



# MANAGED 8X8 SERVICE GUIDE

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*For additional information, visit [www.intervision.com](http://www.intervision.com)*

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# 1 OVERVIEW

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InterVision Managed 8x8 is a managed service offering provided in combination by InterVision and 8x8 Inc, an industry leading provider of cloud based telephony solutions. The service includes a suite of voice, video, and collaboration services.

As an 8x8 certified VAR partner InterVision offers 8x8's portfolio of products to our customers as a value-added managed service offering. This service combines InterVision Managed Services with 8x8's suite of Unified Collaboration (UCaaS) and Contact Center (CCaaS) products. The Service is available in two service levels - **Standard** and **Premium** - which defines the included support related features and the level of responsiveness for service requests, change requests and incidences.

This service can be combined with additional InterVision services which both complement and enhance 8x8's default product offerings including Cloud Migration Services, Custom Integrations, Network and Security Management, Managed Carrier Services (circuits), SD-WAN and more. See associated service guide and service description for details regarding these additional services. This Service Guide covers the 8x8 Managed Service by InterVision.

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## 2 SERVICE DESCRIPTION AND DETAILS

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InterVision resells, implements and supports 8x8 Work (formerly called 8x8 Virtual Office or VO), 8x8 Contact Center (formerly called 8x8 Virtual Contact Center or VCC), 8x8 Meet, and 8x8 Voice for Microsoft Teams.

A Customer's network infrastructure can optionally be monitored and supported by InterVision with the addition of InterVision Managed Network Service. This service includes the monitoring and management of a customer's LAN and WAN network devices such as switches, routers, firewalls, wireless access points and circuits. When coupled with InterVision Managed 8x8 services InterVision's Managed Network Service provides added visibility and improved insight into the underlying infrastructure that a customer's 8x8 endpoints run on which can help ensure optimal system performance and improve support resolution ability.

### 2.1 SERVICE INFRASTRUCTURE

8x8 is built on a high availability architecture and delivers a platform-wide uptime SLA of 99.99%. All services are hosted within 8x8's cloud infrastructure. 8x8 provides a resilient, highly secure infrastructure built on mirrored, top-tier, and geographically diverse data centers located in over 15 locations spanning 5 continents worldwide. 8x8's data centers have been SSAE 16 audited.

For more information visit:

- <https://www.8x8.com/why-8x8/reliability>
- <https://www.8x8.com/solutions/business-continuity><sup>1</sup>

### 2.2 SECURITY & COMPLIANCE

8x8 is responsible for providing security and meeting compliance standards. 8x8 services are compliant with an array of 3rd party verified security and compliance standards such as HIPAA, CPNI, Privacy Shield, FISMA/NIST SP 800-53 R4, ISO/IEC 27001, among others.

For more information visit: <https://www.8x8.com/why-8x8/security-and-compliance>

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<sup>1</sup> <https://www.8x8.com/solutions/business-continuity?locale=us>



### 2.3 PSTN CONNECTIVITY

8x8 provides all PSTN connectivity to customers. 8x8 offers full PSTN replacement and is able to port existing numbers to its communications services in over 40 countries. Local and Toll-Free numbers are available in over 120 countries. All numbers are enabled via Tier 1 carriers.

For more information visit:

- <https://www.8x8.com/resources/pstn-replacement-services?locale=us>
- <https://www.8x8.com/resources/international-numbers>

### 2.4 NETWORK CONNECTIVITY

Managed 8x8 is a hosted VoIP telephone service, requiring a high speed network connection, proper configuration of networking equipment such as a modem and QoS-enabled router, and either an IP-configured phone or a soft phone. Whether your network is ready for 8x8's services will depend on your local network setup. Local network connectivity, internet connectivity and the quality of such connections are the responsibility of the end user.

