

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 Weber County Government (the “**Customer**”) pursuant to, and is subject to, the Agreement referenced below in the Special Terms and Notes (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:	Weber County Government
Quote/SOW Number:	U2021-01991728
Labor Cost:	USD \$ 70,775.00

Special Terms and Notes:

1. **Applicable Agreement.** This SOW is subject to the terms and conditions specified in the RingCentral Master Services Agreement (MSA) incorporated into the Region 4 Education Service Center (ESC) Contract # R200902 for Unified Communications as a Service (UCaaS) with RingCentral Inc. Effective: October 1, 2020 at its Appendix B, found at: <https://public.omniapartners.com/suppliers/ringcentral/contract-documentation#c38627>, and administered by OMNIA Partners for Region 4 ESC. **A separately executed MSA is NOT required between Customer and RingCentral.** The following Attachments to the MSA are incorporated into and form a part of the MSA applicable to this SOW:

- Exhibit A – Definitions
- Service Attachment A – RingCentral Office
- Service Attachment B – Professional Services Agreement
- Attachment C – Service Level Agreement for Office Services
- Attachment E – Business Associate Agreement
- Attachment F – Security Addendum
- Attachment G – Public Sector Entity – Ts & Cs Addendum
- Attachment H – Data Processing Addendum

NOTE: With regards to Service Attachment A and Attachment C, any reference to RingCentral Office shall also apply to Avaya Cloud Office (ACO)

2. **Contract Number R200902** must appear on:
- a. RingCentral quotations to interested Public Agencies;
 - b. The Public Agency’s Purchase Order; and
 - c. The RingCentral invoice.

3. Venue and Choice of Law is Utah

Project Phases:**Multiphase Project - Per Site**

Service	Phase	Scope of the Phase	Value	Completion Criteria
RingCentral Office NRC	Phase 1	Each Site listed in the Appendix B of this SOW constitute an independent Project Phase	Rate of \$59,900.00 (Excluding Taxes and Service Expenses if applicable as Actuals)	All Services related to deployment of sites listed in Appendix B or described in section 1-5 and 9 of this SOW
Configuration data extraction (Avaya Platform)	Phase 2	All the Professional Services described in section #3.2 of this SOW.	Rate of \$3,000.00 (Excluding Taxes and Service Expenses if applicable as Actuals)	Completion of all Professional Services described in section #3.2 of this SOW.
Analog Gateway Solution Project Management/ Remote support	Phase 3 NRC	Each Location listed in the Appendix C and section 3.3 of this SOW for remote deployment constitutes an independent Project Phase	Labor/Project Management of \$7,875.00 per Section 3.3 (Plus Taxes and Service Expenses if applicable).	Completion of all Professional Services described in Section 3.3 of this SOW and Appendix C

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. General

1.1. Assignment of a designated Project Manager (“PM”) – For a period of up to five (5) months, commencing upon Project Kickoff, 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 project governance, to include:
 - a. Project plan and Schedule;
 - b. Communication plan, resource plan, escalation plan, change plan, test plan;
 - c. Action and risk register;
- 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. Facilitating and leading regular status update meetings, organize planning sessions and Customer steering committees, as applicable;
- ix. Completing scoped migration and go live support; and
- x. Performing closure procedures at the conclusion of project activities.

2. RingCentral Office Planning and Design

2.1. RingCentral Planning and Design (“P&D”) and Business Requirements Document (“BRD”)

RingCentral will initiate the Planning and Design process and introduce the Business Requirements Document to the Customer at the beginning of the project and will consist of structured planning activities for a period of up to twelve (12) weeks. This process will define and capture the project-wide deployment holistically including all sites and users listed in Appendix A.

