

8x8 Smart Assist Product Schedule

Effective Date: August 6, 2026

As used in this Smart Assist Product Schedule, "**you**" means the entity that has a contract (an "**Agreement**") with 8x8 to which this Smart Assist Product Schedule applies. In a conflict between the terms of your Agreement and this Smart Assist Product Schedule, this Smart Assist Product Schedule takes precedence only to the extent the conflict relates to the Smart Assist Services.

"**Smart Assist Services**" means 8x8's AI-powered contact centre add-on comprising Agent Assist (real-time in-call guidance) and Conversation Intelligence (post-interaction transcript analytics). Smart Assist Services are available as an add-on to 8x8 X-Series (X6, X7, and X8) subscriptions only.

The Smart Assist Services are not intended to and should not be used for back-up or long-term storage of data. 8x8 is not responsible for any loss of data stored via the Smart Assist Services.

Any Third-Party Products used in connection with the Smart Assist Services are subject to the applicable third-party terms made available on the Legal Information Hub at www.8x8.com/legal.

Smart Assist Services

Service Fees for Smart Assist Services are as stated in your Order. Usage and overage charges are invoiced on the billing cadence set out in your Order (monthly, quarterly, or annually).

If you purchase Smart Assist Services on a subscription basis, you will receive an annual allotment of Smart Assist hours (the "**Baseline Annual Hours**") in exchange for the Service Fees. The Baseline Annual Hours are available for use at any time during the Annual Period. If your Smart Assist usage exceeds the Baseline Annual Hours during an Annual Period, 8x8 will use reasonable efforts to notify you, and 8x8 will charge overage at the Usage rate in your Order for hours used in excess of the Baseline Annual Hours. Unused Baseline Annual Hours do not roll over to the next Annual Period.

The "**Annual Period**" means each successive 12-month period of your Subscription Period commencing on the start date set out in your Order.

8x8 will not materially reduce the Smart Assist Services' overall functionality (based on customary usage in the Primary Market, consisting of the United States, the United Kingdom, Australia, and Canada) without your written consent. However, 8x8 may make other changes to the Smart Assist Services, in which case it will inform you of them in advance, if reasonably practicable, or else promptly thereafter.

Professional Services

All Smart Assist Services require a one-time professional services engagement on the initial Order. Professional services are subject to the terms of your Agreement.
