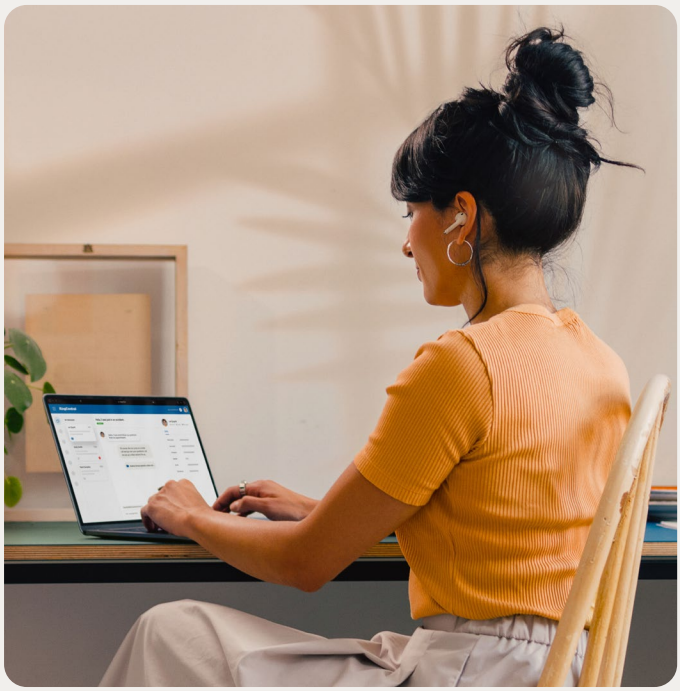
RingCentral

RingCentral RingCX Platform

Delivering the always available, secure communications that your contact center can rely on to create effortless customer experiences.



RingCX

Easily manage agents, coach performance, and improve customer satisfaction with a single omnichannel platform that has been designed with reliability and security in mind. RingCX has all the features you need to confidently enable secure communications for your contact center.

24/7/365

The RingCentral Network Operator Center (NOC) monitors the health of the RingCX platform 24 hours a day, seven days a week, 365 days a year.

Enabling always-on operations with enterprise reliability

RingCX delivers the utmost in flexibility, efficiency, availability, and security.

RingCX leverages both private and public cloud infrastructure to deliver secure, AI-powered communications that meet your organization's contact center needs. RingCentral's secure private wide area network (WAN) infrastructure provides flexibility and scalability, delivering high-quality communications, regardless of how your needs change. It is optimized to reduce latency for communications, which require high-speed data access. Both voice and digital interactions are automatically routed to the nearest points of presence (POP) and data center to ensure the best performance.

RingCentral builds multiple layers of redundancy into its geo-redundant, Active-Active architecture with all service components designed to ensure high availability, fault tolerance, and fault impact segregation. Voice response units, also known as the media layer, are distributed across multiple data centers, while core layer databases (shards) are replicated across multiple data centers.

99.99%

RingCX provides a 99.99% uptime service level agreement (SLA), including zero downtime upgrades.

Critical data and apps are hosted in RingCentral's private cloud, along with RingCentral media POPs, while backup and recovery solutions are hosted in regional AWS (Amazon Web Services) datacenters to provide high availability and failover. With an Active-Active model, where each interaction takes its own path through the infrastructure, RingCentral ensures continuous service availability in the case of individual hardware or network outages.

In the event of a failure, RingCentral's automated systems, in conjunction with an always-on, world-class NOC, ensure rapid transition to back-up systems when needed to maintain uninterrupted service availability. If a system failure is detected within one of RingCentral's data centers, the redundant system—either within that same data center or at another data center—takes over in accordance with internal failover policies and procedures.

Conducting ongoing tests of high availability design

RingCentral performs disaster recovery (DR) tests at regular intervals throughout the year. These tests simulate critical failure conditions that could be caused by unintended service disruption and help validate our high-availability (HA) design.

Customers are notified in advance, and every effort is made to ensure minimal to no disruption at their end. Test results are utilized to fine-tune HA design and strengthen RingCentral's ability to offer uninterrupted service to all customers at all times.