- i. RingCentral has included up to twelve (12) design documentation collection session(s) with this project delivery
- ii. All groups will provide data during their assigned data collection process over a one (1) week period for a total of twelve (12) supported weeks and contribute to a universal design documentation across all lines of business / business units
- iii. Additional data collections are available to the customer for further breakout via change request at an additional expense if data collection needs to take place by country or user group
- iv. Details within the data collection include:
 - a. Customer Site Information;
 - b. User Upload;
 - c. Data collection for End-User and Administrator Training;
 - d. Porting data;
 - e. Call flow(s);
 - f. Roles and Permissions;
 - g. Delivery Overview;
 - h. Go-Live Readiness Report Card;
- v. The fully reviewed BRD is signed off by Customer’s Project Manager and RingCentral’s Project Manager prior to moving to deployment.
 - a. Material changes to the BRD made after mutual execution are available to the customer via change request
- vi. Delay in completing and returning Customer documentation may result in an adjustment of project timeline and additional fees.

2.2 Network Readiness Assessment – RingCentral will provide the Customer with one (1) 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).

- i. RingCentral’s Network Engineer will provide the following:
 - a. RingCentral Network Requirements Documentation;
 - b. Satellite installation guide;
 - c. Assistance with satellite installation;

- d. Document and share results of network assessment for customer reference;
- ii. Site assessments not completed prior to Go-Live will result in the forfeiture of the assessment for this project.
- iii. Additional network assessments or consultations are available to the customer via an executed Change Order and will result in additional fees. This may include additional ISP links or sites.

3. RingCentral Office Build

3.1. RingCentral User Interface (“UI”) Multi-Phased Build Out

- i. RingCentral will remotely configure the following interfaces in the system (“UI Build Out”) based on the specifications agreed to between the parties in the BRD.
 - a. Up to one thousand one hundred and ninety-eight (1,198) number of users
 - b. Up to thirty (30) Unique Call Flows, a call flow includes:
 - Up to thirty (30) Custom answering rules
 - UP to thirty (30) IVR prompts with key actions
 - c. Up to thirty (30) Call Queue and Ring Groups [including up to ten (10) Live Reports]
 - d. Up to ten (10) Custom Roles
 - Service plan must support Custom Roles
 - e. Up to ten (10) Templates
- ii. Customization is available to the customer at an additional cost via executed Change Order
- iii. Substitute Caller ID (Spoofing) configuration is not included. It is available at an additional cost via executed Change Order.

3.2. Avaya Configuration Extraction

- i. RingCentral will use its extraction tools to guide Customer on how to extract the configuration data from Customer’s various devices currently in use
- ii. The configuration data extracted from Customer’s Avaya on-prem devices (“Extracted Objects”) is listed below:
 - 1. User List
 - 2. Phone numbers
 - 3. Hunt Groups
 - 4. Pick-Up Groups
 - 5. Call Park
 - 6. Call Forwarding
 - 7. Simultaneous ring
 - 8. Boss Secretary scenario
 - 9. Analog extension reports required for port mapping
- iii. RingCentral will provide Customer the utility details to allow Customer to extract the data to a file.
- iv. Customer will send the file with the details for Extracted Objects to RingCentral.
- v. RingCentral will generate CSV formatted file and insert information into the BRD.

3.3 Analog Gateway Provisioning and Remote Support (Qty: 20)

RingCentral will deliver the following services for the locations listed in Appendix C:

- Document Environmental Requirements
- Provide necessary documentation for installation and connecting gateways to the RingCentral network.

- Provide, configured Gateways to support the analog devices defined in Appendix C.
- Collect Customer Data (Analog Gateway Spreadsheet)
- Build analog users within the RingCentral Service Web
- Extract Analog Gateway Details from Service Web and generate Incremental Configuration File.
- Provide remote support to assist customer in the load of Incremental Configuration file.
- Final configuration changes will be made during the scheduled maintenance window
- Provide remote first day Go Live Support for each of the locations.
- Converge One will Procure and supply recommended/supported Analog Audiocode Gateway(s) See appendix C

Customer Responsibilities:

- Provide Environmental Requirements for Gateways to include but not limited to rack space, power, Network and cabling.
- Consolidate existing analog port on existing platform to meet capacity requirements per analog gateway design
- Customer will remove cross connect between the Avaya port and the distribution frame. (Analog are currently Yellow/Blue cross connect wire)
- Customer will cross connect the new Audiocodes Ports to the distribution frame
- Customer need to confirm dial tone and extension assignment at the distribution frame.
- Customer will verify dial tone/extension assignment at the device
- Work with RingCentral ProServ Engineer to connect and register the Gateway to RingCentral.
- Load Audiocodes Configuration file provided by RingCentral Custom Engineering.
- Verify gateway is in service and idle.
- Extend Qty: 12 Centronics cables from Audiocodes gateway to wire distribution frame
- Existing lines currently on legacy PBX platform will need to be cross- connected to the Audio Codes Gateway
- Customer to provide Analog line/extension information
- Cutover existing analog wiring to Analog Gateways
- Provide remote access to Analog Gateways
- Rack and Stack twenty (20) analog Audiocodes Gateway's
- Customer is responsible for decommission and disposal of any legacy equipment and cabling

4. RingCentral Delivery Services

- i. RingCentral will provide remote go live services to complete the following:
 - a. Delivery resource during remote Go Live 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
- ii. Customer responsibilities:
 - a. Customer is responsible for handset placement at locations listed in Appendix B
 - RingCentral to provide instructions and best practices for handset placement, test, and endpoint registration

- b. Customer is responsible for decommission and disposal of any legacy equipment

5. RingCentral Training Services

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

- i. Up to two (2) hours of remote admin training to be provided by a RingCentral University Training Specialist
- ii. Sessions cover the following:
 - a. Building, activating, disabling and deleting users;
 - b. Managing user settings with role, templates, and User groups (if applicable);
 - c. Managing system setup and maintenance via the Admin Portal including phone company info, caller ID, and directory assistance;
 - d. Managing phones and numbers including assisted provisioning;
 - e. Call flow management;
 - f. Reports and call logs; and
 - g. Familiarization with Support/Training/Help resources
- iii. Session recordings are included at no additional cost
- iv. Online, self-service admin training at RingCentral University included at no additional cost
 - h. Webinars & Videos, Getting Started Tutorials, and User Guides
- v. Custom admin training, documentation, and videos available at an additional cost via executed Change Order
- vi. Additional admin sessions are available to the customer via Change Request at an additional charge
- vii. Helpdesk training sessions are available to the customer at an additional cost via executed Change Order
- viii. Customer and RingCentral agree that Professional Services Project Completion Form shall not be withheld by Customer for delays in the delivery of the RingCentral training services

5.2. End User Training - RingCentral Professional Services will provide resources to complete the following:

- i. Any combination of the following one (1) hour remote end user training sessions for a total of up to four (4) sessions to be provided by RingCentral University Training Specialist:
 - a. Standard End User
 - b. Train the Trainer (Standard End User)
 - c. Exec Assistant/Front Desk
 - d. Remote User
- ii. Session recordings included at no additional cost
- iii. Online, self-service end user training at RingCentral University included at no additional cost
 - a. Webinars & Videos, Getting Started Tutorials, and User Guides
- iv. Custom end user training, documentation, and videos available at an additional cost via change request
- v. Additional end user sessions are available to the customer via Change Request at an additional charge
- vi. Customer and RingCentral agree that Professional Services Project Completion Form shall not be withheld by Customer for delays in the delivery of the RingCentral training services

6. Handoff Testing

6.1. System Integration Testing (SIT)

- i. RingCentral will complete System Integration Testing (SIT) following final configuration of RingCentral prior to handoff to the Customer to start User Acceptance Testing (UAT);

6.2. 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 design documentation;
- ii. Customer will define the UAT scenarios or stories by phase and the mutually agreed criteria is recorded as an Appendix in the design documentation prior to mutual execution as the document of record;
 - a. If UAT scenarios are not specified by the Customer, then work is deemed accepted and ready for go live upon notice from RingCentral that the work is complete and ready for testing;
- iii. 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;
 - a. RingCentral Implementation Engineer may provide up to one (1) hour of additional guided training to UAT participants, as requested by the Customer, specific to the test criteria;
- iv. 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;
- v. Upon completion of all UAT scenarios, the Customer will submit final written completion of testing to RingCentral prior to scheduling go live;
 - a. RingCentral will append the design document output to include completed UAT criteria in the final published output document;

