

RingCentral Office@Hand from AT&T ("Office@Hand") Terms
of Service and Pricing Schedule

- 1. Service Description.** A description of Office@Hand ("Service") functionalities and features may be found at <https://www.business.att.com/solutions/Family/mobility-services/office-at-hand/#resource>.
- 2. Software Licenses.** Office@Hand is subject to these Terms of Service and an End User License Agreement ("EULA") found at <https://asecare.att.com/tutorials/ringcentral-officehand-from-att-end-user-licensing-agreement>. AT&T is not a party to the EULA.

Pricing and Charges

Non-Recurring Charges. There is a one-time non-recurring service establishment fee of \$30 for each Toll free 800 number and Customer-selected ("Vanity") number.

- 2.1 Monthly Recurring Charges ("MRC").** The MRC for Office@Hand is billed in advance. MRC pricing is available for up to 2,000 users per account. Pricing for 2-100 users is available at att.com/officeathand. Custom pricing applies to accounts with more than 100 users.

Pricing for legacy Virtual users and legacy Premium users is available through the user portal. The MRC for additional phone numbers beyond what is included with the account (one company local number, one company Toll-free number and one company fax number plus one phone number per user extension) starts at \$5 per number. Monthly charges include up to 10,000 minutes of use per user per month for Legacy Virtual and Premium accounts. Monthly charges include up to 10,000 minutes of use per user per month for local and long distance voice calls and faxing for Editions. The number of included Toll-free calling minutes depends on the Edition selected.

License Type	Toll-free minutes included in the monthly MRC per account
Standard Edition	1,000 per account
Premium Edition	2,500 per account
Enterprise Edition	10,000 per account

Calling Credits and Charges. Additional charges apply for minutes of International Calling and Toll-free overage. Office@Hand International per minute rates are available at <https://asecare.att.com/tutorials/international-call-rates-2695/?product=international-call-rates-2695>. Toll-free overage charges are 3.9 cents per minute.

Per minute charges for International Calling and Toll-free overage must be paid for through the use of Calling Credits of \$20 or \$100. Administrator must enable International Calling by purchasing pre-paid Calling Credits. When included monthly Toll-free minutes are exhausted, the minimum Calling Credit will be automatically purchased if no Calling Credits exist on the account. Charges decrement against the Calling Credits. Calling Credits auto-refill when depleted in the amount equal to the previous Calling Credits purchased. Calling Credit limits are \$2,000 per billing cycle.

You will be charged applicable Taxes and Fees associated with International and Toll-free overage calls. Calls will remain active for 3 hours before disconnecting. International roaming must be enabled to use the Office@Hand international Calling functionality on a cellular network in international locations. Data roaming charges may apply when making or receiving calls in international locations. For AT&T customers, see www.att.com/global. For other carriers, contact the carrier for information regarding International roaming.

- 2.2 Unused Calling Credits.** Any unused monthly Calling Credits will "roll over" to the next month. Calling Credits have no monetary value and cannot be exchanged for cash value at any time after such credits are purchased. Calling Credits may only be redeemed and used by the holder or users of the Account to which the Calling Credits have been credited, and may not be sold, transferred, assigned, or used by another user or with another user's account. Calling Credits expire one year after issuance. Calling Credits expire 365 days after issuance.

- 2.3 IP Hardware/Equipment.** Prices for IP hardware/equipment purchased for use in connection with Office@Hand are based on Your purchase of a license to use the associated software. IP hardware sold without an associated license at the time of purchase is offered without discount at the then-current list price.

- 2.4 Taxes and Fees.** All prices are exclusive of applicable taxes and fees. A \$2 per user license per month 911 fee will be charged monthly for Standard and Premium Editions. This is a charge imposed by local governments to help pay for emergency services such as fire and rescue.

- 2.5 No Refunds.** All charges, fees, credits and other amounts paid in connection with Office@Hand service are non-refundable. Refunds related to Equipment returns are described in Section 5.