For more information visit:

- <https://support.8x8.com/cloud-phone-service/voice/network-setup-voice/is-my-network-ready-for-8x8-work>
- <https://support.8x8.com/cloud-phone-service/voice/network-setup-voice/x-series-technical-requirements>

### 2.5 DEVICE SUPPORT

#### 2.5.1 HARDWARE PHONE SUPPORT

8x8 supports a variety of compatible desk phones (IP phones). Devices not listed in 8x8's compatible devices list are not supported by InterVision. Should Customer use devices that are not certified for use with 8x8 or if a third-party change to the settings with respect to devices or equipment at Customer's location that are used to provide Services, then Customer shall assume the risk of malfunctioning Services.

A list of Compatible Devices can be found here: <https://www.8x8.com/products/devices/compatibility>

#### 2.5.2 ANALOG DEVICE SUPPORT

InterVision will troubleshoot issues with analog FXS ports connected to an 8x8 supported Analog Telephone Adapter (ATA). An FXS port will be considered to be functional if a standard analog phone or Group-3 compatible fax device is functional on the port. Please note that the use of modems via an analog FXS port is NOT supported. InterVision discourages customers to connect critical business analog lines such as police and fire alarms to FXS ports served by InterVision. In these cases, the usage of POTS lines directly provided by a local carrier is recommended.

A list of Supported Devices can be found here: <https://www.8x8.com/products/devices/compatibility>

#### 2.5.3 INTERNET FAXING AND ANALOG FAX OVER IP

8x8 includes Internet faxing with 8x8 Work for Desktop on X-Series "X2" plans and higher. IP fax requires an extra local DID (telephone number) to function.

8x8 also offers supports a Fax over IP service that connects a traditional fax machine to the Internet via an analog terminal adapter (ATA). For occasional faxing, many customers will find this to be a cost-effective



alternative to an analog line and a traditional fax machine which is more than adequate to serve their needs however this method does have some known limitations which are technology-based and industry-wide.

For more information visit: <https://support.8x8.com/cloud-phone-service/voice/work-desktop/what-is-fax-over-voip>

### 2.5.4 SOFTWARE CLIENT “APP” SUPPORT

The 8x8 Work client applications for desktop and mobile provide Chat, Presence, Softphone, Fax, SMS and Collaboration capabilities in a single client. These clients are supported in several OS (Windows, MacOS, Android, iOS, etc). Some feature limitations exist when using the mobile platform.

For more information visit: <https://www.8x8.com/products/apps>

## 2.6 EMERGENCY CALLING

VoIP services allow you to make or receive telephone calls over the Internet to or from the public switched telephone network. While appearing similar to traditional telephone services, the nature of VoIP services creates unique limitations and circumstances that differentiate VoIP services from traditional telephone services. The following provisions describe some of those differences and limitations. You acknowledge that differences exist between traditional telephone service and VoIP services, including the lack of traditional 911 emergency services.

### 2.6.1 PLACING 911 CALLS:

*IP Desk Phones and Soft Phones* – With traditional telephone services, your 911 call is routed to the appropriate local Public Safety Answering Point (“PSAP”) based on your automatically generated location information. With IP Desk Phones or Soft Phones over VoIP Services, your 911 call is forwarded to an intermediary third-party call center that routes your call to the appropriate local PSAP. This call center is different from the PSAP that would answer a traditional 911 call, and consequently, you may be required to provide your name, address, and telephone number to the call center so that it may route the call to the correct PSAP.

*Mobile Application* – If you dial 911 from 8x8 Virtual Office mobile application, the call will be automatically re-directed to the native dialer on your mobile phone, and the call will be handled by your wireless service provider if wireless service is available. If your wireless service is unavailable, the 911 call cannot be placed.

### 2.6.2 HOW YOUR INFORMATION IS PROVIDED.

When a 911 call is placed, the 8x8 service will attempt to automatically provide the emergency service operator with the name, address, and telephone number associated with your account. However, due to technical limitations, the dispatcher receiving the call may not be able to capture or retain such information. Therefore, when making a 911 call, you must immediately inform the dispatcher of your location (or the location of the emergency, if different). If you are unable to speak, the dispatcher may not be able to locate you if your location information is not current.