6.3. UAT Constraints

- i. The Customer and RingCentral will enact a mutual software / code freeze prior to start of SIT and UAT;
- ii. Customer shall perform UAT within seven (7) calendar 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. Customer shall then diligently continue UAT until its completion, which shall be completed no later than three (3) business days after commencement of UAT. Customer's failure to complete UAT by such time will be deemed Customer's acceptance of the applicable Deliverables.
- iv. 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 Request for troubleshooting and issue resolution;
 - i. Additional days of UAT support are available to the Customer via Change Request at an additional charge

6.4. Project and Phase Acceptance

- i. Final phase and project acceptance subject to terms and conditions in RingCentral MSA

7. Hours of Operation

7.1. 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

8. 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. Configuration and software installation on customer PCs;
- iv. Decommission and disposal of any legacy equipment;
- v. Customizations on individual User endpoints, or phone settings (as defined in section 3.1.v);
- vi. Provide work space for RingCentral on-site personnel (as scoped);
- vii. Overhead paging;
- viii. Postage Machines;
- ix. Credit Card or Point of Sale (POS) Machines;
- x. Door buzzer or Automatic Door Controller;
- xi. Third party SIP phones;
- xii. Headsets;
- xiii. Analog Devices
- xiv. Third party Applications
- xv. Input Registered E911 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
 - b. For more information, please refer to Appendix E

9. Customer’s Telephone Number Porting –

The Customer is responsible for authorizing the telephone number(s) porting to RingCentral. RingCentral shall submit all porting requests to the losing carrier and ensure that all porting is successful to the RingCentral networks where applicable. This effort pertains to those locations identified in Appendix B. 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.

- i. The RingCentral Project Manager shall manage the submission of port requests and shall coordinate rejections/resubmissions with Customer on a per location basis for up to 90 days from submission;
- i. Any additional port rejections after 90 days will be the responsibility of the Customer and their losing carrier(s), with assistance from RingCentral;

**RingCentral Professional Services
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Appendix A
Planning and Design Location**

Planning and Design Location Address(s):	Up to # of Users
Remote	1,198

**RingCentral Professional Services
Statement of Work for Professional Services
Appendix B**

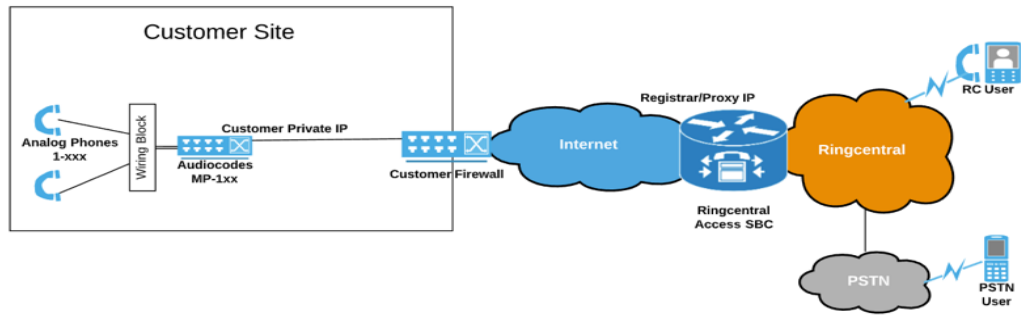
Address	VOIP Phones	Analog	Number of Users	Deployment Type	Number of Site Visits	Rate Per Site
2380 Washington Blvd. Ogden, UT 84401	222	33	255	Remote	0	\$ 12,750.00
477 23 rd Street Ogden, UT 84401	109	28	137	Remote	0	\$ 6,850.00
455 23rd Street Ogden, UT 84401	16	4	20	Remote	0	\$ 1,000.00
2546 Kiesel Ave. Ogden, UT 84401	23	9	32	Remote	0	\$ 1,600.00
2408 Van Buren Ave. Ogden UT 84401	16	0	16	Remote	0	\$ 800.00
721 West 12th Street Ogden UT 84404	137	113	250	Remote	0	\$ 12,500.00
2525 Grant Ave Ogden UT 84401	4	0	4	Remote	0	\$ 200.00
2411 Kiesel Ave STE 401 Ogden UT 84401	10	0	10	Remote	0	\$ 500.00
867 Wilson Lane Ogden UT 84401	7	6	13	Remote	0	\$ 650.00
1181 N Fairgrounds Dr. Ogden UT 84404	38	40	78	Remote	0	\$ 3,900.00
4390 Harrison Blvd. Ogden UT 84403	7	6	13	Remote	0	\$ 650.00

