

## **8x8 Business Terms and Conditions**

### **Attachment 2 - Service-Specific Terms**

Updated 5/24/18

This Attachment is part of the 8x8 Business Terms and Conditions.

#### **Texting**

Text Messages are only supported in North America. Text Messages addressed to international destinations outside of US and Canada will not be supported. The Text Message Services support transmission of Text Messages from a single device to another single device, and do not support group messaging. In the event that a transmitted Text Message is destined for an address connected to a third-party network and that network is unreachable at the time delivery is attempted, the Text Message will be stored and queued for future delivery attempts (which will be performed based on a configurable time schedule with a specified reasonable number of attempts). 8x8 has designed its Services with the intent of minimising lost data from the bodies of Text Messages but cannot guarantee no loss of data. 8x8 reserves the right to (a) implement procedures that segment, truncate, or otherwise reduce the length of any Text Message or (b) refuse to transmit and/or deliver a Text Message that does not comply with 8x8 or any third-party network operator's policies or conditions.

#### **Mobile**

Calls or texts made using an 8x8 mobile application ("Mobile Services") may use the cellular and/or data network of an Agent's existing mobile service provider and will be subject to the air time, call charges, roaming fees and data usage fees of such provider, as well as any mobile network limitations. Customer acknowledges and understands that emergency service calls placed using Mobile Services may be routed by the Agent's existing mobile provider.

#### **Internet fax**

IP-based faxing has inherent limitations and is generally subject to higher rates of failure and data loss than analog-based facsimiles. 8x8 cannot guarantee that facsimiles sent on the 8x8 Platform will be delivered successfully or without loss of data. If Customer's business involves the regular faxing of large, multi-page documents, 8x8 recommends that Customer maintain an analog line and a traditional fax machine for reliable and consistent performance.

