

The logo consists of the text "8x8" in a bold, black, sans-serif font, positioned inside a bright yellow-green pentagonal shape that points downwards. The background of the entire page is a dark charcoal grey, with other geometric shapes in light blue, light green, and orange visible at the corners.

8x8

8x8 Professional Services

Training Subscription

Service Description Document

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1. About this Document

This Service Description Document describes the 8x8 Training Subscription 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 Training Subscription offerings only and is part of the Order for such services. In the event that an 8x8 partner or reseller is purchasing Training Subscription 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.
- **Training Subscription** - is the Training Subscription services provided by 8x8.
- **Supported Products** - refers to the specific products and services supported under the Training Subscription offer.
- **Supported Site(s)** - refers to Customer sites where Training 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 Training Subscription 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. Sessions delivered outside of these designated hours at the Customer's request will be treated as a Private Session and billed at \$500 per 60-90 minute session, allowing 50 attendees, and with the Customer's prior authorization.

5. Scope of Services

Once the customer has been onboarded to Subscription Training, a regional non-designated Operations Specialist (OS) is appointed. This resource provides an interface to the Customer in support of the performance of the Training Subscription agreement.

On an as-needed basis, working with an OS, a technical training resource may be assigned as needed for short duration work such as the ones described below:

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- Determine any needs beyond the normal delivery agenda which might necessitate the recommendation of a Private Session
- Assess any need for collateral localization
- Assess training requirements for non-standard regions or after-hours shifts
- Onboarding a customer individual to Learning Management System (LMS) manager capabilities (assignment, reporting)

6. Service Exclusions

The following is a list of services excluded from SubscriptionTraining offering:

- Recording of scheduled public sessions
- Public training delivery outside of scheduled cadence
- Changes to delivery of standard session agenda, with the exception of ad-hoc demonstrations and Q&A
- Localized delivery (with the exception of any language with its own subscription offer)

7. Monthly Session or Attendee Allotment

The End Customer is entitled to an unlimited number of sessions per employee and unlimited employee learners. Session seats are first come first serve, and have a limit of 50 learners per end user session and 12 learners per Admin session.

8. Service Level Objectives (SLO)

Service Type	Target SLO	Service Definition
Welcome email	24 hours	Onboarding and individual registration instructions are provided, as well as 8x8 Training Operations contact information for ongoing planning and training support
Private Session Needs	2 Days	If a Training Subscription needs to be supplemented for bespoke delivery, Private delivery will be possible within 48 hours of order, and may be set up by an 8x8 OS
Custom Collateral Needs	2 Weeks	Bespoke collateral to supplement the standard issued courseware may be created at a development cost of \$250 an hour

9. Service Performance Obligations

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

- **On-demand use:** The Customer can register employees or have them self-register in the 8x8 online learning portal 24/7, where a regular cadence of Live Sessions will be available in both US and EMEA working hours
- **Learning tracking:** Transcripts are available of attendance by user and are available by using LMS Manager capabilities
- **Sole Entity Use:** Subscription Training is sized initially with the Customer; if additional business entities or Customer growth moves them beyond the original agreed upon size and cost, an evaluation will take place and either a move to the next size-level or an additional standalone subscription will be ordered upon agreement
- **Auto-Renewal:** At the end of the contracted term the training Subscription will automatically renew unless the Order states otherwise or Customer provides 8x8 notice of non-renewal

10. Change Management & Additional Services

The change management processes ("**Change Management Process**") described below shall govern changes to the scope of services for ordered Training Subscription. Material changes to this agreement such as large changes in learners or additional business entities shall be requested as described below:

- A Change Request may be submitted directly to the Training Operations team using training@8x8.com. All Change Requests ("CR") must be documented in writing with 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 Customer Training team will review the Customer's Change Request and communicate any potential clarification requests around this change. If there are no potential issues identified, Training Operations will complete the requests and notify the Customer upon completion, and onboard any new entities to the Training Subscription program with a Welcome email.

Appendix A – Services in Detail

Subscription Tier	Description/ Limit Quantity
Bronze	All-you-can-consume live training for all employees, regardless of role. Self registration of any public class in its regular cadence, along with the option for an employee to conduct course assignment and reporting within the learning portal. Offer available to any customer with 100 licenses or fewer.
Public Sector	All-you-can-consume live training for all employees, regardless of role. Self registration of any public class in its regular cadence, along with the option for an employee to conduct course assignment and reporting within the learning portal. Offer available to Public Sector customers in the UK only.
Silver	All-you-can-consume live training for all employees, regardless of role. Self registration of any public class in its regular cadence, along with the option for an employee to conduct course assignment and reporting within the learning portal.
Gold	All-you-can-consume live training for all employees, regardless of role. Self registration of any public class in its regular cadence, along with the option for an employee to conduct course assignment and reporting within the learning portal. In addition, 4 private 1-1.5 hour sessions and 1 full-day (8 hours) training per year. Full-day may be remote or onsite, with additional Travel & Expense costs if applicable.