



**Professional Services
Statement of Work
for
Canyon County Paramedics**

RingCentral Professional Services Statement of Work

This RingCentral Professional Services Statement of Work is executed by RingCentral, Inc. ("RingCentral"), and Canyon County Paramedics (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	Canyon County Paramedics
SOW Quote Number	U2026-04620132
SOW Currency	USD
One-Time Implementation Services	\$2,898.40

SOW Expiration: This SOW, and all applicable pricing related to it, is valid if signed by Customer on or before **August 31, 2026**, 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.

Project Phases

Table 1: RingEX Project Phasing

The Phase Totals are based on the scoped items and corresponding services outlined in "Table 2: RingEX Project Entitlements"

Phase Number	Phase Name	Phase Total
1	RingEX Deployment	\$2,898.40
RingEX Project Total (excludes taxes and fees)		\$2,898.40

Project Entitlements

The following tables outline the project entitlements included in the SOW as per the discovery session(s) and/or the agreed upon requirements.

Table 2: RingEX Project Entitlements

The detailed RingEX deliverables are outlined in [Appendix A](#)

RingEX Project Entitlements	Detail
Remote Project Management Services Duration (in months)	Up to 2
Planning & Design Sessions	Up to 1
RingEX Users / Limited Extensions	Up to 40
Self-Service Network Assessment	1
Sites / User Groups with Unique Call flows	1
Sites / User Groups with Replicated Call flows	0
Go-Live Events	Up to 1
Training	
Online RingCentral University Access	Unlimited for All Users

Entitlements Acknowledgement: This Statement of Work ("SOW") is limited to the Project Entitlements and associated quantities defined in Table 2 above, as mutually agreed upon by Customer and RingCentral. By executing this SOW, Customer acknowledges that any modifications, additions, or deviations from the Entitlements specified in the above tables are outside the scope of this SOW. Customer confirms that they have reviewed the SOW in its entirety prior to execution and acknowledge and accept the Project Entitlements and the Project Deliverables as specified in Table 2 and in Appendix A.

_____ (Customer Initials)

General Project Deliverables

Project Management

The RingCentral Project Manager ("PM") will act as Single Point of Contact ("SPOC") for delivery services following the Project Management Institute (PMI) methodology for the duration outlined in "Table 2 – RingEX Project Entitlements".

1. The RingCentral PM will be responsible for the following activities for the project's duration:
 - Schedule internal and external kickoff sessions
 - Review the Project Entitlements and ensure alignment with Customer's understanding and expectations
 - Create and manage the project governance, to include the following plans: project and schedule, communication, resources, escalation, change management, testing, and action and risk registers.
 - Set up project documentation and timelines in collaboration with the designated Customer SPOC
 - Complete resource assignment and scheduling based on the mutually agreed upon project plan
 - Identify, communicate, and mitigate project risks and issues
 - Facilitate and lead regular status update meetings, organize planning sessions, and plan Customer steering committee meetings, as applicable
 - Develop, review, authorize, implement, and manage change requests and interventions (Change Management)
 - Perform closure procedures at the conclusion of project activities

Self-Service Network Assessment

RingCentral will provide Customer with Self-Service Network Assessment(s) as outlined in "Table 2 – RingEX Project Entitlements". This service is designed to evaluate Customer's existing network infrastructure to ensure its readiness and compatibility with the RingCentral Platform. The assessment will identify potential risks and assess voice and data performance to verify that the RingCentral Platform will function as expected in a production environment. Customer will perform the assessment using testing software provided by RingCentral, with a limited amount of assistance and guidance from a RingCentral Network Engineer.

1. RingCentral shall provide the following resources and support:
 - Network Engineer Support: RingCentral will provide up to 1.5 hours of a Network Engineer's time for the sole purpose of assisting with the setup, execution, and review of the network assessment. This time is inclusive of the introductory call and any subsequent technical guidance
 - Introductory Call: A RingCentral Network Engineer will conduct an introductory call to provide Customer with instructions and access to the necessary testing software
 - Technical Guidance: RingCentral will provide technical assistance and guidance to Customer during the testing and evaluation phases. This support is subject to mutual scheduling availability
 - Assessment Bundle: Each Self-service Network Assessment bundle is valid for testing at up to ten (10) physical sites. Each site may be tested up to three (3) times.
2. Customer shall be responsible for the following:
 - Resource Allocation: Customer shall allocate a minimum of one (1) dedicated resource per physical location to execute the Self-service Network Test
 - Infrastructure Readiness: Customer is responsible for ensuring that all necessary site network and telephony infrastructure changes are completed to meet RingCentral's technical requirements prior to commencing the testing

- Testing and Evaluation: Customer shall be solely responsible for executing the network testing
 - Scheduling: Customer is responsible for initiating any subsequent guidance sessions with the RingCentral Network Engineer after introductory call
3. Terms and Conditions
- Assessment Requirement: This Network Assessment is required to be completed prior to the production operation (go-live) of the RingCentral Platform
 - Expiration: RingCentral's obligation to assist and guide Customer will expire one hundred and twenty (120) days from the date of the initial introductory call

Planning & Design

RingCentral will work with Customer to define, capture, record, and review their existing environment and design for the future-state Customer solution. RingCentral will be responsible for introducing and completing the Business Requirements Document (BRD) with input from Customer.