3. Fraudulent Activity and Erroneous Charges. If You suspect fraudulent activity or erroneous charges on Your Account, You agree to contact AT&T Advanced Solutions Care at 1866-563-4703 as soon as possible. When You contact customer support, please have the following information available: Your name, contact information, Office@Hand Account telephone number in question, security verification information as well as the mobile wireless number to which your Office@Hand account is billed if available. If You do not contact AT&T within thirty days after the suspected fraudulent activity or erroneous charges appear on Your Account, You waive Your rights to object to or challenge such activity or charges. Notwithstanding the above, You are solely liable for any transactions or activities by You or anyone else that appear on Your Account, and in no event will AT&T be liable for any unauthorized use of Your Account.

4. Equipment Returns. If you have any questions regarding equipment or equipment returns, please call AT&T Advanced Solutions Care at 1-866-563-4703 for information and instructions. Before returning any equipment that has data in its memory, please transfer all files You wish to retain to another file source. Once the hardware is returned, Your files cannot be recovered and You release AT&T and its agents, subcontractors and suppliers from any liability for any lost, damaged, or destroyed files, data, or other information.

5. Customer Care Contact Information. If You have a question regarding Your use of Office@Hand please call AT&T Advanced Solutions Care at 1-866-563-4703.

6. Privacy.

6.1 Customer Data

AT&T may share the data, information or other materials You and Users provide ("Customer Data") pursuant to the terms of AT&T's Privacy Policy, available at www.att.com/privacy, which is incorporated by reference herein.

6.2 Customer Personal Data

Personal data that You or Users provide or make accessible, directly or indirectly, to AT&T ("Customer Personal Data") may be transferred to or accessible by (i) AT&T personnel around the world in accordance with the applicable data protection laws and rules on the intra- and international transfer of personal data (the "Data Protection Rules"); (ii) third parties who process personal data on AT&T's behalf as data processors and who AT&T contractually binds to protect Customer Personal Data in accordance with the Data Protection Rules; and (iii) third parties (such as courts, law enforcement or regulatory authorities) where required by law. AT&T may monitor electronic transmissions across its network to maintain compliance with its legal and regulatory obligations and its internal policies. Customer will only make accessible or provide Customer Personal Data when it has the legal authority to do so and for which it has obtained the necessary consents and will camouflage or securely encrypt Customer Personal Data so long as such encryption is compatible with the applicable Service. AT&T may at times process Customer Personal Data as a commissioned "data processor," as that term is defined by applicable law; AT&T will do so in accordance with this Agreement and in accordance with any additional Customer written instructions that may not be inconsistent with this agreement, provided that Customer will reimburse AT&T for any additional cost associated with such additional written instructions.

7. Service Restrictions and Responsibilities

7.1 Prohibited Uses

Office@Hand is provided primarily to transmit live dialog between two individuals. It may not be used for (i) monitoring services; (ii) data transmissions other than faxes and voicemails sent as email attachments; (iii) transmission of broadcasts; (iv) transmission of recorded material other than audio files associated with the voicemail to email functionality; or (v) other connections that do not consist of primarily uninterrupted live dialog between two individuals. If AT&T determines that You are using the Service for other than live dialog between two individuals or the permitted purposes above, AT&T, its licensors, and suppliers may, in its sole discretion, terminate Your Service. In addition, if AT&T has reason to believe that a User is using Office@Hand in violation of the AT&T Acceptable Use Policy found at att.com/aup, AT&T may, in its sole discretion, terminate service with or without notice.

7.2 Fraud

Office@Hand may not be used for fraudulent purposes. AT&T, its licensors and suppliers reserve the right to block inbound or outbound calls based upon its or their internal fraud prevention algorithms. In the event that calls are blocked for fraud prevention reasons, AT&T, its licensors and suppliers reserve the right to discontinue the Service without notice, and release Your Number to the national database of available numbers. The determination of whether calls are potentially

fraudulent is at AT&T's, its licensors' and suppliers' sole discretion, based upon internal fraud control algorithms and other factors.

7.3 Acceptable Use Policy.

Office@Hand must be used in accordance with AT&T's Acceptable Use Policy found at www.att.com/aup.

