

The logo consists of the text "8x8" in a bold, black, sans-serif font, centered within a bright yellow-green pentagonal shape that points downwards. The background of the entire page is a dark charcoal grey, with several large, semi-transparent geometric shapes in shades of teal, light green, and orange positioned around the edges.

8x8

8x8 Professional Services

Service Management

Service Description Document

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1. About this Document

This Service Description Document describes the 8x8 Service Management (SM) Offer for eligible Supported Products and supersedes all prior descriptions or contract supplements relating to such service.

This document shall serve as the Service Description with respect to Service Management offerings only and is part of the Order for such services. In the event that an 8x8 partner or reseller is purchasing SM for the Customer, 8x8 will provide the services specified herein to the Customer.

2. Terms

The following are terms that may be referenced in this document. Capitalized terms not defined in this Service Description Document are as defined in the Agreement governing the Services.

- **Provisioned** - means Users configured for the Service.
- **Remote** - The delivery of Service remotely, not onsite.
- **Service Description or SD** – Document that describes the features, terms and conditions of an 8x8 services offer.
- **Subscription Service Management** - is the Service Management services provided by 8x8.
- **Supported Products** - refers to the specific products and services supported under the Subscription Service Management offer.
- **Supported Site(s)** - refers to Customer sites where Service Management will be provided.

3. Services Changes

8x8 will not materially modify the services offered under this SD without your written consent. However, 8x8 may make other changes to the Services Management offering, in which case it will inform you of them in advance, if reasonably practicable, or else promptly thereafter.

4. Hours of Operations

Services identified in this SD will be performed, and 8x8 personnel shall be available to be contacted from 8.00 AM to 5.00 PM customer's local time Monday through Friday, excluding designated holidays. Time worked outside of these designated hours at the Customer's request will be billed at \$250 per hour with the Customer's prior authorization.

5. Scope of Services

Once the customer has been onboarded to Subscription Service Management, a non-designated Service Manager (SM) is appointed. This resource provides an interface to the Customer in support of the performance of the Service Management agreement.

On an as-needed basis, working with a Service Manager, Project Coordinators or other technical resources may be assigned as needed for short duration work such as the ones described below:

- Design, implement and update queues, channels, call flows, and out-of-the-box reports
- Design, implement and change Interactive voice response (IVR) flow
- Manage adds, moves, and changes, as well as skill group assignments of agents.
- Setup Quality Management templates and configure custom Speech Topics
- Setup and configuration of Supported 8x8 Out of the Box Integrations
- 8x8 Work configuration including auto attendants, group call pickup, and group paging
- Local and toll-free phone number porting assistance
- Feature review and utilization assessment
- Best practices and solution design guidance
- Guidance and set up support for the 8x8 supported out of the box integrations such as Microsoft Teams and Salesforce

6. Service Exclusions

The following is a list of services excluded from Subscription Service Management:

- System outages and incident response relating to system failure covered under support/maintenance agreements.
- Support outside hours of operations
- Custom integrations outside of 8x8 current supported integrations that may require a separate Professional Services SOW
- Network Assessment
- Call Quality Troubleshooting
- On-site support

7. Monthly Hours Allotment

The Customer is entitled to a maximum number of hours per month, as stated in the Order or Statement of work, that can be used for any of the services described in this SD.

8. Service Level Objectives (SLO)

Service Type	Target SLO	Service Definition
MACD'S	48 hours	Routine user administration, Move, Add, Change, Deletes. Low level configuration changes.

No Impacting System Change	2 Days	None user related changes such as Contact Centre & PBX amendments that are not service impacting.
System Impacting Change	2 Weeks	A change that requires downtime or a level of UAT prior to implementation.
Number Porting	Best Level Effort	Lead time for number porting can vary based on region and origin carrier.

9. Service Performance Obligations

The services offered under this SD, are subject to the following performance obligations.

- **On-demand use:** The Customer can request work from the Service Management, as needed, and 8x8 will deduct time from the pre-assigned hours, with a minimum of 30 minutes per request.
- **Hours tracking:** 8x8 is responsible for meticulously tracking and reporting the hours used for each request.
- **Use-it-or-Lose-it:** Service Management monthly allocated hours are offered on a use-it-or-lose-it basis, meaning that unused hours will be forfeit (no carry over).
- **Replenishment:** Every month, during the duration of the agreement, the contracted Service Management hours will be replenished.
- **Overage:** When a given task/service is expected to surpass the amount of hours per month that the Customer is entitled to, the following options are available:
 - **Task/service break-down:** whenever possible, and if the requested task/service can be completed throughout multiple months, Parties will agree on the best way to distribute the workload in consecutive months until the task/service is completed.
 - **Ad-hoc SOW:** whenever a given task/service is needed to be performed on a given month, the Customer will follow the ChangeRequest process as described in this SD.
 - **SM Agreement amendment:** at any point in time of the duration of the Agreement, the Customer can request an amendment to increase the number of hours available per month.

