



## 8x8 CPAAS PRODUCT SCHEDULES

2025-06-22

As used in these CPaaS Product Schedules, “you” means the entity that has a contract (an “**Agreement**”) with 8x8 to which these CPaaS Product Schedules apply. In a conflict between the terms of your Agreement and these CPaaS Product Schedules, these CPaaS Product Schedules take precedence only to the extent the conflict relates to the CPaaS Services. The “**CPaaS Services**” are JaaS Services, Call Masking Services, Video Interaction Services, Chat Apps Services, Voice Messaging Services, SMS Services, and SMS Virtual Number Lease Services.

The CPaaS Services are not intended to and should not be used for back-up or long-term storage of data, and integration of the CPaaS Services with a third-party service, application, etc. may expose the CPaaS Services or the data transmitted or stored via the CPaaS Services to third-party accessing, modification, deletion, or other processing. 8x8 is not responsible for any loss of such stored data or any such third-party processing.

Usage and overage charges for CPaaS Services are invoiced quarterly unless otherwise specified.

### JaaS Services

8x8 charges for JaaS Services based on the number of discrete end-users (each a “**Monthly Active User**” or “**MAU**”) who access them in a calendar month (a “user” here is a unique endpoint, *e.g.*, a browser, smartphone, tablet, etc.). You will receive a monthly allotment of MAUs (*i.e.*, the baseline MAUs) in exchange for the Service Fees. If your MAU usage exceeds the baseline MAUs for a month, 8x8 will charge overage at the Usage rate in your Order. Unused MAUs do not rollover to the next month.

### Call Masking Services

Service Fees for Call Masking Services are as stated in your Order. Usage fee rates for Call Masking Services are as listed in your 8x8 portal (e.g., 8x8 Connect) or on your Order, and may be updated in your portal or via notice. Rates listed in your 8x8 portal will supersede any rates listed in your Order unless your Order expressly states otherwise. 8x8 may charge for any call to a country not listed in your 8x8 portal or order at \$1 USD per minute. 8x8 may change or update the Call Masking Services in its discretion, and will notify you, in advance if reasonably practicable, of any change that materially reduces their overall functionality or security.

### Video Interaction Services

Video Interaction Services require a per-agent license fee, a monthly SMS bundle, and per-SMS overage Usage (if applicable), as set out in your Order, for each SMS message sent in excess of an agent’s bundled amount. 8x8 cannot increase the Service Fees for Video Interaction Services during a current Subscription Period.

### Chat Apps and Messaging Apps Services

Service Fees for Chat Apps and Messaging Apps Services are as stated in your 8x8 portal (e.g., 8x8 Connect) or on your Order, and may be updated in your portal or via notice. Rates listed in your 8x8 portal will supersede any rates listed in your Order unless your Order expressly states otherwise. Third party charges may be listed on applicable third-party websites. 8x8 may change or update the Chat Apps and Messaging Apps Services in its discretion, and will notify you, in advance if reasonably practicable, of any change that materially reduces their overall functionality or security.

### Voice Messaging Services

Service Fees for Voice Messaging Services are as stated in your Order. Usage fees for Voice Messaging Services are incurred when the voice message is sent at the rates listed in your 8x8 portal (e.g., 8x8 Connect) or on your Order for the country where the message was received, and may be updated in your portal or via notice. Rates listed in your 8x8 portal will supersede any rates listed in your Order unless your Order expressly states otherwise. 8x8 may charge for any voice message to a country not listed in your 8x8 portal or Order at \$1 USD per minute, and may charge a fee of \$0.001 for unanswered calls. 8x8 may change or update the Voice Messaging Services in its discretion, and will notify you, in advance if reasonably practicable, of any change that materially reduces their overall functionality or security.

### SMS Services

Service Fees for SMS Services are as stated in your Order. Usage fee rates for SMS Services are as listed in your 8x8 portal (e.g., 8x8 Connect) or on your Order, and may be updated in your portal or via notice. Rates listed in your 8x8 portal will supersede any rates listed in your Order unless your Order expressly states otherwise.

If you purchase SMS Services on a subscription basis, you will receive an allotment of SMS messages each month of your Subscription Period (i.e. the baseline monthly allotted SMSs, or “**MASs**”). If your SMS usage exceeds the baseline MASs for a month, 8x8 will charge overage at the applicable Usage rate on a per-SMS basis. Unused MASs do not rollover to the next month.

