



## INITIAL ORDER FORM

This Initial Order Form is a binding agreement between RingCentral, Inc. ("RingCentral") and County of Mendocino ("Customer" or "You") (together the "Parties"), for the purchase of the Services, licenses, and products listed herein. This Initial Order Form is subject to and incorporates the terms and conditions of: (i) the separate written agreement, executed by the Parties governing the purchase of the Services described in this Order Form, or (ii) the RingCentral Online Terms of Service available at <https://www.ringcentral.com/legal/eulatos.html>, if there is no written agreement in place (hereinafter (i) and (ii) referred to as the "Agreement"). Capitalized terms not defined herein shall have the same meanings as set forth in the applicable Agreement between the Parties. Unless agreed by both Parties in writing, any terms or conditions set forth in a Customer-issued purchase order or ordering document shall not apply.

Please note that RingCentral MVP is now RingEX. All references to "RingCentral MVP", whether in terms of service, advertising or product descriptions, mean "RingEX".

**Customer**

County of Mendocino

501 Low Gap Rd. Ukiah, CA 95482  
Ukiah, CA 95482  
United States

Tony Rakes  
(707) 463-7900  
rakes@mendocinocounty.gov

**Service Provider**

RingCentral, Inc.

20 Davis Drive  
Belmont, CA 94002  
United States

**Service Commitment Period**

**Start Date:** Effective upon date of last signature

**Initial Term:** 60 Months

**Renewal Term:** 60 Months

**Payment Schedule:** Annual

**RingEX Services**

| Recurring Services                              |       |         |              |
|-------------------------------------------------|-------|---------|--------------|
| Summary of Service                              | Qty   | Rate    | Subtotal     |
| DigitalLine Unlimited Advanced                  | 1,775 | \$81.00 | \$143,775.00 |
| DigitalLine Unlimited Advanced                  |       | \$33.00 |              |
| Compliance and Administrative Cost Recovery Fee |       | \$36.00 |              |
| e911 Service Fee                                |       | \$12.00 |              |
| Additional Local Number                         | 718   | \$2.99  | \$2,146.82   |
| Annual Recurring Services*                      |       |         | \$145,921.82 |

  

| One-Time Items                        |     |         |             |
|---------------------------------------|-----|---------|-------------|
| Summary of Item(s)                    | Qty | Rate    | Subtotal    |
| Cisco ATA192 Analog Telephone Adapter | 11  | \$58.80 | \$646.80    |
| Poly Edge E220 IP Phone               | 200 | \$59.60 | \$11,920.00 |
| One-Time Total                        |     |         | \$12,566.80 |

## RingCX Services

| Recurring Services                         |     |          |              |
|--------------------------------------------|-----|----------|--------------|
| Summary of Service                         | Qty | Rate     | Subtotal     |
| RingCX Professional, Named agent seat      | 25  | \$705.66 | \$17,641.50  |
| Call recording storage - 30 days, per seat | 25  | \$0.00   | \$0.00       |
| Annual Recurring Services*                 |     |          | \$17,641.50  |
| Total Initial Amount                       |     |          | \$176,130.12 |

\*Amounts are exclusive of applicable Taxes, Fees, and Shipping Charges.

| Overage Rates*                                                           |          |
|--------------------------------------------------------------------------|----------|
| RingCX Services                                                          | Rate     |
| RingCX Professional, Named agent seat On Demand                          | \$78.81  |
| Inbound calls to North America toll-free numbers, per 10 min             | \$0.14   |
| Outbound calls via automated dialer to North America numbers, per 10 min | \$0.16   |
| IVR calls processing, overage per 10 minutes                             | \$0.20   |
| Call recording storage - 30 days, overage per seat                       | \$0.00   |
| Disconnect Scrub, per 10 scrubs                                          | \$0.08   |
| Automated speech recognition, per 10 minutes                             | \$0.30   |
| RingCX Analytics - Historical Data Retention 2Y                          | \$30.00  |
| RingCX Analytics - Historical Data Retention 3Y                          | \$45.00  |
| RingCX Analytics - Historical Data Retention 4Y                          | \$60.00  |
| RingCX Analytics - Historical Data Retention 5Y                          | \$75.00  |
| RingCX Analytics - Historical Data Retention 6Y                          | \$90.00  |
| RingCX Analytics - Historical Data Retention 7Y                          | \$105.00 |
| RingCX Analytics - Historical Data Retention 8Y                          | \$120.00 |
| RingCX Screen Recording Active Storage per 1 GB                          | \$0.50   |

NOTE: Customer acknowledges and agrees that if third-party products such as WhatsApp are used, additional fees may be incurred and invoiced by RingCentral on your next billing cycle after such usage occurred.

### Cost Center Billing

For customers with cost center billing, it is the Customer's responsibility to provide cost center allocation information to RingCentral at least 10 days prior to the issuance of the invoice. After the information is received, it will be reflected on future invoices, but will not be adjusted retroactively on past invoices. If purchasing additional services through the administrative portal, it is the Customer's responsibility to assign cost centers at the time of purchase; otherwise, those services will not be allocated by cost center on the next invoice. Please note that cost center allocation is not available for certain items, such as minute bundles and credit memos. For additional questions, please contact the RingCentral invoice billing team at [billingsupport@ringcentral.com](mailto:billingsupport@ringcentral.com).

