

Callroute Service Terms

Version 2026-09-10

These "**Callroute Service Terms**" apply to Callroute BYOC Services, Orto Services, and any other Services identified in an Order as Callroute services. They supplement your Agreement with 8x8 and, as to Callroute Services, control to the extent of any conflict with the rest of your Agreement. As used in these Callroute Service Terms, "**you**" means the entity with an 8x8 contract under which 8x8 provides Callroute Services. All of the foregoing services are "SaaS Services" or "8x8 SaaS Services" under your Agreement.

Callroute BYOC Service

1. Definitions

- a. "**Callroute BYOC Service**" means the Callroute cloud-native SIP routing and telephony management platform that connects your carrier SIP trunks and third-party voice environments (such as Microsoft Teams, Cisco Webex Calling, SIP PBXs, contact centers, and SIP devices).
- b. "**Orto Service**" means the Callroute cloud-native Microsoft Teams user and policy management platform that provides number management, automated user provisioning, policy management, delegated administration, and multi-tenant management within your Microsoft Teams environment. The Orto Service does not include PSTN carriage and is not in the call path. The Orto Service includes both Orto Standard and Orto Pro.
- c. "**Orto User**" means any Microsoft Teams user in your environment with one or more of the following assigned: (a) a phone number defined in the Orto numbers section; (b) a Persona (excluding default); (c) an Orto Licence Group; (d) an Orto Teams Group; or (e) an Orto Call Queue Group.
- d. "**Callroute Voice User**" means: (a) a Microsoft Teams user with "Callroute PSTN" status in the Microsoft Teams service; or (b) an inbound phone number assigned to Webex Calling, a SIP phone, or a call forward destination.
- e. "**SIP Channel**" means a dedicated pathway within a SIP trunk used to transmit real-time voice communications between endpoints, supporting one concurrent call session.

2. Fees.

- a. Commitment and Overage. For Callroute BYOC and Orto Services subject to a commitment, Service Fees are as set out in your Order. Callroute BYOC is billed in advance for each billing period on a per-SIP Channel or per-Callroute Voice User basis, as specified in your Order. Orto Services are billed in advance for each billing period on a per-Orto User basis. Usage in excess of the committed quantity may be billed at 20% over the committed rate.
- b. Consumption-Based. For Callroute BYOC and Orto Services not subject to a commitment, Usage will be billed monthly in arrears at the rate specific in our Order based on actual usage (on a per-SIP Channel or per- Callroute Voice User or Orto User

basis), as measured by actual Callroute Voice User, Orto User, or SIP Channel usage on the 15th day of each month.

3. Your Responsibilities.

- a. Callroute BYOC provides connectivity and routing between your nominated PSTN/SIP carrier and supported third-party communications platforms, services or systems. While Callroute BYOC carries and routes voice traffic as part of the service, 8x8 does not provide the underlying PSTN carrier service or end-to-end PSTN call delivery unless expressly agreed otherwise. You are responsible for procuring and maintaining your PSTN/SIP carrier service.
- b. You are responsible for obtaining and maintaining all licences, subscriptions and permissions required to use any third-party platform, service or system used with Callroute BYOC or Orto (e.g., Microsoft Teams, Teams Phone, Entra ID, Cisco Webex Calling).
- c. You must provide and maintain the third-party access 8x8 needs to provision and manage the Services, including (but not limited to) Microsoft administrator consent for the Graph API and PowerShell access the Orto Service requires.
- d. Configuration or licensing of any connected third-party platform, including your Microsoft Teams or Webex Calling environment, is not included unless your Order or Service Description says otherwise.
- e. You are responsible for configuring and managing any Orto auto-provisioning rules you enable. 8x8 is not responsible or liable for service impacts from your misconfiguration.
- f. 8x8 is not the carrier on your account. You are solely responsible for your carrier SIP trunk connectivity, for fraud and misuse prevention through your carrier, and for all charges from unauthorized, malicious, or fraudulent use, regardless of cause. You must configure a monthly spend threshold with your carrier for calling charges. 8x8 has no liability for costs or claims from your or your carrier's failure to implement adequate fraud controls.
- g. Callroute BYOC relies on your third-party networks and/or SIP providers for PSTN connectivity, which may not replicate all features of a traditional telephone line. Access to emergency services depends on those networks and/or providers, and 8x8 is not liable for their failures. You are responsible for adequate emergency-calling arrangements, including alternatives in the event of a service interruption.

- 4. Third-Party Platforms.** The Callroute BYOC and Orto Services depend on third-party platforms — including Microsoft Teams and Cisco Webex Calling — for core functionality. Outages or changes to those platforms may affect the Callroute BYOC and Orto Services. Your relationships with those providers are governed by your agreements with them.

5. **Sipsynergy IP License.** This Section 5 applies only to Orders entered into before July 31, 2027. Notwithstanding the IP ownership clause in your Service Agreement, the Callroute BYOC and Orto Services includes software and intellectual property owned by Sipsynergy Limited ("**Sipsynergy IP**"). A non-exclusive, non-transferable, non-sublicensable license to use the Sipsynergy IP solely as incorporated in the Callroute BYOC and Orto Services, and solely for the duration of your Agreement, is hereby granted directly by Sipsynergy Limited and not by 8x8, Inc. or any other 8x8 Affiliate.