



8x8 Engage Service Terms (2026-1-14)

These “**Engage Terms**” apply to your 8x8 Engage (“**Engage**”) Services. They supplement your Agreement with 8x8 and control to the extent of any conflict with the rest of your Agreement. As used in these Engage Terms, “you” means the entity with an 8x8 contract under which 8x8 provides Engage Services.

1. Unbundled Contact Center/Call Queue Terms.
 - a. 8x8 bills all calls made or received from a call queue at then-current per-minute calling rates at <https://www.8x8.com/why-8x8/global> (“**8x8 Calling Rates**”). You can search for rates by region using the Rate Card Configurator.
 - b. For calls made or received outside a call queue, 8x8 bills all calls at the then-current per-minute 8x8 Calling Rate for the applicable DID number. 8x8 does not currently charge for inbound calls except from toll free numbers.
2. Bundled Contact Center/Call Queue Terms.
 - a. For calls made or received from a call queue, a shared minute pool is used per end customer. Each Engage license adds 4,000 monthly minutes to the shared minute pool for the month (along with any pooled contact center minutes). Each minute of call time uses one pooled minute for that month. If your monthly minute pool is exceeded, 8x8 bills monthly overages at then-current per-minute 8x8 Calling Rates. Unused pooled minutes at the end of each month expire and do not roll over.
 - b. For calls made or received outside a call queue, the nationwide calling plan at Schedule 1 to these Engage Terms applies.
3. Messaging Outside Contact Center/Call Queue.
 - a. If SMS/MMS messaging applies to the applicable DID location, a shared message pool is used for that DID location. Each active Engage license with SMS/MMS messaging adds 50 monthly messages to the shared message pool for the month (along with any other pooled SMS/MMS messages). Messages are measured in message segments defined at the carrier level (see <https://support.8x8.com/business-phone/voice/work-sms/charges-for-sms-mms> for details). Each segment a User sends to a recipient counts as one message. For example, a SMS message with 400 characters (two segments) counts as two pooled messages. Unused pooled messages at the end of each month expire and don't roll over.
 - b. If your monthly message pool is exceeded, 8x8 bills monthly overages at the per-message rates posted at <https://www.8x8.com/terms-and-conditions/usage>.
 - c. SMS/MMS messaging must use HTTPS protocol and comply with any rules or restrictions directly or indirectly imposed by carriers, including applicable campaign registrations. Unregistered SMS/MMS traffic is not supported.
4. Terms and Conditions for All Usage.
 - a. Each Engage license includes one Direct Inward Dialing (DID) number.
 - b. For calls made or received from a call queue, each Engage license supports one named User with call queue advanced functionality.
 - c. Additional charges apply at then-current 8x8 Calling Rates to all calls that include non-geographic number types (e.g., select mobile, toll-free, premium rate, shared cost and special numbers).
 - d. 8x8 doesn't charge for calls that originate and terminate on 8x8's VoIP network.
 - e. 8x8 passes through tolls or similar charges for outbound calls Users make (e.g., to 900 numbers).
 - f. 8x8 measures and bills call durations in one-minute increments, rounding up. 8x8 also rounds fractional charges to the nearest whole unit of currency.
 - g. Outbound calls may incur charges regardless of whether they are answered.
 - h. If you have purchased Hot or Cold Storage, you must activate your storage plan/policy through the 8x8 Admin Portal (also known as the 8x8 support portal) before you will be able to use it, as described at: <https://docs.8x8.com/8x8WebHelp/8x8-storage-and-retrieval/Content/StorageAndRetrieval/StorageTypes.htm>. Please do this immediately, as you will be invoiced for your storage plan/policy starting on the Effective Date.
 - i. Distributor/Reseller discounts may apply to 8x8 Engage usage and overage rates.



Schedule 1: Nationwide Calling Plan

Unlimited domestic calling within the country associated with the license:

- United States
- Canada
- United Kingdom
- Ireland
- France
- Germany
- Netherlands
- Spain
- Australia
- New Zealand

Calls to premium-rate, special services, and out-of-zone numbers are metered and billed at the prevailing 8x8 rates. You can [build your rate card here](#).