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. Data capture may include, but is not limited to, the following:

- Customer Site Information
- User data
- Agent names and assignments
- Multi-channel integration(s)
- Call Flow – current and future state
- Roles and Permissions
- Training Assignments
- Porting Data
- Delivery Overview

Customer Telephone Porting

RingCentral will provide guidance on porting data collection and will assist with submission of porting request(s).

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 and upon Customer request, the RingCentral Project Manager will assist Customer with this responsibility by performing the following tasks for each site or implementation/ go live event:

1. The RingCentral Project Manager will assist Customer with the initial submission of port requests and will 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 Customer
 - Customer will 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
2. The RingCentral Project Manager will assist 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 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
- Porting outside of project follows RingCentral Numbering Policy

Customer User Acceptance Testing (UAT)

The User Acceptance Testing (UAT) phase is a critical component of any successful projects. During UAT, Customer will designate users to complete application testing in mock real-world scenarios to validate that the RingCentral build matches the agreed upon design documentation.

Customer is responsible for following:

- Designate users to complete application testing in mock real-world scenarios to validate that the RingCentral build matches the agreed upon design documentation
- Define the UAT criteria by phase. The mutually agreed-upon test criteria will be recorded as an Appendix in the BRD 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.
- 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, the RingCentral Implementation Engineer may provide up to one (1) hour of guided training to UAT participants specific to the test criteria
- 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
 - 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
- UAT Requirements
 - Customer and RingCentral will enact a mutual software / code freeze prior to the start of SIT and UAT
 - Customer will 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
 - 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

RingCentral Online Product Training

The following training resources are available to the customer for learning the RingEX product suites. 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>
- 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>

Remote Delivery and Go Live Services

RingCentral will provide remote go live services as follows:

- Delivery resource during the remote Go Live event(s) as defined in "Table 2: RingEX Project Entitlements"
 - Document open issues in action log
 - Transition into support services
 - Perform closure procedures at the conclusion of project activities

General Terms & Conditions

Hours of Operation

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"). Work requested to be performed outside Standard Services Hours will be subject to the RingCentral overtime rates.

Customer Responsibilities

Customer is responsible for the following, as applicable:

- Provide a final site list prior to Project Kickoff, including the following details for each location:
 - Physical site address
 - Number of users per site

Note: Site, Device, User and Agent quantities cannot exceed the agreed upon Project Entitlements defined in Table 4 and Table 5.
- Authorizing the telephone number porting via a Letter of Authorization (LOA)
- 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
- SMS Campaign Registration (TCR) <https://www.ringcentral.com/tcr>
- Configuration and software installation on Customer PCs
- Decommission and disposal of any legacy equipment
- Customizations of individual user endpoints, or phone settings
- Third Party applications or hardware, such as SIP phones
- Headsets
- Analog Devices (ex: fax machines, overhead paging, door buzzer or automatic door controller, POTS lines, etc.)
- Implementing and maintaining all required end-user notices and disclaimers for call recording, chat recording, and AI processing in connection with any Third-Party interactive voice assistance (IVA), chatbot, or similar AI-enabled services integrated with or used in connection with the Services, including:
 - Configuring and displaying clear and legally sufficient recording and AI-processing notices to end participants prior to or at the start of any call, chat, or recorded interaction
 - Ensuring such notices cover recording, transcription, and AI processing by the applicable third-party provider(s) and RingCentral, as applicable
 - Confirming that such recording and data may be used to provide the services, improve quality, support compliance, and for other legitimate business purposes, as applicable; and
- Compliance with all applicable federal, state and international laws relating to consent, notice, and recording

- Input Registered E911/Emergency Services Address and location information to Service Web. 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 C

Professional Services Completion

Upon RingCentral's completion of the Professional Services for each Project Phase, RingCentral will notify 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.

Invoicing and Payment

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 phase identified in the "Phasing Table". Payment shall be due in accordance with the applicable payment terms of the Master Services Agreement. RingCentral retains the right to invoice for Users or Sites that have been deployed monthly.

Termination

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.

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:

- any Professional Services that have been rendered up until the effective date of the termination
- all applicable Service Expenses incurred; and
- fifty percent (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.

Delays and Changes

Changes to this SOW shall be made only by a mutually executed written change order between RingCentral and Customer ("Change Order,"), 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.

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.

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"). 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 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>
Canyon County Paramedics	RingCentral, Inc.
Signature:	Signature:
Name:	Name:
Title:	Title:
Date:	Date:

Appendices

Appendix A - RingEX Project Deliverables

RingCentral will complete the following project deliverables per "Table 2: RingEX Project Entitlements":

User Interface Build	Remotely configure the following parameters in the portal ("UI Build") based on the specifications agreed upon between the parties in the BRD: ■ Site Information ■ Users Upload ■ Locations ■ Callflows by Site or User Group ■ 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 ■ 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 ■ Roles and Permissions ■ Call Queues and/or RingGroups Perform Quality Assurance Testing (QAT) following final configuration and prior to turning over the solution to Customer in preparation for the User Acceptance Testing (UAT) cycle(s)
-----------------------------	--

Appendix B – 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 User 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.