**Disconnections.** You must not disconnect the 911 emergency call until told to do so by the dispatcher, as the dispatcher may not have your number or contact information. If you are inadvertently disconnected, you must call back immediately.

**Connection time.** Due to technical reasons, including network congestion, it is possible that a 911 emergency call will produce a busy signal or will take longer to connect when compared with traditional 911 calls.

**911 calls may not function.** Due to technical reasons, the functionality of 911 VoIP emergency calls may cease or be curtailed in various circumstances, including but not limited to:



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**Failure of service or your service access device** – if your system access equipment fails or is not configured correctly, or if your VoIP service is not functioning correctly for any reason, including without limitation power outage, VoIP service outage, suspension or disconnection of your service due to billing issues, network, or Internet congestion, or network or Internet outage. In the event of a power, network or Internet outage, you may need to reset or reconfigure the system access equipment before being able to use the VoIP service, including for 911 emergency calls.

**Changing locations** – if you move your system access equipment to a location other than that described in your account information or otherwise on record with 8x8.

**Alternate services.** If you are not comfortable with the limitations of 911 emergency calls, 8x8 recommends that you consider an alternate means for accessing 911 emergency services over traditional telephone services.

For more information visit:

- <https://www.8x8.com/products/business-phone/emergency-services><sup>2</sup>
- <https://www.8x8.com/terms-and-conditions/911-notice?locale=us>

### 2.6.3 EMERGENCY 911 SERVICE NOTICE (KARI'S LAW)

As of Feb. 17, 2020 Federal Law requires businesses that use Multi-Line Telephone Systems (MLTS) to comply with Kari's Law. Kari's Law improves the provision of 911 services from Multi-Line Telephone Systems (MLTS). Kari's Law was developed and passed after the tragic 2013 murder of Kari Hunt during which her daughter repeatedly attempted to dial 911 from her hotel room. Unfortunately, the daughter did not realize she needed to dial a 9 prefix to place an outside call on the hotel's MLTS. The requirements of Kari's Law ensure access to 911 without confusion.

Additionally the Ray Baum Act requires that a dispatchable location is conveyed with a 911 call to the dispatch center. The location information is generated automatically without any action by the 911 caller when placing the call. Dispatchable location means a location delivered to the public service answering point with a 911 call that consists of the validated street address of the calling party, plus additional information such as suite, apartment or similar information necessary to adequately identify the location of the calling party. This ensures first responders can locate callers and deliver better emergency outcomes.

8x8 Nomadic E911 helps customers meet US regulations set forth by Kari's Law and Ray Baum's Act by providing company notifications of emergency calls and accurate, dynamic user location information for emergency callers. 8x8 Nomadic E911 pairs the caller's information with their location using defined network elements such as subnets and WiFi access points.

What are the major requirements of Kari's Law and the Ray Baum Act?

1. **Direct Dialing of 911:** Enable the user to dial 911 without having to dial any additional digits, codes, prefix or postfix. Such as the number 9 + 911
2. **Emergency Call Notification:** Multi-Line Telephone Systems (MLTS) must be configured to provide notification to a central location at the facility where the MLTS is installed or to another person or organization regardless of location unless enabling notification requires system hardware or software improvement.
3. **Dispatchable Location Information:** Accurate user location information consisting of the validated street address of the calling party, plus additional information such as suite, apartment or similar information necessary to adequately identify the location of the calling party must be automatically conveyed to the 911 dispatch center (PSAP) without any action by the 911 caller when placing the call.