System status and historical performance can be tracked at any time at https://status.ringcentral.com

Security to protect your communications

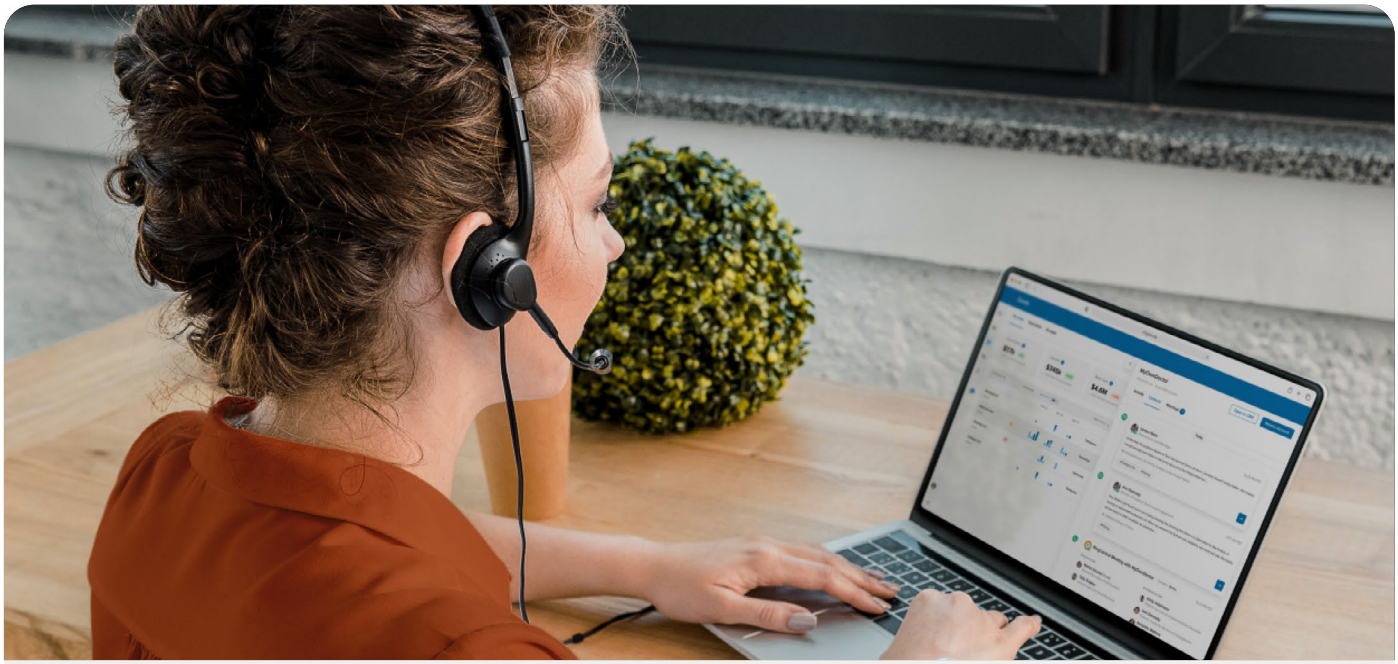
RingCentral's robust security program includes policies and procedures around change management, access management, vulnerability management, incident response, fraud monitoring, audits, access reviews, trainings, and third-party testing. RingCentral voluntarily undergoes security and vulnerability audits by major partners and third parties to ensure security follows best practices and remains in force.

Network and application perimeters are protected with firewalls and session border controllers. Administrative access requires authenticating first to the production VPN gateway and then to local infrastructure systems. Technology layers include intrusion detection systems, system logs, and fraud analytics. Operational processes include system- and service-level monitoring, system hardening, change management, and regular vulnerability scans.

Security to protect your communications

RingCentral's robust security program includes policies and procedures around change management, access management, vulnerability management, incident response, fraud monitoring, audits, access reviews, trainings, and third-party testing. RingCentral voluntarily undergoes security and vulnerability audits by major partners and third parties to ensure security follows best practices and remains in force.

Network and application perimeters are protected with firewalls and session border controllers. Administrative access requires authenticating first to the production VPN gateway and then to local infrastructure systems. Technology layers include intrusion detection systems, system logs, and fraud analytics. Operational processes include system- and service-level monitoring, system hardening, change management, and regular vulnerability scans.



People, Processes, & Technology

RingCentral's security encompasses policies and governance practices (people), service development and operational processes (process), and application and infrastructure layers (technology).

To learn more about RingCentral security features, visit:

The RingCentral Trust Center

Supporting your compliance requirements

5

Regions are available to support customers with data residency requirements.

To learn more about RingCentral certifications, visit:

https://www.ringcentral.com/trust-center/compliance.html

RingCX maintains a comprehensive set of compliance certifications and attestations to protect your customer data and communications. Specific to requirements associated with a number of data protection guidelines and regulations, RingCX offers data residency within the USA, Canada, UK, EU, and Australia/New Zealand regions.

RingCentral

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

09/2024