurate and acknowledges that any subsequent change to the registered addresses must be carried out by Customer. Customer acknowledges that it may have its own independent legal obligation to ensure the accuracy of the above information and that RingCentral takes no responsibility for the accuracy of the information provided by Customer.

**Appendix E
Optional Services**

Additional Network Assessments	Additional P&D Sessions	Admin Training	User Training	Go Live Support (Onsite)	Training Support (Onsite)
\$1,600	\$1,800 per day / per resource	\$800 per Two-Hour session	\$400 per One-Hour session	\$2,000 per day / resource	\$1,800 per day / resource