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<sup>2</sup> <https://www.8x8.com/products/business-phone/emergency-services?locale=us>



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For more information about Kari's Law and Ray Baum Act visit:

- <https://www.8x8.com/blog/what-is-karis-law?locale=us>
- <https://www.fcc.gov/mlts-911-requirements>

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## 3 SERVICE ACTIVATION

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### 3.1 ONBOARDING

InterVision will work together with you to build out your new environment and initiate managed services for you. An on-boarding project team will be assigned to guide the Customer through the service activation and the work performed will be detailed in a separate professional services Work Order. It is assumed that the Customer will provide information such as user and phone assignments and DID assignments as requested by the on-boarding project team.

### 3.2 OFFBOARDING

InterVision offers off-boarding assistance within 30 days prior to termination of InterVision Managed 8x8 Services. The customer must request off-boarding assistance at least 7 days before such assistance can be provided.

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## 4 REPORTING

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The Service includes monthly service reports which summarize key performance metrics of InterVision Managed 8x8 such as SLA adherence, ticket customer satisfaction scoring, system usage, and capacity planning. Development of new reports or making changes to or performing any customization to existing custom reports is available but not included.

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## 5 TRAINING

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Online training end user training is provided through 8x8 University. Available content includes an extensive list of free online and instructor lead training courses, webinars, user guides and knowledgebase articles covering numerous topics. Certification courses for administrative users are also available.

A suggested starting point for new 8x8 users would be the "8x8 Work End User Training" course. Additionally, new 8x8 Contact Center users would benefit from taking the "8x8 Contact Center for Agents" course.

- **8x8 Work End User Training:** <https://www.8x8.com/university/catalog/8x8-work-end-user-remote?locale=us>
- **8x8 Contact Center for Agents:** <https://www.8x8.com/university/catalog/contact-center-agent>

Additional Training Resources:

- **8x8 University** - <https://support.8x8.com/university>
- **8x8 YouTube Site** - <https://www.youtube.com/channel/UCUgNufxhA5mFgNJYLY2DxTQ>
- **8x8 Knowledgebase (KB)** - <https://support.8x8.com><sup>3</sup>

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<sup>3</sup> <https://support.8x8.com/>





## 6 MONITORING

Monitoring is not available for this product. 8x8 provides incident status and alerts information related to their services online at: [status.8x8.com](http://status.8x8.com)<sup>4</sup>.

For more information visit: <https://status.8x8.com><sup>5</sup>

## 7 PLATFORM MANAGEMENT

### 7.1 ROLES AND RESPONSIBILITIES MATRIX

The table below provides an overview of the responsibilities of customer, 8x8 and InterVision for activities during the lifecycle of the managed service.

Application and Device Support	InterVision	8x8	Customer
24 x 7 x 365 remote support	X		
Vendor escalation and case management	X		
Customer portal for service tickets and device management	X		
Customer portal for reporting & analytics		X	
Customer portal for system administration		X	
Cloud hardware and software maintenance		X	
On-premise collaboration hardware and software			X
Desktop/Device/Mobile client hardware and software upgrades (endpoints)			X
Problems isolated to customer managed network equipment and network connections and/or endpoints (software or hardware based)			X
Problems isolated to 8x8 back end / carriers / PSTN		X	
System Onboarding	X		

<sup>4</sup> <http://status.8x8.com>

<sup>5</sup> <https://status.8x8.com/>



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System Offboarding	X		
Running Reports Routine			X
Report Configuration & Design	X		
Change Management (MACD) & User Administration	X **		X
License Management & Procurement	X *		X

\*\* Depending on Service Level Subscription an additional fee may be charged for Change Management (MACD). See the section titled "Remote Moves/Adds/Changes/Deletes (MACD)" below for details.

\* It is the Customer's responsibility to inform InterVision when additional licensees or upgrades to existing licensees are required. Please provide at least 7 days notice if planning to add new users or features to your system that will necessitate the procurement of additional licenses so that the licenses can be made available on the date when they are required.

## 8 SUPPORT

### 8.1 REMOTE MOVES/ADDS/CHANGES/DELETES (MACD)

InterVision will perform remote Moves, Adds, Changes, and Deletes ("MACD") in accordance with the support agreement a customer has subscribed to. A remote MACD is defined as any remote move, add, change, or delete related to the 8x8 environment. Increments or decrements to existing service quantities or types, including the addition or removal of site locations from the service, will be billed additional one-time and/or recurring fees as specified in the Service Order.

