



8x8 Professional Services

Starter Elite Subscription

Service Description Document



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1. About this Document

This Service Description Document describes the 8x8 Starter Elite Offer for Unified Communications as a Service (UCaaS) customers for up to 100 users provisioned, and supersedes all prior descriptions or contract supplements relating to such service.

This offer has been designed to be attached in the same quantity as the aggregated number of UCaaS licenses Customer has throughout the length of its MSA. In the event that customers add more UCaaS licenses after the first implementation, the quantity of 8x8 Starter Elite SKUs will be adjusted to match the total UCaaS license count up to a 100.

Currently, this offer does not cover Starter Elite services for Contact Center as a Service (CCaaS) licenses. In the event that customers decide to add CCaaS licenses after the UCaaS licenses were deployed and the original 8x8 Starter Elite service was activated, Customer will have to procure services for the CCaaS service separately. The existing Starter Elite Subscription will remain in effect for Customer's UCaaS licenses and is not affected by the addition of CCaaS licenses.

This document shall serve as the Service Description with respect to 8x8 Starter Elite offerings only and is part of the Order for such services.

In the event that an 8x8 partner or reseller is purchasing 8x8 Starter Elite for Customer, 8x8 will provide the services specified herein to Customer. For Business Partners ordering through the 8x8 Partner Exchange platform, the quantity of 8x8 Starter Elite SKUs must match the total UCaaS license count, on each end user account, up to a 100. In the event there is a discrepancy between the total UCaaS license count and the 8x8 Starter Elite SKUs, 8x8 reserves the right to adjust the quantities to match.

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.
- **UC/UCaaS** - Unified Communications as a Service
- **CCaaS** - Contact Center as a 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.
- **Starter Elite Subscription**- is the Starter Elite services provided by 8x8 Professional Services.
- **Supported Products** - refers to the specific products and services supported under the Starter Elite Subscription offer.
- **Supported Site(s)** - refers to Customer sites where Starter Elite will be provided.
- **SM** - refers to the Service Management offer provided by 8x8 Professional Services.
- **Partner Exchange** - refers to the Web Portal used by 8x8 Authorized Business Partners

3. Services Changes

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8x8 will not materially modify the services offered under this SD without your written consent. However, 8x8 may make other changes to the Starter Elite 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 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 \$250 per hour, or the equivalent hourly rate for each country, with Customer’s prior authorization. All rates stated in this SD are exclusive of any applicable taxes, including VAT or equivalent indirect taxes where applicable.

5. Customer Eligibility

Only Customers that match the criteria defined below will be eligible for the 8x8 Starter Elite Subscription offering:

- UC Only customers with up to 100 user licenses or phones.
- Supported Products: X1, X2, X3, and X4 licenses, phones and other hardware purchased directly from 8x8 only.
- Single country and single location.
- Customers located in the United States, Canada, Australia, New Zealand, France, Ireland, Italy, Spain, United Kingdom, Netherlands. For customers located in Mexico, 8x8 Starter Elite may be available only with US based DIDs.

6. Scope of Services

UC Implementation

8x8 Professional Services will deploy and configure Customer’s UC environment to include CIQ where applicable, based on the criteria defined in the table below:

Customer Profile & Configuration Elements	
X-Series License Type	X1-X4
Number of Users/Phones	Up to 100
Number of Unique Countries	1
Number of Sites/Locations	1
Number of DIDs for Porting ¹	Up to 200
Number of Losing Carriers	Up to 2
Number of Auto Attendants	Up to 2
Number of Workgroups	Up to 5

Number of Porting Events	Up to 2
Number of Go-Live Events	1

¹**Notes: Managed porting services are not included. 8x8's SDA will assist Customer in submitting the porting request(s) via Admin Console. Porting assistance is limited to 2 porting events and 2 losing carriers.** Configuration of elements outside the scope of services, will require a change order and be billed at \$150 per hour with Customer's prior authorization.

Service Management

Once Customer has been onboarded to Starter Elite Subscription, a non-designated Service Manager (SM) is appointed. This SM will provide an interface to Customer in support of the performance of the Starter Elite Subscription agreement, with regards to services described below.

