



8x8 CPaaS PRODUCT SCHEDULES

2025-02

As used in these CPaaS Product Schedules, “you” means the entity that has a contract (an “**Agreement**”) with 8x8 to which these CPaaS Product Schedules apply. In a conflict between the terms of your Agreement and these CPaaS Product Schedules, these CPaaS Product Schedules take precedence only to the extent the conflict relates to the CPaaS Services. The “**CPaaS Services**” are JaaS Services, Call Masking Services, Video Interaction Services, Chat Apps Services, Voice Messaging Services, SMS Services, and SMS Virtual Number Lease Services.

The CPaaS Services are not intended to and should not be used for back-up or long-term storage of data, and integration of the CPaaS Services with a third-party service, application, etc. may expose the CPaaS Services or the data transmitted or stored via the CPaaS Services to third-party accessing, modification, deletion, or other processing. 8x8 is not responsible for any loss of such stored data or any such third-party processing.

Usage and overage charges for CPaaS Services are invoiced quarterly unless otherwise specified.

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 and Messaging Apps Services

This paragraph applies to Chat Apps and Messaging Apps Services. Service Fees and Usage fees, including third-party passthrough fees are as listed on your Order, in your 8x8 portal (*e.g.*, 8x8 Connect), or on 8x8’s website at <https://cpaas.8x8.com/en/pricing/sms-pricing/>, as applicable. 8x8 may update Service Fees on sixty days’ notice. Usage fees include carrier-dependent charges and may change on a daily or other basis (please consult your Order, the portal, or 8x8’s pricing web page as applicable). 8x8 may change or update the Chat Apps and Messaging 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 8x8 portal (e.g., 8x8 Connect) (which may change from time to time) and are month-to-month, meaning either you or 8x8 may Cancel them on thirty days' notice to the other Party.
- (2) *Subscription-Based.* 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-portal.8x8.com/helpcenter/viewArticle.html?d=2a4ef6d8-f298-40c1-9c1b-0f4d47f7d92c> 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.