2222 S. 1900 W. Ogden UT 84401	4	4	8	Remote	0	\$ 400.00
2446 Rulon White Blvd. Ogden UT 84404	6	0	6	Remote	0	\$ 300.00
237 26th Street Ogden, UT 84401	296	34	330	Remote	0	\$ 16,500.00
205 26th Street Ogden, UT 84401	9	1	10	Remote	0	\$ 500.00
133 27th Street, Ogden UT 84401	4	1	5	Remote	0	\$ 250.00
1176 West 3300 South Ogden UT 84404	8	3	11	Remote	0	\$ 550.00
Total	916	282	1198		0	\$ 59,900.00

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Appendix C
Analog Gateway Design and Remote deployment

Address	Analog	Deployment Type	Anlog GW (s) C1-will be providing AC HW)	Labor PM Hours/Remote support
2380 Washington Blvd. Ogden, UT 84401	33	Remote	MP 124x2	\$ 900.00
477 23 rd Street Ogden, UT 84401	28	Remote	MP 124 & MP 114	\$ 900.00
455 23rd Street Ogden, UT 84401	4	Remote	MP 114	\$ 450.00
2546 Kiesel Ave. Ogden, UT 84401	9	Remote	MP 124	\$ 450.00
2408 Van Buren Ave. Ogden UT 84401	0	Remote	0	
721 West 12th Street Ogden UT 84404	113	Remote	MP 124x5	\$ 1,125.00
2525 Grant Ave Ogden UT 84401	0	Remote	0	
2411 Kiesel Ave STE 401 Ogden UT 84401	0	Remote	0	
867 Wilson Lane Ogden UT 84401	6	Remote	MP 118	\$ 450.00
1181 N Fairgrounds Dr. Ogden UT 84404	40	Remote	MP 124x2	\$ 900.00
4390 Harrison Blvd. Ogden UT 84403	6	Remote	MP118	\$ 450.00
2222 S. 1900 W. Ogden UT 84401	4	Remote	MP114	\$ 450.00
2446 Rulon White Blvd. Ogden UT 84404	0	Remote	0	
237 26th Street Ogden, UT 84401	34	Remote	MP124	\$ 450.00
205 26th Street Ogden, UT 84401	1	Remote	MP112	\$ 450.00
133 27th Street, Ogden UT 84401	1	Remote	MP112	\$ 450.00
1176 West 3300 South Ogden UT 84404	3	Remote	MP114	\$ 450.00
Total	282			\$ 7,875.00

RINGCENTRAL HIGH LEVEL ANALOG GATEWAY DESIGN



**RingCentral Professional Services
Statement of Work for Professional Services
Appendix D
Change Order Form for Implementation Services**

This Change Order to the Statement of Work is subject to the Professional Services Agreement (the “**PS Agreement**”) by and between Customer and RingCentral with the Effective Date listed below, establishes a change to the project scope or budget. By executing this Change Order, the parties agree to be bound by the terms and conditions set out in the PS Agreement with respect to the Services to be performed under the PS Agreement and Statement of Work (“**SOW**”) indicated below as modified by this Change Request.