For **Standard Support** customers all moves and changes are subject to hourly rates as detailed in the applicable Work Order.

For **Premium Support** customers most moves and changes are included in the cost of the monthly subscription, examples of which are included in **Figure 1** below. Any out of scope moves or changes will be billed per the hourly rates as detailed in the applicable Work Order. The total number of MACD related tickets included within a given Billing Period are limited to a total quantity equal to 2% of the total number of users provisioned within the system during such period. If during a Billing Period, the total quantity of such tickets exceeds this quantity, we reserve the right to charge additional hourly fees (including applicable fees and taxes) for any such excess work.

Scenario	Support Plan	
	Standard	Premium



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I want to ADD a service or increment the quantity of an existing service	Hourly \$	Hourly \$
I want to add new phone numbers or port existing phone numbers	Hourly \$	Hourly \$
I want to modify the extension assigned to a user or phone.	Hourly \$	Included
I want to modify user permissions.	Hourly \$	Included
I want to modify the voicemail settings for a user	Hourly \$	Included
I want to modify a user's settings or change user's a password	Hourly \$	Included
I want to update my Holiday greetings	Hourly \$	Included
I want to close/open early on a specific Date and Time	Hourly \$	Included
I want to modify my auto attendant menu or greeting message	Hourly \$	Included
I want to modify ring group or call queue members	Hourly \$	Included
I want to modify Music on Hold or other audio settings.	Hourly \$	Included
I want to modify meeting room or conference bridge settings	Hourly \$	Included
I want to change call recording settings or manage existing recordings	Hourly \$	Included
I want to modify the call center or IVR scripts or settings	Hourly \$	Hourly \$



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I want to configure a new feature	Hourly \$	Hourly \$
I want to turn up a new location on my system	Hourly \$	Hourly \$

Figure 1: Sample MACD Scenarios

## 8.2 HOURLY SUPPORT SERVICES

In certain instances, such as when a client does not have an active support agreement or for any out of scope services, InterVision may provide support services for the client on an hourly basis. Tasks that require incremental or hourly support time will be billed at the Service Management overage rates listed below. NOTE: Customers will be invoiced a minimum of 1 hour for all hourly support services.

HOURLY SUPPORT RATES	
Managed Communications L1 Support Engineer	\$150/hour
Managed Communications L2 Support Engineer	\$175/hour
After Hours Rate*	Standard Rate x 1.3

\*After-hours services are services performed outside InterVision's standard office hours of Monday-Friday, 8:00AM to 6:00PM CST, including holidays.

## 8.3 SELF-SERVICE TOOLS

The Customer can administer their own system and perform MACDs in a self-service fashion using 8x8's online web-based administration tool accessible at <https://admin.8x8.com><sup>6</sup>. Only users with administrative privileges can perform system wide settings or make changes to user accounts other than their own.

Individual users can update their own account settings such as call forwarding options, voicemail settings, notification settings, etc.

For more information visit: [https://docs.8x8.com/8x8WebHelp/VO\\_ConfigurationManager/Content/CM\\_Overview.htm](https://docs.8x8.com/8x8WebHelp/VO_ConfigurationManager/Content/CM_Overview.htm)

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## 9 OFFERING SPECIFIC SERVICE LEVEL OBJECTIVES ("SLO")

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### 9.1 SERVICE COMMITMENT

All services are hosted within 8x8's cloud infrastructure. 8x8 provides all core services to customers while InterVision provides support for 8x8's services. 8x8 provides a platform-wide, 99.99% uptime SLA across both their business communications and contact center offerings.

