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8X8 CUSTOMER REGIONAL TERMS (v. 2024-04-01)

RT-1. APPLICABILITY. These “*Regional Terms*” apply only to 8x8 Products provided to your business locations identified by a physical address in the Agreement (each, a “*Customer Location*”) in the US, Canada, Australia, or Europe. However, if a provision of these Regional Terms expressly references another region, that provision will apply (only) to 8x8 Products provided to a Customer Location in that region. Capitalized terms not defined in the Regional Terms are as defined elsewhere in the terms. As used in these Regional Terms, “*you*” or “*Customer*” means the entity that has a contract with 8x8 (an “*Agreement*”) to which these Regional Terms apply.

RT-2. NUMBERS AND PORTING. 8x8 will support number portability under applicable Law for UCaaS/CCaaS 8x8 SaaS Services (which your Agreement also may refer to as Ordered SaaS Services) involving telephone numbers that (i) 8x8 or its Affiliate provides to Customer (“*8x8 Numbers*”) or (ii) Customer ports into 8x8 or its Affiliate (“*Ported-In Numbers*”), subject to the following:

RT-2.1. In the US, Canada, and Europe, 8x8 will take reasonable steps to ensure number transfer and activation is completed as soon as reasonably practicable in accordance with applicable Laws. However, number portability depends on the cooperation of third parties outside of 8x8’s control. In other countries, portability may be unavailable under certain circumstances (e.g. if 8x8 has no porting agreement with a relevant carrier), and so you might not be able to port numbers when transferring service to or from 8x8 or its Affiliate.

RT-2.2. For European number transfers, you may request a credit against your next bill for the period from the second business day after the confirmed transfer date through the number transfer completion date, which will be in full and final settlement of any claim you may have against 8x8 or its Affiliates (present or future) relating to the delay, calculated as follows: [monthly Service Fees for UCaaS/CCaaS 8x8 SaaS Services involving telephone numbers] times 12, divided by 365, times [number of days delayed until porting is complete]. Notwithstanding the foregoing, any date change due to a delay in fulfilling porting activation requirements will not constitute a delay or abuse in porting and will not give rise to a claim for compensation unless applicable Law provides otherwise.

RT-2.3. 8x8 will use commercially reasonable efforts to help you retain numbers assigned to UCaaS/CCaaS 8x8 SaaS Services during the Effective Period. However, 8x8 Numbers may be changed on reasonable notice to you based on an 8x8 Party’s

good-faith belief that a Law or a valid third-party right requires the change. If you request, 8x8 will use commercially reasonable efforts to help you port out 8x8 Numbers and Ported-In Numbers on Cancellation of the applicable UCaaS/CCaaS 8x8 SaaS Services. However, (a) outside of the US and Canada 8x8 will have no obligation to port out 8x8 Numbers if doing so would require porting out a larger block of numbers, and (b) 8x8 may charge a reasonable administrative fee for each actual or attempted port-out (to the extent permitted by Law).

RT-3. EMERGENCY NOTICES. The notices at <https://www.8x8.com/terms-and-conditions/emergency-calling-notice> apply to 8x8 SaaS Services ordered to a US, Canada, UK, or Europe Customer Location (as applicable).

RT-4. GST IN AUSTRALIA. The Agreement’s prices do not include goods and services tax (“*GST*”) you must pay. The Parties will account for Australian GST on 8x8 Products provided to a Customer Location in Australia pursuant to the reverse charge provisions of Division 83 of the A New Tax System (Goods and Services Tax) Act 1999 and confirm that such 8x8 Products are provided to Customer and not a resident agent. 8x8 confirms it does not have a permanent establishment in Australia for providing 8x8 Products nor does it provide them through an enterprise that it carries on in Australia.

RT-5. ADDITIONAL UK AND EUROPE TERMS. This Section RT-5 (Additional UK and Europe Terms) applies to 8x8 Products ordered to a Europe based Customer Location. You are buying 8x8 Products as a business user under a business-to-business contract. All relevant current list pricing is available at www.8x8.com/uk. See Schedule RT-1 for country-specific regulatory contact information. For further details, you may contact 8x8 support at uk-support@8x8.com or another address 8x8 provides, or by calling 8x8’s main line +44 (0)02070966060 and clearly stating you require support.

RT-6. ADDITIONAL SPAIN-SPECIFIC TERMS. Spanish Customers with 8x8 Products provided to a Customer Location in Spain may ask to pay by market-accepted means other than direct debit, and may address claims regarding 8x8 SaaS Services to the Spanish Secretaría De Estado De Las Telecomunicaciones Y Para La Sociedad De La Información.

RT-7. ADDITIONAL ITALY-SPECIFIC TERMS. This Section RT-7 (Additional Italy-Specific Terms) applies to 8x8 Products ordered to an Italy Customer Location, and (as to those 8x8 Products) supersedes any conflicting parts of the Regional Terms.