10. Change Management & Additional Services

The change management processes ("**Change Management Process**") described below shall govern changes to the scope of services for ordered Subscription Service Management. Material changes to this agreement such as changes to the monthly available hours, services add-ons, or ad-hoc Professional Services requests outside the scope of services under this SD, shall be requested as described below:

- A Change Request may be submitted directly to the SMCC@8x8.com. All Change Requests ("CR") must be documented in writing and any applicable notes. Contact must be authorized to make changes to the 8x8 account. Responses are provided within 24 business hours.
- Change Requests are to be discussed at the first opportunity if needed. The goal is to ensure prompt approval/disapproval and quick implementation.
- 8x8 Service Management team will review the Customer's Change Request and evaluate its impact on the current system and communicate any potential problems that may arise from this change. If there are no potential problems identified, Service Management will complete the requests and notify the Customer upon completion.

Appendix A – Services in Detail

Implementation Plus Scope Parameters	Description/ Limit Quantity
Design, implement and update queues, channels, call flows, and reports	Creation and updating of agent queues and skilling, phone channels, call routing, and out-of-the-box reporting for customers.
Design, implement and change IVR flow	Creation and modification of call routing for 8x8 virtual contact center.
Manage adds, moves, and changes as well as skill group assignments	Managing users, user groups, queue assignment, and agent skill level adjustments within the contact center.
Setup Quality Management (QM) templates and configure custom Speech Topics	8x8 Quality Management provides Customer defined templates for evaluating interactions between agents and customers. Custom speech topics allow for the automatic classification of calls based on predefined topics. The Customer shall provide 8x8 with a list of custom topics
System Configuration	Provides customers with moves, adds, and changes for their system. They are typically relating to creating, modifying, and deleting users, scripts, status codes, transaction codes, and disposition codes.
User Configuration	Based on Customer-provided information, 8x8 completes the configuration for new and updating existing users and their properties in the system.
Out of the Box (OOTB) Integration	For supported platforms and software, follow the link below. https://support.8x8.com/us/manuals-user-guides/products/virtual-office-manuals-user-guides#Virtual_Office_Integrations
Phone configuration including auto attendants, group call pickup, and group paging	8x8 Work configuration of additional auto attendants for automatic call answering and routing, group call pickup for allowing others in the customer organization to pick up a call from another physical device (i.e., executive assistant picking up the CEO's phone), paging setup for overhead paging (additional non-8x8 hardware required in addition to an ATA device) or Polycom paging.

<p>Basic System Test</p>	<p>8x8 system testing for validating desired behavior of scripts and system configuration.</p>
<p>Number Porting</p>	<p>Based on Customer-provided documentation, 8x8 manages the transfer of phone number ownership from incumbent carriers to 8x8. 8x8 will initiate porting to its carrier and acquire/confirm a port release date.</p> <p>The Customer must provide 8x8 with an expected activation date based on porting lead times.</p> <p>Customer to provide required documentation for porting at the earliest opportunity. This includes two documents:</p> <ol style="list-style-type: none"> 1. A recent copy of a bill with main billing address dated within 30 days of port submission, admin on the account/person authorized to make changes, and the main telephone number on the account 2. Letter of Authorization (LOA). 3. Customer Service Record (CSR) must be obtained from the losing carrier. Port submissions of large quantities or high complexity cannot be guaranteed to meet expected timelines without a CSR. <p>8x8's standard porting process and timeline apply to all number transfers. To learn more about the process, follow the link below: https://support-portal.8x8.com/helpcenter/viewArticle.html?d=e5fe9201-dc87-4da5-bba8-7c5fed2d9e89</p>
<p>Feature review and utilization assessment</p>	<p>8x8 Service Management Professional will work with the Customer to identify any unused features based on purchased license capabilities and customer business requirements. 8x8 Service Management Professional will also configure and test any newly implemented out of the box features or functionally available within 8x8's X-Series Contact Center platform. This does not include any customer needs that require professional services development or software enhancements.</p>
<p>Best practices and solution design guidance</p>	<p>8x8 will provide customers best practices recommendations based on the Customer's business requirements.</p>
<p>Single Sign-On (SSO) configuration</p>	<p>Within scope for one single sign-on provider that is currently supported by 8x8 as listed on this page: https://docs.8x8.com/8x8WebHelp/VO_ConfigurationManager/Content/Set_up_SSO.htm</p>