



8x8 Professional Services

CIQ Deployment (Recurring)

Service Description Document

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1. About this Document

This Service Description Document (“SDD”) describes the 8x8 CIQ Deployment (Recurring) offer (SKU VOSVC0000D-015MR), a Professional Services add-on for Project Services billed on a recurring basis that deploys Conversation IQ (“CIQ”) to a customer's 8x8 (UCaaS) platform, and supersedes all prior descriptions or contract supplements relating to such service.

This offer may be purchased either as part of a first 8x8 (UCaaS) order (“New Business”) or added to an existing, already-live 8x8 (UCaaS) deployment (“Add-On Business”). In both cases, the recurring monthly charge is calculated based on the quantity of active CIQ licenses (VOSVC0217-07, “UC Transcriptions License”) on the account, and is billed monthly for as long as the CIQ licenses remain active.

This offer covers deployment of CIQ only. It does not include Starter Elite Subscription benefits such as training or Service Management (SMCC). Customers who wish to receive those benefits should refer to the Starter Elite Subscription Service Description Document, or the CIQ deployment paths described in Section 4 (Customer Eligibility) below.

This document shall serve as the Service Description with respect to the 8x8 CIQ Deployment (Recurring) offering only and is part of the Order for such services, and serves as an SOW for the CIQ Deployment (Recurring) services.

In the event that an 8x8 partner or reseller is purchasing 8x8 CIQ Deployment (Recurring) for Customer, 8x8 will provide the services specified herein to 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.

- CIQ – Conversation IQ, 8x8's AI-powered call transcription, summarization, and analytics feature for the 8x8 Work Platform.
- CIQ License – VOSVC0217-07 (UC Transcriptions License), the license SKU against which CIQ Deployment (Recurring) quantities are billed.
- UC/UCaaS – Unified Communications as a Service.
- Deployment – The activation, build, and enablement of CIQ on Customer's existing 8x8 Work environment.
- Provisioned – Means Users or licenses configured for the Service.
- Remote – The delivery of Service remotely, not onsite.
- Service Description or SDD – Document that describes the features, terms and conditions of an 8x8 services offer.
- SMCC – 8x8's Service Management/Success customer care function, activated as part of the Starter Elite Subscription and not included under this offer.

- Starter Elite Subscription (SE) – The separate 8x8 Professional Services offer that includes onboarding training and SMCC as ongoing entitlements.
- Supported Products – Refers to the specific products and services supported under the CIQ Deployment (Recurring) offer.

3. Hours of Operation

Services identified in this SDD 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 8x8's then-current published holiday schedule (available upon request), on a per-country basis. Time worked outside of these designated hours at Customer's request will be billed at an additional \$150 per hour, or the equivalent hourly rate for each country, with Customer's prior authorization. All rates stated in this SDD are exclusive of any applicable taxes, including VAT or equivalent indirect taxes where applicable.

4. Customer Eligibility

Only Customers that match the criteria defined below will be eligible for the 8x8 CIQ Deployment (Recurring) offering:

- Available for both New Business and Add-On Business.
- Purchasing between 1 and 100 CIQ licenses (VOSVC0217-07) in a single Order.
- Available for UC only Customers with up to 100 UC Licenses
- Located in the United States, Canada, Australia, New Zealand, or the following EMEA countries: United Kingdom, Ireland, France, Italy, Spain, and the Netherlands. Customer accounts with DIDs outside of these EMEA countries are not eligible without prior review.
- Sold Direct, Sales Assisted only – this SKU is not currently available via Partner Exchange, Wholesale/Reseller, or Self-Service/eCommerce channels.
- Customers with a current 8x8 CCaaS solution or CCaaS SKU (X6-X8) included in their order are ineligible for this offer. This offer is designed for UCaaS only customers.

For New Business, this offer is available for customers purchasing 8x8 Work licenses and CIQ together without also purchasing the Starter Elite Subscription; where a new customer purchases UC licenses, Starter Elite, and CIQ together, CIQ deployment is instead included as part of the Starter Elite Subscription order and this SKU does not apply. For Add-On Business, this offer covers both (1) customers who already have the Starter Elite Subscription active on their account and want to add CIQ only, and (2) customers who do not have, and do not wish to purchase, the Starter Elite Subscription but want CIQ deployed onto their existing 8x8 Work environment. In all cases, the CIQ Deployment (Recurring) SKU may not be combined with, or substituted for, the CIQ deployment that is included when CIQ is purchased alongside a new or expanded Starter Elite Subscription order – see the Change Management & Additional Services section below.