7.4 NO HIGH RISK USES

OFFICE@HAND IS INTENDED FOR GENERAL BUSINESS USE ONLY. IT IS NOT DESIGNED, MANUFACTURED, INTENDED, OR RECOMMENDED FOR USE OR RESALE AS EQUIPMENT OR SERVICES IN ENVIRONMENTS REQUIRING FAIL-SAFE PERFORMANCE (E.G., EMERGENCY MEDICAL CARE, HAZARDOUS ACTIVITIES) OR IN WHICH THE FAILURE OF THE SERVICES COULD LEAD TO DEATH, PERSONAL INJURY, OR SEVERE PHYSICAL OR ENVIRONMENTAL DAMAGE. AT&T SPECIFICALLY DISCLAIMS ANY EXPRESS OR IMPLIED WARRANTY OF FITNESS FOR HIGH RISK ACTIVITIES OR SERVICES.

7.5 911 CALLING

911 SERVICE IS ONLY PROVIDED BY IP DESK PHONES AND SOFTPHONES ON PCs. THE OTHER OFFICE@HAND SOFTWARE APPLICATIONS AND SERVICES DO NOT PROVIDE 911 SERVICE. IF YOU SUBSCRIBE TO ONE OF THE OTHER SOFTWARE APPLICATIONS OR SERVICES, YOU MUST MAKE ALTERNATIVE ARRANGEMENTS TO PLACE 911 CALLS OR TEXTS, SUCH AS USING A TRADITIONAL WIRELINE OR CELLULAR TELEPHONE, AND YOU SHOULD NOT RELY ON OFFICE@HAND TO CALL OR TEXT 911.

YOU ACKNOWLEDGE THAT THE OFFICE@HAND MOBILE APP USES A MOBILE DEVICE'S DIALER AND CELLULAR TELEPHONE SERVICE TO MAKE 911 CALLS AND TEXTS. IF CELLULAR TELEPHONE SERVICE IS UNAVAILABLE, USERS WILL NOT BE ABLE TO CALL OR TEXT 911 FROM THE MOBILE APP. PLEASE SEE THE END USER LICENSE AGREEMENT AND TERMS OF SERVICE FOR MORE INFORMATION.

In addition, AT&T disclaims all responsibility for the conduct of Public Service Access Points (“PSAPs”), National Emergency Call Center, and all other third parties involved in the provision of emergency response services. AT&T does not have any control over PSAPs, the National Emergency Call Center, or other third parties and is therefore not responsible for whether they answer 911 calls or texts made using the VoIP service, how they answer these calls or texts, or how they handle or respond to these calls or texts. AT&T relies on third parties to assist it in the provision of 911 service and disclaims any and all liability for acts or omissions by third parties in the provision of 911 service for Office@Hand.

8.6 International Limitations

Office@Hand software may not be downloaded in and Users may not initiate calls from the following countries: Bahrain, China, Egypt, India, Indonesia, Iran, Kuwait, North Korea, Pakistan, Qatar, Saudi Arabia, Sudan, Syria, Thailand, Turkey, United Arab Emirate and VietNam. You agree to indemnify AT&T for and against any claim or liability that arises out of or relates to Your or a User’s downloading or use of the Service in any of the above countries. AT&T may suspend or terminate service immediately if directed to do so by a regulatory authority.

9. LIABILITY DISCLAIMERS

9.1 DISCLAIMER OF WARRANTY

AT&T passes through to You all manufacturer warranties that apply to the equipment and software provided. The manufacturer, and not AT&T, is responsible for any such warranty terms and commitments. **EXCEPT AS SET FORTH IN THE PREVIOUS SENTENCE, ALL SOFTWARE AND EQUIPMENT IS PROVIDED TO YOU ON AN "AS IS" BASIS.**

9.2 INFRINGEMENT

AT&T HAS NO DEFENSE, SETTLEMENT, INDEMNIFICATION OR OTHER OBLIGATION OR LIABILITY ARISING FROM THE ACTUAL OR ALLEGED INFRINGEMENT OR MISAPPROPRIATION OF INTELLECTUAL PROPERTY BASED ON EQUIPMENT OR SOFTWARE NOT MANUFACTURED OR CREATED BY AT&T, ON THIRD-PARTY SERVICES OR PROFESSIONAL SERVICES.