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RT-7.1. Italy Number Porting. In addition to the provisions of RT-2 (Numbers and Porting):

- (a) Pursuant to Resolution no. 11/06/CIR, issued by the Authority for the Guarantees in Telecommunications (“**AGCOM**”), setting forth “Regulations on the supply of VoIP (Voice over Internet Protocol) services, and supplement to the National Numbering Plan” (the “**Regulation**”) and art. 73 of Italian Legislative Decree 1 August 2003 no. 259 (CCE or Legislative Decree no. 259/2003) (the “**Electronic Communication Code**”), 8x8 takes all necessary measures to ensure uninterrupted access to emergency services.
- (b) Pursuant to Law 31 July 2005, no. 155, concerning the identification of clients and data retention of telephone traffic, to register with 8x8, you must provide 8x8 with a copy of your and any Users’ identity document(s).
- (c) Pursuant to the Regulation and art. 96 of the Electronic Communication Code, in case of performances in the interest of justice, 8x8 may be required to reply to the request of information from the public authority.
- (d) Pursuant to the Regulation and art. 79 of the Electronic Communication Code, the number of the calling party is visible, in accordance with relevant national and EU legislation on protection of personal data and privacy. To the extent technically feasible, 8x8 provides data and signals to facilitate the offering of calling line identification performance and tone dialing across Member States’ borders.
- (e) Pursuant to the Regulation, you acknowledge and agree that geographic numbers can be used for 8x8 SaaS Services provided

at a fixed location, such that for the publicly Available Telephone Services (PATS) at fixed locations (i.e. telephone services beginning with “0”), nomadism is allowed only within the originating telephone district. Accordingly, you expressly agree not to use, or allow Users or other parties to use, geographic numbers outside the corresponding district (e.g. you must not use a number beginning with “02” for a phone call from outside the district of Milan). Thus, the VoIP terminal must be installed exclusively in properties located in the calling area corresponding to the assigned geographic district.

(f) Pursuant to the Regulation, you are allowed to call and receive calls from users of all communication networks, Italian and foreign, including mobile, networks, which use numbers of a national or international numbering plan.

RT-7.2. Italy Tariffs. The tariff for a call directed to a nomadic number will not exceed the tariff applicable to a call to a geographic number.

RT-7.3. Italy Dispute Resolution. According to art. 1, paragraph 11, of Law no. 249/97, any disputes, identified by AGCOM, that may arise between you and 8x8 must be mandatorily referred to the alternative dispute resolution procedure provided by the Regional Committee for Telecommunications (CORECOM) before proceedings are commenced, pursuant to the current regulation (Resolution no. 173/07/CONS and following, issued by AGCOM).



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SCHEDULE RT-1 - COUNTRY-SPECIFIC CONTACT INFORMATION

Ombudsman Service Scheme in Belgium*	See www.ombudsmantelecom.be ; also: <i>The Office of the Ombudsman for Telecommunications</i> Boulevard Roi Albert II 8 boîte 3, 1000, Brussels, Belgium Telephone: 02 223 09 09; Fax: 02 219 86 59 E-mail: plaintes@mediateurtelecom.be ; klachten@ombudsmantelecom.be
Dispute Service Scheme in Germany	See https://www.bundesnetzagentur.de/DE/Beschlusskammern/BK11/BK11.html
National Regulatory Authority in Ireland†	Commission for Communications Regulation (CommReg) 1 Dockland Central, Guild Street, Dublin 1, D01 E4X0
CommReg Dispute Service Scheme in Ireland	See https://www.comreg.ie/queries-complaints/
National Regulatory Authority in Netherlands†	Authority for Consumers and Markets PO Box 16326, 2500 BH The Hague, The Netherlands Telephone: +31 70 7222 000; Fax: +31 70 7222 355
National Regulatory Authority in Poland†	The President of the Office of Electronic Communications (Urząd Komunikacji Elektroniczej) 18/20 Kasprzaka Street, 01-211 Warsaw, Poland Telephone: +48 22 53 49 156; Fax: +48 22 53 49 155 E-mail: uke@uke.gov.pl ; Online: https://www.uke.gov.pl/kontakt/
National Regulatory Authority in Sweden†	The Swedish Post and Telecom Authority (PTS) Box 5398, SE-102 49 Stockholm, Sweden Telephone: +46 8 678 55 00; Telefax: +46 8 678 55 05 E-mail: pts@pts.se

*If an ombudsman service scheme applies, the ombudsman will consider both sides of the complaint and resolve the dispute. That decision will bind 8x8, but you may reject it and pursue other avenues.

†For 8x8 SaaS Services that are telecommunications services.