Under the Starter Elite Subscription, Customer has access to (1) 1.5 hour engagement per quarter, as-needed. Service Managers, Project Coordinators or other technical resources may be assigned as needed for short duration work such as the examples described below:

- Design, implement and update system configurations.
- Manage adds, moves, and changes.
- 8x8 Work configuration including auto attendants, group call pickup, and group paging
- Local and toll-free phone number porting assistance
- Feature review and utilization assessment
- Best practices and solution design guidance

Instructor Led Training Sessions

- Once Customer has been onboarded to Starter Elite Subscription, a non-designated Operations Specialist (OS) is appointed to facilitate the registration with 8x8 Learning Management System (LMS), and educate Customer on how to register for training sessions.
- With the Starter Elite Subscription, customers have access to 1 hour virtual instructor-led remote training session for end-users, on a per user per month basis.
- 8x8 will provide one seat of Instructor led Public Admin Training per account. Additional seats can be purchased at an additional cost.

7. Service Exclusions

The following is a list of services excluded from Starter Elite Subscription Offering:

- Configuration of CCaaS elements, including 8x8 Engage
- Single Sign-On (SSO) integration
- Managed Porting Services
- Configuration of custom integrations
- Assignment of a Project Manager during the deployment engagement

- Configuration of Microsoft Team integration during the deployment phase. This can be added as a one time fee.
- System outages and incident response relating to system failure covered under support/maintenance agreements
- Services outside hours of operations
- Network Assessment
- Call Quality Troubleshooting
- On-site support
- Public training delivery outside of scheduled cadence

8. Monthly Hours Allotment

Customer is entitled to 1 hour of public virtual-led training per user per month and 1 service management engagement up to 1.5 hours per quarter.

9. 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
MACD'S	1 Business Day	Routine user administration, Move, Add, Change, Deletes. Low level configuration changes.
No Service Impacting Change	1 Business Day	Non-user related changes such as Contact Center & PBX amendments that are not service impacting . (Changes to the phone or contact center system that don't touch individual users and don't break or affect the service while being made.)
Number Porting	1 Business Day	Lead time for number porting can vary based on region and origin carrier.

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

10. Service Performance Obligations

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

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- **New Implementation:** for the UCaaS implementation, Customer has up to 28 calendar days to deploy the work associated with this SD. After this period, if the implementation has not yet been completed, Customer will be subject to additional charges, on a per hourly basis, at a \$150 rate per hour until the work is completed. The 28 day counter will start on the same day the first email notification to engage is sent to Customer by the 8x8 service delivery team (“Engagement Confirmation”). Delays solely due to 8x8 don't count against this clock
- **Add-on Business Implementation:** for customers that are already deployed, or are adding new UCaaS licenses to an existing UCaaS implementation, the following implementation services will be included with the 8x8 Starter Elite offer:
 - Configuration of Conversation IQ (CIQ)
 - Configuration of UCaaS elements for up the limits described in the table below:

Customer Profile & Configuration Elements	
X-Series License Type	X1-X4
Number of Users/Phones	Up to 100
Number of Unique Countries	1
Number of Sites/Locations	1
Number of DIDs for Porting ¹	Up to 200
Number of Losing Carriers	Up to 2
Number of Auto Attendants	Up to 2
Number of Workgroups	Up to 5
Number of Porting Events	Up to 2
Number of Go-Live Events	1

Customers have up to 28 calendar days after the Engagement Confirmation deploy the work described as part of the add-on business implementation. After this period, if the implementation has not yet been completed, Customer will be subject to additional charges, on a per hourly basis, at a \$150 rate per hour until the work is completed.

- **Use-It-or-Lose-It:** monthly allocated hours for Service Management are offered on a use-it-or-lose-it basis, meaning that unused hours will be forfeit (no carry over).
- **Replenishment:** Every quarter, during the duration of the agreement, the contracted SM hours will be replenished.
- **Overage:** When a given task/service is expected to surpass the amount of hours per quarter that Customer is entitled to, the following options are available:
 - **Task/service break-down:** whenever possible, and if the requested task/service can be completed throughout multiple months, Parties will agree on the best way to distribute the workload in consecutive months until the task/service is completed.
 - **Ad-hoc SOW:** whenever a given task/service is needed to be performed on a given month, Customer will follow the ChangeRequest process as described in this SD.
 - **SM Agreement amendment:** at any point in time of the duration of the Agreement, Customer can request an amendment to increase the number of hours available per month via a the Standalone Service Management offer