For more information visit: <https://www.8x8.com/solutions/business-continuity>

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<sup>6</sup> <https://admin.8x8.com/>



## 9.2 SUPPORT COMMITMENT

### 9.3 TO ENSURE THAT INCIDENTS ARE REPORTED IN A STANDARD FORMAT, THE FOLLOWING PROBLEM PRIORITY DEFINITIONS WILL BE ADHERED TO.

- **Priority 1 (P1)**—An existing network or Services are “down” or there is a critical impact to your business operations. Customer and InterVision will commit all necessary resources around the clock to resolve the situation. Proactive monitoring alarms classified as a severity of ‘Service Down’ or ‘Critical’ fall into this category.
- **Priority 2 (P2)**—Operation of an existing network or Services are severely degraded, or significant aspects of your business operations are negatively affected by inadequate performance of covered products. Customer and InterVision will commit full-time resources around the clock to resolve the situation. Proactive monitoring alarms classified as a severity of ‘Trouble’ fall into this category.
- **Priority 3 (P3)**—Operational performance of the network or Services are impaired while most business operations remain functional. Customer and InterVision will commit resources during normal business hours to restore service to satisfactory levels. Proactive monitoring alarms classified as a severity of ‘Attention’ fall into this category.
- **Priority 4 (P4)**—Operational performance of the network or Services are only minimally impaired while business operations remain functional. Customer and InterVision will commit resources during normal business hours to restore service to satisfactory levels.

Priority 3 and Priority 4 service tickets can be opened via InterVision's portal <https://support.hostedcafe.com/cafe> For Priority 1 and Priority 2 we recommend calling the operations Center at 1-800-731-7096.

SLO Metric	Priority 1	Priority 2	Priority 3	Priority 4
Respond	0.3 hours Goal % = 95	0.5 hours Goal % = 95	4.0 hours Goal % = 95	4.0 hours Goal % = 95
Assign	0.5 hours Goal % = 85	4.0 hours Goal % = 85	24 hours Goal % = 85	24 hours Goal % = 85
Resolution	4.0 hours Goal % = 85	24 hours Goal % = 85	48 hours Goal % = 85	5 Days Goal % = 85

### 9.3.1 TO ENSURE THAT CHANGES ARE REPORTED IN A STANDARD FORMAT, THE FOLLOWING PROBLEM PRIORITY DEFINITIONS WILL BE ADHERED TO:

**Change Definition:** The addition, modification or removal of any supported service, service component or device that could have an effect on business processes and services. All changes are assigned a risk level, Low, Moderate, High and type, Standard, Urgent, Scheduled, Client Performed.



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- **Standard Change**—A low to moderate risk change, that can be executed with no set date or time. Typically defined as simple and repeatable changes with low to no impact to the business processes or services.
- **Urgent Change**— A low, moderate or high risk based change with no set date or time and needs to be executed with an abbreviated time frame. Typically these changes have an immediate risk of business impact that needs to be addressed as quickly as possible. \*
- **Scheduled Changes**—A low, moderate or high risk based change that has a defined start and end date for execution. May require additional planning and coordination prior to execution. \*\*
- **Customer Performed Changes**—A change that will be documented and executed by the client. Upon submission the change will be recorded with InterVision for tracking and trap suppression within the defined change window.

\* It is recommended that High Risk Changes be moved to Scheduled changes when possible

\*\* Recommended lead time of at least 72hrs in advance of the scheduled date and time for execution

SLO Metric	Standard	Urgent	Scheduled
Respond	0.5 hours Goal % = 95	0.5 hours Goal % = 95	0.5 hours Goal % = 95
Assign	24 hours Goal % = 85	4 hours Goal % = 85	24 hours Goal % = 85
Resolution	48 hours Goal % = 85	24 hours Goal % = 85	7 days Goal % = 85

## 9.4 EXCLUSIONS

InterVision will use commercially reasonable efforts to meet the support related Service Level Objectives listed above. While InterVision strives to meet or exceed the Service Level Objectives listed here no guarantees are expressed or implied for adherence to any ticket response, assignment or resolution times related to this service. No Service Credits will be provided for the lack of adherence to these Service Level Objectives.