Effective Date of PS Agreement:	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

Quantity:	Description:	Professional Services Cost:
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

RingCentral

By: _____
Signed: __SAMPLE ONLY__
Title: _____
Date: _____

By: _____
Signed: __SAMPLE ONLY__
Title: _____
Date: _____

RingCentral Professional Services

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Appendix E

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:

- I. **Registered Address.** It is 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.
- II. **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.
- III. **Customer's Representation and Warranty.** Customer represents and warrants that the registered addresses and emergency notifications 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.

RingCentral Professional Services Statement of Work for Professional Services
Appendix F
Optional Services -List price

Offer	Price (USD)	Comments
Additional Network Assessment	\$1,000	One Time Fee. Offered as a standalone offer as well as is part of UC Implementation.
Remote Implementation	\$50.00	Remote Implementation based on complexity in three tiers \$65-\$75-\$85 a DL
Remote Implementation -Limited Extensions	\$50.00	Remote Implementation based on complexity in three tiers \$65-\$75-\$85 a DL
PS Hourly Rate	\$225	Bucket of hours
API Development / Consulting	\$400	Per Hour. This is handled through our 'Advanced Solution Architecture' Group.
Direct Routing Configuration to support MS Teams Set up fee	\$1,500	
Direct Routing Configuration to support MS Teams User configuration	\$5/user	
End User training	\$400	Per course
Admin Training	\$800	Per course
Training - Troubleshooting for HD Agents	\$800	Per course
Training - Analytics - Using Live Reports	\$800	Per course
Persist Gateway Hardware (Small Site: <200 Users)	\$3,000	Hardware Bundle includes M500L, 200 Users, 10 SIP Sessions, ELIN License and 3 years Support
Persist Gateway Hardware (Medium Site: <250 Users)	\$5,560	Hardware Bundle includes M500, 250 Users, 20 SIP Sessions, ELIN License and 3 years Support
Persist Gateway Hardware (Large Site: <500 Users)	\$12,200	Hardware Bundle includes M800C, 500 Users, 80 SIP Sessions, ELIN License and 3 years Support
Persist Gateway Hardware (Large Site: <1000 Users)	\$16,100	Hardware Bundle includes M800c, 1000 Users, 120 SIP Sessions, ELIN License and 3 years Support
Persist Gateway Hardware (Large Site: <1500 Users)	\$18,570	Hardware Bundle includes M800c, 1500 Users, 160 SIP Sessions, ELIN License and 3 years Support
Persist - Sessions License Upgrade	\$760	Software - SBC session license upgrade for 10 sessions, when ordering within 10-250 session range (1-25 Units)
Persist - Registered Users License Upgrade	\$30	Software - SBC registered users license upgrade for 10 sessions, when ordering within 10-250 session range (1-25 Units)
Cloud Connect - Project Initiation	\$4,900	Project management, design, installation and test for one (1) circuit delivered via one (1) physical or virtual cross-connect. Customer may utilize up to two (2) RingCentral rack units (RU). Includes up to three (3) discrete (up to 3-hours each) RingCentral maintenance windows and Change Management Requests (CMRs). Completion of any project tasks should be coordinated to be included in these maintenance windows.
Cloud Connect - Additional Cross-Connect	\$500	Installation and monthly charge for one (1) additional physical or virtual cross-connect.

Cloud Connect - Additional Network Port	\$1,500	Project management, design, installation and test for one (1) additional network port to be included in the Cloud Connect solution.
Cloud Connect - Maintenance Window	\$500	Any additional work or troubleshooting requested by the customer that requires RingCentral maintenance window and CMR activity will incur this charge. The maintenance window will be up to 3 hours.
Additional onsite P&D Sessions /Per day/Per resource	\$1,600	
Go Live Support (Onsite)/Per day/Per resource	\$1,600	
Ext. to Ext dialing -SIP Trunk Solution -Setup fee-NRC	\$5,000	
Ext. to Ext dialing -SIP Trunk Solution -50 Concurrent Sessions (MRC)	\$1250/Per month	
Third Party phone provisioning - Remote Support	\$10/Per phone	Remote Support
Custom Configuration	2000/Per Config	Test configuration file and apply Custom Configuration File to applicable customer telephones (Polycom Phones only)
Overhead Paging Integration	\$800/ Per Device	