- **Training On-demand use:** 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.
- **Auto-Renewal:** At the end of the contracted term the Starter Elite Subscription will automatically renew unless the Order states otherwise or Customer provides 8x8 notice of non-renewal

11. Change Management & Additional Services

The change management processes ("**Change Management Process**") described below shall govern changes to the scope of services for ordered Subscription Service Management. Material changes to this agreement such as changes to the monthly available hours, services add-ons, or ad-hoc Professional Services requests outside the scope of services under this SD, shall be requested as described below:

- A Change Request may be submitted directly to your assigned SDA during the deployment phase, and to SMCC@8x8.com at any time after your deployment. 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.
- 8x8 Service Management team will review Customer's Change Request and evaluate its impact on the current system and communicate any potential problems that may arise from this change. If there are no potential problems identified, Service Advantage will complete the requests and notify Customer upon completion.

When subscribed to Starter Elite, all X1–X4 licenses in the account (current and future) will be counted to calculate the Starter Elite monthly fee. The Starter Elite offer is co-terminus with your master service agreement.

How pricing works: The monthly fee for Starter Elite is calculated by the total number of X1–X4 licenses on your account, multiplied by the Starter Elite per-user monthly rate. If your license count changes during the length of the contract (e.g. added user licenses), pricing for Starter Elite monthly fee will be added accordingly.

Appendix A – Recurring Services in Detail

Service Management Task	Description/ Limit Quantity
System Configuration	Provides customers with moves, adds, and changes for their system. They are typically related to creating, modifying, and deleting users, ring groups and auto attendants.
User Configuration	Based on Customer-provided information, 8x8 completes the configuration for new and updating existing users and their properties in the system.
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 or Polycom paging.
Basic System Test	8x8 system testing for validating desired behavior of system configuration.
Number Porting	Based on Customer-provided documentation, 8x8 coordinates 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. Customer must provide 8x8 with an expected activation date based on porting lead times. Customer to provide required documentation for porting at the earliest opportunity. This includes the following documents: 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. 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
Best practices and solution design guidance	8x8 will provide customers best practices recommendations based on Customer's business requirements.

Appendix B – Requirements for Enabling SMS on the 8x8 Platform

Item	Description/Requirements
Geographic Availability	US & Canada: Customers with US, or Canadian phone numbers must register a brand and create a campaign to use SMS. Australia: As of September 2025, SMS is also supported in Australia for users with a mobile number assigned and enabled for SMS. Additional 8x8 mobile licenses (VOSVC0236AU) are required. Other Countries: No registration is needed for other countries.
Brand Registration	US & Canada: SMS campaign registration is mandatory for sending SMS messages to mobile phone subscribers in the US and Canada. Campaign details are reviewed and approved by mobile carriers, not 8x8, and all information is validated by third-party registries with strict requirements — incomplete or inaccurate submissions will cause delays or rejections. Before registering, Customer must have: • A valid online presence (a website or Facebook Business page) • A privacy policy explaining how they collect, use, and share user information, including a statement that phone numbers will not be sold or shared • An SMS disclaimer on their site that includes the terms of the messaging program, opt-out methods, support contact information, and a link to the privacy policy Australia: Customers using an alphanumeric sender ID (sending a text displaying a brand name at the top rather than a phone number), must register the sender ID through their telecommunications provider. Unregistered sender IDs will have their name replaced with "Unverified" and may be grouped in a single potential-spam folder.
Campaign Registration	After the brand is verified, Customer must complete Campaign Registration, which describes their messaging activities and purpose. This section must be marked Verified before SMS can be enabled for users. Campaign approval by carriers can take up to 1 month, and assigned numbers may take up to 3 weeks to register. This is an industry-wide requirement driven by US wireless carriers as part of the 10DLC (10-Digit Long Code) framework to combat spam and improve legitimate message delivery.
Key Limitations to Know	The following number types cannot be used for SMS: Basic, Metered, Dormant, Virtual Extensions, Auto Attendants, Ring Groups, Call Queues, and Toll-Free numbers. Temporary numbers assigned during a port-in process also cannot use SMS until porting is complete. Also worth noting: SMS campaigns configured in 8x8 Admin Console apply only to 8x8 Work (UCaaS) traffic — they do not apply to Contact Center SMS.

