



8x8

8x8 Professional Services

Expert Services for Business Partners

Service Description Document

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1. About this Document

This Service Description Document describes the 8x8 Expert Services Offer for eligible Business Partners and supersedes all prior descriptions or contract supplements relating to such service.

This document shall serve as the Service Description with respect to Expert Services offerings for Business Partners in support of their Customers' implementations for 8x8 Solutions.

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.
- **Expert Services** - is the Expert Services provided by 8x8 to Business Partners to assist their customers with their implementation.
- **Supported Products** - refers to the specific products and services supported by 8x8.
- **Supported Site(s)** - refers to Customer sites where Expert Services 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 Expert Services 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 Business Partner's request will be billed at \$250 per hour with the prior authorization.

5. Scope of Services

Expert Services can be purchased, for a specific Customer, for Project Management (PM), Solution Delivery Consultant (SDC), Solution Architect, Services Management, and Number Management services. These services are offered in hours.

On an as-needed basis, working with an 8x8 Professional Services expert can be scheduled to assist with some of the tasks described below:

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- a. **Engineering Support Consultancy:** provide tailored technical and architectural guidance.
- b. **Project Management Assistance:** support business partner to ensure project delivery is within scope, time, and budget
- c. **Number Management:** assistance with submissions and working directly with carriers.
- d. **Go Live Support:**
 - i. Assistance with User Acceptance Test (UAT)
 - ii. Assistance on Go-live day as needed
- e. **Post Accreditation Support**
 - i. **Design Reviews:** business partner created designs submitted to 8x8 experts for sign-off
 - ii. **Go Live Reviews:** test plans submitted to 8x8 experts for sign-off
- f. **Solution Design Workshops:**
 - i. Partner internal discovery
 - ii. Customer discovery
 - iii. Use Case Documentation
- g. **Solution Architect Assistance and API Consultation:**
 - i. Discovery Sessions
 - ii. High level design documentation
- h. **Industry Best Practice Recommendations and Solution Redesign**
- i. **Service Management:** assist business partners on delivering basic tasks as described on Appendix A.

6. Service Exclusions

The following is a list of services excluded from Expert Services:

- a. Support outside hours of operations
- b. Custom integrations outside of 8x8 current supported integrations that may require a separate Professional Services SOW
- c. Network Assessment
- d. Call Quality Troubleshooting
- e. On-site support unless stated otherwise.

7. Service Performance Obligations

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

Minimum Number of Hours: for remote services, a minimum of 4 hours of expert services will be required for every new project. For on-site services, a minimum of 8 hours of expert services will be required.

On-demand use: The business partner can request work from the Expert Services team as needed, and 8x8 will deduct time from the pre-purchased hours, with a minimum of 30 minutes per request.

Hours tracking: 8x8 is responsible for tracking and reporting the hours used for each request, and keeping the Business Partner informed.

Performance Period: contracted Expert Services hours shall be used within 3 months of purchase. If at the end of the performance period, unused hours will be forfeit (no carry over).

Overage: When a given task/service is expected to surpass the amount of hours contracted by the Business Partner, a new order for Expert Services shall be submitted by the partner to cover for the additional number of hours needed. When ordering additional hours for an on-going expert services engagement, a minimum of 1 hour can be requested.

8. Assumptions

Services in the scope of this engagement are limited to the Customer licensed, out-of-the-box documented features and functionality of 8x8 platform. For example, management of third-party platforms connected to the 8x8 platform, platform customization, gateways, third-party unsupported hardware, third-party custom integrations are not supported unless specifically indicated.

The Business Partner has provided the 8x8 Expert Services Team with access to Customer's solutions designs, number mapping and signed Letters of Authorization (LOAs), UAT and Go-live plans as needed.

For on-site service requests, all reasonable and customary travel expenses will be billed directly to the the Business Partner.

9. Change Management

The change management processes ("**Change Management Process**") described below shall govern changes to the scope of services for ordered Expert Services. Material changes to this agreement such as changes to the contracted number of hours shall be requested as described below:

A Change Request may be submitted directly to the PSExpertServices@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.

The 8x8 Expert Services team will review the Customer's Change Request and evaluate its impact on the current project and communicate any potential problems that may arise from this change. If there are no potential problems identified, the Expert Services team will complete the requests and notify the Business Partner upon completion.

Appendix A – Services in Detail

Service Element	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>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>