5. Scope of Services

5.1 CIQ Deployment

8x8 Professional Services will configure and enable Conversation IQ on Customer's 8x8 Work environment – whether newly deployed as part of a New Business order or already live on an Add-On Business account – based on the criteria defined in the table below:

Customer Profile & Configuration Elements	
Minimum CIQ License Quantity	1
Maximum UC License Quantity	100
New Business (new 8x8 UCaaS order)	Supported
Add-On Business (to an existing, live 8x8 UCaaS deployment)	Supported
Number of Go-Live Events	1

Deployment activities included in scope are:

- CIQ license activation against the account's provisioned CIQ license count.
- Platform enablement of CIQ features (call transcription, summarization, and action items) on the 8x8 Work Platform.
- Build and configuration of CIQ settings for the licensed user base.
- User Acceptance Testing (UAT) to validate CIQ functionality against the licensed seat count.
- Go-Live support for the CIQ enablement event.

5.2 Solution Consulting

8x8 will provide solution consulting around the licensed CIQ features of the platform. This consulting includes the following limits:

Limit	Description/Quantity
Total Number of Tenants	Up to 1
Conversation IQ ("CIQ") to be configured/implemented	Yes
Number of Roles to be set up in CIQ	Up to 2 (Supervisor & Admin)
Number of Groups to be set up in CIQ	Up to 1
Number of out-of-the-box customer scorecards to be enabled	Up to 1

Customer must attend either a publicly-available or privately-conducted CIQ training course, and complete the associated self-paced installation guides and webinar, prior to this engagement. Privately-conducted training carries an additional charge not included with CIQ deployment services; publicly-available training does not.

5.3 What Is Not Included

This offer is scoped strictly to CIQ deployment and the solution consulting described above. It does not include onboarding training, Service Management (SMCC), or any of the ongoing Starter Elite Subscription entitlements. See Section 6 (Service Exclusions) below.

6. Service Exclusions

The following is a list of services excluded from the CIQ Deployment (Recurring) offering:

- Onboarding or end-user training of any kind, other than the publicly-available training referenced in Section 5.2 above.
- Service Management (SMCC) or any Starter Elite Subscription entitlement.
- Deployment or configuration of the underlying 8x8 Work (UC) platform, auto attendants, ring groups, or other UC elements.
- Deployment or configuration of CCaaS elements, including 8x8 Engage.
- Single Sign-On (SSO) integration.
- Configuration of custom integrations.
- Assignment of a dedicated Project Manager during the deployment engagement.
- System outages and incident response relating to system failures covered under support/maintenance agreements.
- Services outside the Hours of Operation defined in Section 3.
- On-site support.

7. Service Response Times

An 8x8 representative will respond to service requests associated with this offer within the following time frames*:

Service Type	Response Time	Service Definition
New CIQ Deployment Case	3 Business Days	Acknowledgement and case creation upon receipt of a CIQ Deployment (Recurring) order.
CIQ Configuration Change	1 Business Day	Routine changes to CIQ configuration within the licensed seat count. During Deployment and UAT only. Post deployment changes may incur additional fees

**Services will be delivered on a best-effort basis depending on the complexity and specific requirements of each request.*

8. Service Performance Obligations

CIQ Deployment: Customer has up to 20 calendar days to deploy the work associated with this SDD. After this period, if the deployment has not yet been completed, Customer will be subject to additional charges, on a per-hour basis, at a \$150 rate per hour until the work is completed. The 20-day counter will start on the same day the first email notification to engage is sent to Customer by the 8x8 Professional Services delivery team (“Engagement Confirmation”). Delays solely due to 8x8 do not count against this clock.

License Quantity Matching: The quantity of the CIQ Deployment (Recurring) SKU must match the quantity of active CIQ licenses (VOSVC0217-07) on the account. If Customer's CIQ license count increases during the length of the contract, the CIQ Deployment (Recurring) quantity and associated monthly fee will be adjusted accordingly. CIQ Licenses cannot be canceled before the end of the agreed contract term.

