

AI ROUTING BETA PROGRAM ADDENDUM

Addendum to the 8x8 Beta Services Terms of Use of September 11, 2023

This Addendum supplements the 8x8 Beta Services Terms of Use ("Beta Terms") for the 8x8 AI Routing Beta Service. In the event of conflict, this Addendum controls. All other Beta Terms remain in full force.

1. AI Data Processing Disclosure

The AI Routing Beta Service includes an optional AI skill-suggestion feature ("AI Feature") that, when enabled, sends historical interaction transcripts to Anthropic PBC via the Anthropic Claude API. Anthropic acts as a sub-processor of 8x8, does not use it to train its models, and is covered by a Business Associate Agreement for applicable HIPAA obligations.

2. Geographic Restriction

The AI Feature is available to US-based customers only. Customers with operations or data subjects in the EEA, United Kingdom, or other non-US jurisdictions may not use the AI Feature until 8x8 provides a separate notice of availability.