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8x8 CPAAS PRODUCT SCHEDULES (v. 2024-04-01)

As used in the terms below, “you” means the entity that has a contract (an “**Agreement**”) with 8x8 to which those terms apply.

JaaS Services

8x8 charges for JaaS Services based on the number of discrete end-users (each a “**Monthly Active User**” or “**MAU**”) who access them in a calendar month (a “user” here is a unique endpoint, *e.g.*, a browser, smartphone, tablet, etc.). You will receive a monthly allotment of MAUs (*i.e.*, the baseline MAUs) in exchange for the Service Fees. If your MAU usage exceeds the baseline MAUs for a month, 8x8 will charge overage at the Usage rate in your Order. Unused MAUs do not rollover to the next month.

Call Masking Services

Usage fee rates for Call Masking Services are as listed on your Order and may be updated on notice. 8x8 may change or update the Call Masking Services in its discretion, and will notify you, in advance if reasonably practicable, of any change that materially reduces their overall functionality or security.

Video Interaction Services

Video Interaction Services require a per-agent license fee, a monthly SMS bundle, and per-SMS overage Usage (as set out in your Order) for each SMS message sent in excess of an agent’s bundled amount. 8x8 cannot increase the Service Fees for Video Interaction Services during a current Subscription Period.

Chat Apps Services

Third-party passthrough Usage fees for Chat AppS Services are as listed on 8x8’s website at <https://www.8x8.com/cpaas/products/communication-apis/pricing>. Other Usage fees are as listed in your account in the Customer Portal. 8x8 may update the Service Fees for Chat Apps on sixty days’ notice. 8x8 may change or update the Chat Apps Services in its discretion, and will notify you, in advance if reasonably practicable, of any change that materially reduces their overall functionality or security.

Voice Messaging Services

Usage fees for Voice Messaging Services are incurred when the voice message is sent at the rates listed on your Order for the country where the message was received and may be updated on notice. 8x8 may change or update the Voice Messaging Services in its discretion, and will notify you, in advance if reasonably practicable, of any change that materially reduces their overall functionality or security.

SMS Services

8x8 offers SMS Services on a monthly Usage basis, a subscription basis, or as otherwise described in an Order.

- (1) *Usage-Based.* Usage-based SMS Services are billed at the rates listed in your Customer portal and are month-to-month, meaning either you or 8x8 may Cancel them on thirty days’ notice to the other Party.
- (2) *Subscription.* You will receive an allotment of SMS messages (*i.e.* the baseline monthly allotted SMSs, or “**MASs**”) in exchange for the monthly Service Fee. If your SMS usage exceeds the baseline MASs for a month, 8x8 will charge overage at the Usage rate in the Order on a per-SMS basis. Unused MASs do not rollover to the next month.

Usage for outbound SMS messages (*i.e.* messages that terminate at a mobile number) occurs when an 8x8 Provider submits the message to the carrier using any delivery method and is billed based on the destination 8x8 records. Messages, whether inbound or outbound, are measured in message segments as defined at the carrier-level (see [https://support.8x8.com/?title=business-phone%2Fvoice%2Fwork-sms%2FHow is SMS and MMS charged%253F&_ga=2.202318679.716406488.1705899960-](https://support.8x8.com/?title=business-phone%2Fvoice%2Fwork-sms%2FHow%20is%20SMS%20and%20MMS%20charged%253F&_ga=2.202318679.716406488.1705899960-)



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[1144910826.1700504489](https://www.8x8.com/1144910826.1700504489) for further details). 8x8 may change or update the SMS Services in its discretion, and will notify you, in advance if reasonably practicable, of any change that materially reduces their overall functionality or security.

SMS Virtual Number Lease Services

8x8 may lease Virtual Numbers for use with SMS, Call Masking, or Voice Messaging Services. The Subscription Period for Virtual Numbers will be coextensive and coterminous with the Subscription Period for the applicable Services they are used with. 8x8 may increase Service Fees for Virtual Numbers for a renewal Subscription Period by giving forty-five days' notice before it begins if 8x8's underlying costs increase. Your use of Virtual Numbers (including without limitation short code virtual numbers) might require approvals, provisioning, etc. by carriers or other third parties, and/or the completion of certain steps or processes by you or others. Your obligations under this Agreement apply regardless of whether you obtained these approvals, provisionings, etc., and regardless of whether an 8x8s Provider sought to procure any such approvals or complete any provisioning on your behalf, or otherwise participated in or assisted with these efforts. Any Cancellation of the Services associated with a Virtual Number will relieve 8x8 of its obligations relating to that Virtual Number.