Appendix C – General Customer Responsibilities

In addition to identified Service-specific responsibilities, Customer agrees to the following general responsibilities to enable and support 8x8 to successfully deliver on the scope of the project.

Responsibility Areas	Description/Requirements
Network Readiness	- Customer's network must pass the 8x8 Network Utility, a software tool available at https://support.8x8.com/us/Support_and_Services/Support/Download_the_8x8_Network_Utility ("NetUtil"). - When and where requested by 8x8, provide information regarding network topology and layout in the form of diagram or available documentation. - Perform remediation activities to address network configuration which may impact voice traffic - Sign a Network Assessment Waiver if unable to execute the network test or remediate findings for one or more locations.
Project Manager	- Assign a Project Manager for the duration of the Project to manage execution of project tasks - Complete Customer responsibilities by the dates agreed between Customer and 8x8. - Coordinate tasks associated with Customer's third-party vendor or system necessary for 8x8 to perform Services.
Project Delivery	- Provide resources of adequate skills and knowledge to perform platform configuration - Provide access to Customer Subject Matter Experts (SME) where required and applicable. - Provide access to Customer staff authorized to identify solution requirements and make design decisions including signoff on Solution Design. - Participate in key project meetings setup by 8x8 resources - Review and provide prompt feedback (typically within two (2) business days) of project materials and deliverables. - Collect data, populate 8x8-provided data load templates, and verify data. - Complete system test activities and solution acceptance testing and sign-off. - Identify Customer project team members authorized to discuss relevant business processes and make change decisions. - Provide information regarding Customer business processes, business objectives, and use cases. - Customer is responsible for configuring the balance of items required for the 8x8 platform that are out of scope based on 8x8 Services Performance Obligations. Any requested changes to the scope will require a Change Request and be subject to additional fees at a \$150 rate per hour until the work is completed.
System Readiness	- Perform technical and functional validation of the 8x8 Solution with guidance from 8x8. - Regression and end-user testing plans and execution of those plans.

System Administrator Readiness	• Assign one or more resource(s) as administrator(s) of the 8x8 system. • Evaluate and either take the included self-paced training or separately purchase instructor-led administrator training offerings from 8x8 Academy and successfully complete the training in advance of the project solution design session. • System Administrators should successfully complete the 8x8 Work Admin and Configuration class offered by 8x8 Academy prior to making changes on the platform. The Advanced Topics and Troubleshooting classes are recommended. • Collect, document, configure and test those requirements which are not in the scope of this SD and that are either required for Customer to go-live in production or desired. • Shadow 8x8 resource during configuration of the solution and participate in system configuration activities to reinforce the knowledge and skills required for full system configuration & maintenance. • Ensure that the System Administrator is ready to administer and maintain the 8x8 platform prior to Go-Live.
End User Readiness	• Evaluate and either take the included self-paced training or separately purchase instructor-led End User offerings from 8x8 University. • Ensure that End Users are ready to use the 8x8 platform prior to Go-Live. • Ensure that End Users' use cases are accounted for and incorporated in the 8x8 Solution.
Porting/Number Transfer	• Provide a list of numbers to be ported . • Provide required information, including Customer Service Records (CSRs) and Letters of Agreements (LOAs), Copy of Bill (COB) in a timely manner. • Manage (engage/ disengage) call forwarding (if call forwarding is used within the port strategy) with one of the following options: - o Carrier level, by working with the current Carrier (recommended option) - o PBX level (this option could result in degraded call quality for inbound calls) - o Extensions / phone level (this option could result in degraded call quality for inbound calls) • Perform post port testing to verify Customer owned numbers are ringing through as expected on the 8x8 platform
Go-Live Support & Troubleshooting	• Troubleshoot and resolve any Customer related issues • Troubleshooting and issue resolution related to Customer configured system objects will require a Change Request and be subject to additional fees at a \$150 rate per hour until the work is completed.