### Free Services Amount

You will receive the amount(s) indicated below (the "Free Service Amount"), which will be applied against charges for the recurring Services set forth in this Order Form and any applicable taxes and fees associated with those Services invoiced by RingCentral. The Free Service Amount is non-transferable and non-refundable and will expire upon termination of this Order Form. You will be responsible for paying for any additional services and products ordered, and any applicable associated taxes and fees.

RingEX Free Services Amount: 87,444.91 US Dollars

RingCX Free Services Amount: 8,820.75 US Dollars

**Customer Reference.** Customer may promote their use of RingCentral services and agrees that RingCentral may identify customer as a user of the services. All press releases or quotes regarding Customer's use of service will be pre-approved by Customer, which consent will not be unreasonably withheld.

**Add-on Services.** Customer is responsible for reviewing additional terms and conditions that may apply to RingCentral add-on services (where available) and certain Advanced Support Services listed on this order form, and which are available at <https://www.ringcentral.com/legal/add-on-services.html>.

## Special Terms & Notes

### RingEX

#### Elasticity

After the first twelve (12) months of the Initial Term indicated above, Customer shall have the right, one time in any twelve (12) month period, with thirty (30) days' advance written notice to RingCentral, to remove up to ten percent (10%) of the total number of RingEX Advanced™ digital lines that are part of Customer's Account at the time that such notice is given, so long as the total number of digital lines that are part of Customer's Account never drops below the total number of RingEX Advanced™ digital lines included in your Initial Order Form. For clarity, you shall be permitted to exercise the digital line reduction right set forth in the immediately preceding sentence on only one occasion in any twelve (12) month period during the Initial or then-current Renewal Term, and other than this "once every twelve (12) months" line reduction right, you shall have no right or ability to reduce the number of digital lines that are part of Customer's Account or remove digital lines from such services.

No pro-rated refunds or credits will be issued for any pre-paid, unused portion of the digital lines which were removed. Any reduction in digital lines will be reflected in your next billing cycle.

### RingCX

**RingCX Analytics.** RingCX Analytics includes real-time and historical reporting as custom and pre-built visual dashboards with pre-defined reports. RingCentral will retain historical reporting data according to your selected historical data retention period after which data will be purged on a rolling basis. Retention periods apply to all users of the RingCX product and will be billed on a per seat per month basis.

RingCentral will retain one year's worth of historical reporting data after which any data older than one year, will be purged. Access to longer periods of analytics data may be purchased according to the table above. The applicable retention period selected for the Services above is 1 year.

Customer must contact RingCentral support to modify historical reporting data retention periods, if available.

### Estimated Taxes and Fees

In addition to the amounts listed above, RingCentral estimates Customer's taxes and fees as detailed in the below. One-time taxes are identified separately. This amount is an estimate only and is subject to change based on current rates. Actual taxes and fees will be determined at the time of billing.

Estimated annual taxes and fees: \$45,447.36

Estimated one-time sales taxes on hardware: \$4,691.01

### NASPO VP

1) **Applicable Agreement.** This Order Form is governed by the RingCentral Master Services Agreement pursuant to the **California Cooperative Agreement, Contract No. 7-17-70-40-03**, Contractor Name: Quest Media & Supplies, Inc. (the "PA"). The PA incorporates into it the terms and conditions of the NASPO-ValuePoint / Quest Cooperative **Agreement Number AR2505** for Cloud Solutions, found at: <https://www.naspovaluepoint.org/portfolio/cloud-solutions-2016-2026/quest-media-supplies-inc/>, including the terms and conditions of the RingCentral MSA found in Agreement No. AR2505 at its Attachment E - Additional Service Provider Terms and Conditions - [https://drive.google.com/drive/folders/180\\_ZiP\\_Y\\_P-SylK3aeAi\\_jv82iErqePR](https://drive.google.com/drive/folders/180_ZiP_Y_P-SylK3aeAi_jv82iErqePR) (the **MSA**).

2) RingCentral, Inc. is named among the FULFILLMENT PARTNERS/ AUTHORIZED RESELLERS set out in Section 9 of the Contract No. 7-17-70-40-03, with Ordering Agency ordering through the California State-Approved Authorized Reseller:

Quest Media & Supplies, Inc.  
c/o RingCentral, Inc.  
20 Davis Drive  
Belmont, CA 94002

3) **A separately executed MSA is NOT required between the NASPO-VP Member and RingCentral.** The following Attachments to the MSA are incorporated into and form a part of the MSA applicable to this Order Form:

- ☒ Exhibit A – Definitions
- ☒ Service Attachment A – RingCentral MVP (fka Office)
- ☒ Attachment E – Service Level Agreement for MVP (fka Office) Services
- ☒ Attachment G – Service Level Agreement for Support Services
- ☒ Attachment H – Business Associate Agreement
- ☒ Attachment I – Security Addendum
- ☒ Service Attachment J – RingCX Services
- ☒ Attachment K – Service Level Agreement for RingCX Services

4) **California Cooperative Agreement Contract Number 7-17-70-40-03** must appear on:

- a. RingCentral quotations to the NASPO-VP Member;
- b. The NASPO-VP Member's Purchase Order; and
- c. The Quest (on behalf of RingCentral) invoice to the NASPO-VP Member.