Customer’s payment obligation for the CIQ deployment services is coterminous with any term or subscription period for the matching CIQ licenses. Meaning, at any time Customer has ordered or is obligated to pay for CIQ licenses, it also is obligated to pay for these CIQ deployment services.

9. Billing & Commercial Terms

The CIQ Deployment (Recurring) offer is billed monthly, based on the quantity of CIQ licenses (VOSVC0217-07) on the account.

The monthly fee for CIQ Deployment (Recurring) is calculated as the total number of active CIQ licenses (VOSVC0217-07) on the account, multiplied by the per-license monthly rate. If Customer's CIQ license count changes during the contract term, the monthly fee will be adjusted accordingly, and any increase will take effect the following calendar month after the request is received by 8x8. 8x8 reserves the right to change billing frequency at its discretion upon 30 days' written notice.

This is a PS deployment charge billed on a recurring basis. There is no separate one-time deployment fee under this SKU – the monthly recurring charge is the total commercial consideration for the CIQ deployment described in Section 5 (Scope of Services).

Customers seeking an alternative commercial structure (for example, a one-time deployment fee in lieu of a recurring monthly charge) should contact their 8x8 account team to discuss the CIQ Deployment (One-Time) offer, which carries different scope, pricing, and eligibility.

10. Change Management & Additional Services

The change management processes (“Change Management Process”) described below shall govern changes to the scope of services for the CIQ Deployment (Recurring) offer. Material changes to this agreement, such as changes to the licensed CIQ quantity, or ad-hoc Professional Services requests outside the scope of services under this SDD, shall be requested as described below:

- Any Change Request must be submitted directly to your assigned Service Delivery resource during the deployment phase.
- Customer's contact must be authorized to make changes to the 8x8 account. Responses are provided within 24 business hours (3 business days).
- 8x8 will review Customer's Change Request, evaluate its impact on the current deployment, and communicate any potential issues arising from the change. If none are identified, 8x8 will complete the request and notify Customer upon completion.

Relationship to the Starter Elite Subscription: If Customer already has the Starter Elite Subscription active on their account and wishes to add CIQ, Customer cannot use the Starter Elite Subscription SKU to obtain CIQ deployment – the CIQ Deployment (Recurring) SKU described in this document (or the CIQ Deployment one-time fee offer) must be used instead. The only exception is where Customer is concurrently adding new UC licenses to an existing Starter Elite Subscription and CIQ is new to the account; in that scenario, CIQ deployment is included within the expanded Starter Elite entitlement and this SKU does not apply. Where Customer does not yet have Starter Elite and is purchasing UC licenses, Starter Elite, and CIQ together for the first time, CIQ deployment is included as part of that Starter Elite Subscription order, and this SKU also does not apply.

Appendix A – General Customer Responsibilities

In addition to identified Service-specific responsibilities, and all other applicable terms of Customer's Service Contract, Customer agrees to the following general responsibilities to enable and support 8x8 to successfully deliver on the scope of the CIQ deployment.

Responsibility Area	Description/Requirements
Project Delivery	Provide access to Customer Subject Matter Experts (SMEs) where required. Provide access to Customer staff authorized to make configuration decisions. Participate in key project meetings scheduled by 8x8 resources. Review and provide prompt feedback (typically within two (2) business days) on project materials and deliverables.
System Readiness	Perform functional validation of CIQ with guidance from 8x8. Support UAT execution and sign-off within the 28-day performance window.
System Administrator Readiness	Assign one or more resource(s) as administrator(s) of the 8x8 system to support CIQ configuration and validation.
End User Readiness	Ensure End Users are briefed that CIQ transcription, summarization, and action-item features will be enabled, in line with Customer's own internal policies and applicable law regarding call recording and transcription notice/consent.
Go-Live Support & Troubleshooting	Troubleshoot and resolve any Customer-configuration-related issues. Troubleshooting related to Customer-configured system objects outside the scope of this SDD will require a Change Request and be subject to additional fees at a \$150 rate per hour until the work is completed.