

# 8x8 App Store Credits Terms

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These 8x8 App Store Credits Terms ("**Credits Terms**") govern your use of Credits in the 8x8 App Store (the "**App Store**") and certain of the applications and features made available through the App Store or other 8x8 platform interfaces ("**Apps**"). By clicking "Agree" or taking a similar affirmative action where these Credits Terms are presented, by purchasing a Credits plan, or by enabling any App that consumes Credits, you agree to these Credit Terms on behalf of your company ("**Customer**"). "Customer" may refer herein to an 8x8 direct customer or reseller, as applicable.

These App Store Terms supplement your existing direct customer or reseller agreement with 8x8 (your "**Agreement**") and control to the extent of any conflict with respect to App Store Credits. These Credits Terms are between Customer and the 8x8 entity that is party to your Agreement, and "8x8" as used in these Credits Terms means that entity.

For Apps that use Credits, 8x8 charges you based on the number of Credits used during a recurring period. You may either (a) pre-purchase a set amount of Credits or (b) pay for Credits as used on a Pay As You Go (or "**PAYG**") basis. Credit plans default to Pay As You Go unless otherwise specified. Credits may be consumed by any App in the App Store that supports Credit-based access, regardless of that App's category designation(s). This includes Apps designated as Early Access Participation (EAP), Beta, or Paid.

For Pay As You Go plans, Credits are consumed on demand; unless otherwise specified in your applicable 8x8 order, usage is billed at 8x8's then-current rates, which are subject to change effective upon 8x8's posting of updated rates within the App Store. For pre-purchased Credit plans, Credits are billed at the rate applicable to your selected plan at the time of sign-up; unused Credits do not roll over to the next recurring period. If pre-purchased Credits are exhausted prior to the end of the recurring period, additional usage will be billed at your usage rate specified in your plan, or if not specified, at 8x8's then-current rates.

"**Credits**" are the units of measure that govern access to and use of functionality within the services available in or through the 8x8 App Store. Credits are consumed each time a service performs a task or processes a request on your behalf, for example on a per minute, per character, or per token basis. Credits are consumed by all token usage incurred through any App, including token usage triggered through API Access. Where tokens are used, the token consumption rate is as reported to 8x8 by the relevant back-end LLM service utilized. The rate at which Credits are consumed varies depending on one or more of the following factors: (a) the services being used; (b) the underlying AI model(s) selected or in use; (c) the modality of interaction, including voice, text, or multimodal inputs and outputs; (d) the volume and complexity of data processed; and (e) the duration or number of steps involved in completing a task. Credit consumption rates are available at or linked from <https://appstore.8x8.vc/appstorerates> and are subject to change effective upon 8x8's posting of updated rates at or through that page (or a successor page).

All charges for 8x8 App Store Credits are exclusive of applicable taxes, levies, duties, or similar governmental assessments (including value-added, sales, use, or withholding taxes). You are responsible for all such taxes associated with your purchase and use of Credits, other than taxes based on 8x8's net income. All Credit prices, rates, and charges are stated in, and all payments must be made in, United States Dollars (USD), unless a different currency is specified in the applicable order or plan.