8x8 Engage Service Terms (2026-10-16)

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. Metered 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. Unlimited Contact Center/Call Queue Terms.

a. For calls made or received from a call queue, a shared minute pool is used per end customer (for out-of-queue calls, see the unlimited calling plan in §2(b)). Each Engage license adds 4,000 monthly minutes to the shared minute pool for the month (along with any pooled contact center minutes). This pooled minute allowance applies only to calls to or from the countries listed for X4-X8 licenses at https://help.8x8.com/docs/calling-countries-for-x-series-licenses; calls outside those countries are billed at then-current 8x8 Calling Rates. 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, though this allowance does not apply to SMS routed through an Engage digital (messaging) queue ("CCaaS SMS"), which, as one of the Digital Channels, is billed as described in Section 7 below). Messages are measured in message segments defined at the carrier level (see https://help.8x8.com/docs/8x8-sms-and-mms-usage-based-billing-transition for details). Each segment a User sends to a recipient counts as one message. For example, an 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). Calls to or from a DID number outside a call queue do not draw from the pooled minute allowance described in Section 2(a).

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.

5. UC Speech Analytics licenses - Accompanying Analytics Licenses.

a. 8x8 will provide a single UC Transcriptions, a single UC AI Summarization, and a single UC AI Action Items license (collectively referred to as "Accompanying Analytics Licenses") at $0.00 on a one-to-one basis for each active 8x8 Engage license. Any additional Engage license(s) you add to your subscription will include the corresponding Accompanying Analytics Licenses at $0.00 automatically; no separate order is required. Any Accompanying Analytics Licenses not linked to an active 8x8 Engage license at any time may be invoiced at 8x8's list price.

Should you cancel any 8x8 Engage licenses, 8x8 may cancel the corresponding Accompanying Analytics Licenses. To avoid being invoiced for Accompanying Analytics Licenses no longer linked to an 8x8 Engage license, you should cancel the corresponding Accompanying Analytics Licenses.

b. UC Sentiment Analysis (VOSVC0217-10) and UC Topics Insights (VOSVC0217-11) are separately priced add-ons and are not Accompanying Analytics Licenses.

SKU	Product Name	Description
VOSVC0217-07	UC Transcriptions	Real-time and post-call transcription of UC calls.
VOSVC0217-08	UC AI Summarization	AI-generated summaries of UC call content.
VOSVC0217-09	UC AI Action Items	AI-extracted action items from UC calls.

6. Beta Services Transition.

a. To the extent any Engage digital channels (including CCaaS SMS, RCS, WebChat, WhatsApp, Facebook Messenger, or Viber) were made available to you under the 8x8 Beta Services Terms of Use located at http://www.8x8.com/legal/terms-and-conditions/8x8-beta-services-terms-of-use (the "**Beta Terms**"), the following applies:

b. The Beta Terms continue to govern your access to and use of such Engage digital channels through the time the Engage digital channels become generally available (the "**GA Date**"). The GA Date constitutes

the expiration of the applicable beta testing period for those features within the meaning of Section 4 of the Beta Terms.

c. From the GA Date, Sections 3 and 7 of these Engage Terms apply to and govern all use of Engage digital channels and supersede the Beta Terms solely with respect to those channels. These Engage Terms do not otherwise modify, amend, or supersede the Beta Terms for any other beta or pre-release services.

7. Digital Channels (Proactive Outreach).

a. Engage's digital messaging channels are CCaaS SMS, WebChat, WhatsApp, Facebook Messenger, Viber, and RCS (each, a "Digital Channel"). Digital Channels are not currently available in New Zealand.

b. To use CCaaS SMS or WhatsApp, you must separately order a Proactive Outreach license — either the flexible tier (no message commitment) or a paid committed tier. Proactive Outreach licenses are provisioned per account, not per User or per Engage license. Your use of these channels, and all associated fees, are governed by the 8x8 Terms for Proactive Outreach Services (or, for Orders placed through an 8x8 reseller partner, the 8x8 Terms for Proactive Outreach Services for Resellers), each posted on the 8x8 Legal Information Hub and incorporated into these Engage Terms by reference.

c. WebChat and Facebook Messenger do not currently require a Proactive Outreach license and are available at no additional charge; 8x8 may introduce charges for these channels in the future.

d. Viber and RCS are currently offered on a beta basis with pricing to be determined; RCS is currently available only in the United States and France.

Schedule 1: Nationwide Calling Plan

Unlimited domestic calling within the home country associated with the license's provisioned DID number:

- 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.