Usage for outbound SMS messages (i.e. messages that terminate at a mobile number) occurs when an 8x8 Provider submits the message to the carrier using any delivery method and is billed based on the destination 8x8 records. Messages, whether inbound or outbound, are measured in message segments as defined at the carrier-level (see <https://support-portal.8x8.com/helpcenter/viewArticle.html?d=2a4ef6d8-f298-40c1-9c1b-0f4d47f7d92c> for further details). 8x8 may change or update the SMS Services in its discretion, and will notify you, in advance if reasonably practicable, of any change that materially reduces their overall functionality or security.

### SMS Virtual Number Lease Services

8x8 may lease Virtual Numbers for use with SMS, Call Masking, or Voice Messaging Services. The Subscription Period for Virtual Numbers will be coextensive and coterminous with the Subscription Period for the applicable Services they are used with. 8x8 may increase Service Fees for Virtual Numbers for a renewal Subscription Period by giving forty-five days' notice before it begins if 8x8's underlying costs increase.

Your use of Virtual Numbers (including without limitation short code virtual numbers) might require approvals, provisioning, etc. by carriers or other third parties, and/or the completion of certain steps or processes by you or others. Your obligations under this Agreement apply regardless of whether you obtained these approvals, provisionings, etc., and regardless of whether an 8x8s Provider sought to procure any such approvals or complete any provisioning on your behalf, or otherwise participated in or assisted with these efforts. Any Cancellation of the Services associated with a Virtual Number will relieve 8x8 of its obligations relating to that Virtual Number.

### Intelligent Voice Recognition Services

Service Fees for Intelligent Voice Recognition (“**IVR**”) Services are as stated in your Order. Usage fee rates for IVR Services are as listed in your 8x8 portal (e.g., 8x8 Connect) or on your Order, and may be updated in your portal or via notice. Rates listed in your 8x8 portal will supersede any rates listed in your Order unless your Order expressly states otherwise. 8x8 may charge for any call to a country not listed in your 8x8 portal or Order at \$1 USD per minute. 8x8 may change or update the IVR Services in its discretion, and will notify you, in advance if reasonably practicable, of any change that materially reduces their overall functionality or security.

## **Converse Services**

The "Converse Services" are 8x8's omnichannel customer engagement platform for managing customer conversations across supported channels, including Voice, SMS, Email, Web Chat, WhatsApp, Facebook, WeChat, LINE, Telegram, Instagram. The Converse Services are not intended for back-up or long-term storage of data. Any Third-Party Products used in connection with the Converse Services are subject to the applicable third-party terms made available on the Legal Information Hub at [www.8x8.com/legal](http://www.8x8.com/legal).

Service Fees, tier (Lite, Essential, or Enterprise), baseline agent seats, additional agent fees, and any one-time setup fees are as stated in your Order. Messaging usage fees are charged on a per-message or per-conversation basis at the rates listed in your 8x8 portal (e.g., 8x8 Connect) or Order; portal rates supersede Order rates unless your Order expressly states otherwise. Third-party channel charges may apply. WhatsApp Business Calling, Queue & SLA Management, Smart/Multichannel Priority Routing, API Access, and SSO are available on selected tiers only, as stated in your Order. The Converse Platform operates on an unlimited MAU basis; 8x8 does not charge fees based on the number of end-user contacts initiating or participating in conversations through the Converse Platform.

Where you choose to deploy the Converse Services on your own premises (Customer Premise) or within your own cloud environment (Customer Cloud), such deployment is subject to a separately agreed SOW. You are solely responsible for ensuring all use of the Converse Services, including any broadcast or campaign messaging, complies with applicable laws, carrier requirements, campaign registration obligations, and the 8x8 Use Policy. 8x8 will process personal data in connection with the Converse Services in accordance with the DPA. Where you integrate the Converse Services with any third-party system (including CRM, ticketing, or workflow platforms), you are solely responsible for that integration and for ensuring it complies with applicable data protection laws and your obligations under the Agreement. 8x8 may change or update the Converse Services in its discretion, and will notify you, in advance if reasonably practicable, of any change that materially reduces their overall functionality or security.