5) Eligible Entity must issue RingCentral a purchase order for any subsequent purchases made through the RingCentral Administrative Portal.

6) NASPO-VP Member's payment terms are net forty-five (45) days.

7) **Quest Media & Supplies, Inc.** shall act as a billing agent of RingCentral in invoicing and collecting monthly recurring revenue, one-time charges, taxes and additional amounts due from the NASPO-VP Member.

8) **Renewal:** Eligible Entity may renew its subscription with RingCentral under NASPO Contract Number 7-17-70-40-03 until it expires. Subscription terms that exceed the NASPO contract term shall remain valid, subject to any NASPO limiting terms. Eligible Entities that would like to renew subscription services after expiration of NASPO Contract No. 7-17-70-40-03 may, subject to mutual consent of the Parties and the terms of the NASPO contract, continue their subscription under NASPO in one of the following ways:

- a. If RingCentral does not receive a subsequent NASPO contract award, Eligible Entity may continue to renew its subscription services under NASPO Contract No. 7-17-70-40-03.
- b. If RingCentral does receive a subsequent NASPO contract award, Eligible Entity may continue to renew its subscription services under that subsequent ACCS contract.

9) [Omitted]

10) In accordance with the Cloud Computing Special Provisions for Software as a Service (SaaS), the Parties agree that RingCentral has no obligation to report a Security Incident that is not related to State Data.

11) For clarity, the Parties agree that, with respect to the Services in this Order Form, "data" in Section 3 ("Data Location") of Exhibit 1 to the Utah NASPO ValuePoint Master Agreement Number AR2505 refers to "State Data" (as defined in the Cloud Computing Special Provisions for Software as a Service (SaaS)) and that "State Data" refers to "Customer Content" (as defined in the RingCentral MSA).

12) RingCentral warrants its goods and services as described in its relevant terms of sale, including but not limited to its Master Services Agreement, services agreements, and hardware terms of sale. The Parties agree these warranties supersede and replace any other warranties in the PA.

13) RingCentral shall have 30 days to cure any material breach.

14) RingCentral shall obtain Customer approval prior to issuing or making news releases, endorsements, advertisements, or social media content pertaining to this contract.

15) Disputes shall be processed and disposed of in accordance with section 44 of DGS PD 401IT.

**IN WITNESS WHEREOF**, the Parties have executed this Initial Order Form above through their duly authorized representatives.

Customer  
County of Mendocino

RingCentral  
RingCentral, Inc.



By:   
Name: Tony Rakes  
Title: Information Services Director  
Date: 07/14/2026

By: \_\_\_\_\_  
Name: Michael Fiocca  
Title: AVP, Public Sector  
Date: 07/13/26

**IN WITNESS WHEREOF**

**DEPARTMENT FISCAL REVIEW:**

By: [Signature]  
DEPARTMENT HEAD

Date: 07/14/2026

Budgeted: ☒ Yes ☐ No  
Budget Unit: 0717  
Line Item: 862239  
Org/Object Code: ITSF/862239  
Grant: ☐ Yes ☒ No  
Grant No.: N/A

**COUNTY OF MENDOCINO**

By: \_\_\_\_\_  
BERNIE NORVELL, Chair  
BOARD OF SUPERVISORS

Date: \_\_\_\_\_

**ATTEST:**

SARA PIERCE, Interim Clerk of said Board

By: \_\_\_\_\_  
Deputy

I hereby certify that according to the provisions of Government Code section 25103, delivery of this document has been made.

SARA PIERCE, Interim Clerk of said Board

By: \_\_\_\_\_  
Deputy

**INSURANCE REVIEW:**

By: [Signature]  
Risk Management

Date: 06/30/2026

**CONTRACTOR/COMPANY NAME**

By: See page 5  
SIGNATURE

Date: \_\_\_\_\_

**NAME AND ADDRESS OF CONTRACTOR:**

RingCentral, Inc.  
20 Davis Drive  
Belmont, CA 94002 USA

By signing above, signatory warrants and represents that he/she executed this Agreement in his/her authorized capacity and that by his/her signature on this Agreement, he/she or the entity upon behalf of which he/she acted, executed this Agreement

**COUNTY COUNSEL REVIEW:**

APPROVED AS TO FORM:

By: [Signature]  
COUNTY COUNSEL

Date: 07/14/2026

**EXECUTIVE OFFICE/FISCAL REVIEW:**

By: [Signature]  
Deputy CEO or Designee

Date: 07/14/2026

Signatory Authority: \$0-25,000 Department; \$25,001- 75,000 Purchasing Agent; \$75,001+ Board of Supervisors