## 10 OFFERING SPECIFIC TERMS AND CONDITIONS

Customer acknowledges that in addition to InterVision's agreements they are bound to 8x8's agreements set forth below. In event of any conflict between InterVision's and 8x8's contracts and service descriptions, the contract between the customer and 8x8 will prevail. The customer is subject to all agreements with 8x8 which may not be modified.

All users of this service are additionally bound by the terms set forth at <https://www.8x8.com/distribution-terms/8x8-customer-vo-vcc-terms> and enter into an agreement incorporating such terms with 8x8, Inc., a corporation formed under the laws of Delaware, having its principal place of business at 675 Creekside Way, Campbell, CA 95008

Additionally all users must review and acknowledge the notice related to 911 and emergency services set forth at: <https://www.8x8.com/terms-and-conditions/911-notice>



## 10.1 SUPPORT AND MAINTENANCE COVERAGE AND LIMITATIONS

- Remote access to devices or applications must be available for certain applications and feature support. The client is responsible for out of band access, along with in-band access.
- Phone hardware maintenance is not included.
- Network devices can optionally be monitored and supported by InterVision with the addition of Managed Network services. This includes switches, routers, access points, WAN circuits, and firewalls.

## 10.2 UNAUTHORIZED USE

The Customer is responsible for the payment of charges for all calls originated using the Customer's provisioned Services including, but not limited to, payment for calls or services originating at the Customer's number(s); accepted at the Customer's number(s) (i.e., collect calls); forwarded or transferred by the Customer's number(s); and billed to the Customer's number via third number billing. Customer is responsible even if the charges were incurred as the result of unauthorized use. It is the Customer's responsibility to protect username, passwords, and pins for accessing the system. InterVision disclaims any responsibility to protect username, passwords, and pins. Any charges or fees incurred from unauthorized access via Customer credentials will be the sole responsibility of the Customer.

## 10.3 PRIVACY

Customer Proprietary Network Information ("CPNI") is Customer information acquired by InterVision from provisioning regulated telecommunications services to Customer. CPNI includes, among other things, Service identities, quantities and locations; information on how Service is being used; and Service billing information. InterVision will not share Customer CPNI with third-parties without Customer's prior written approval except as required to furnish the Services or as required by legal process or a governmental entity. Data and voice transmissions related to the Services may traverse public airways and circuits such as the Public Switched Telephone Network ("PSTN") or Internet. InterVision disclaims any responsibility for disclosure of Customer information that is communicated through public airways and circuits.

## 10.4 CANCELATIONS:

Customers are bound by a contractual agreement and cancellation requests should be set to cancel at the end of your contract term or renewal term. Most customers have a standard agreement with an initial term of service commitment (for example, 36 months). This agreement automatically renews at the end of the initial term if you do not request to go to a month-to-month before your service agreement auto-renews for additional 12-month term as defined in the applicable Work Order. You will keep auto-renewing every 12 months unless you request to cancel or to change to a month-to-month plan (for eligible services).

InterVision Managed 8x8 is considered to be a Third-Party (3rd party) product subscription. For more information on cancellation policies related to third-party subscriptions please refer to the applicable work order for further details.

Important Service Cancellation Stipulations:

- When cancelling, you will be subject to disconnection fees and Contract Buy Out fees where applicable.
- Month-to-Month customer's services cancel at the end of the next calendar month.
- We do not prorate your services after cancellation - If you have services for anytime within a month you will be billed for the entire month of services.



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- For 8x8 X-Series products - To make sure your cancellation request is handled in a timely manner, please make sure that for partial cancellations your licenses have been unassigned. [Please review this article.](#)<sup>7</sup>

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<sup>7</sup> <https://support.8x8.com/cloud-phone-service/voice/admin-console/setup/users/assign-change-or-remove-a-license-in-8x8-admin-console>

