

## Qriib Services Description

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This Qriib Services Description page describes the services available on Qriib through its platform, part of the contractual framework governing a customer's access to and use of the Qriib platform, products, applications, and related services. It is intended to clarify the scope of services and functions available through the platform, the limits and conditions applicable to those services, and the nature of the permissions and capabilities associated with them. This Services Description should be read together with the Qriib Terms & Conditions, Privacy Policy, Acceptable Use Guidelines, Security Policy, and any other applicable agreement governing the provision or use of the services. In the event of a conflict between this Services Description and an applicable Terms & Conditions (master agreement), or other governing service agreement, the terms of that governing agreement shall control to the extent of the conflict.

This document is intended to describe the principal service categories, functionality, service conditions, plan-based availability, and customer responsibilities associated with the platform. Feature availability may vary depending on subscription plan, purchased add-ons, service configuration, and whether a feature is in preview, beta, or coming soon status. Access to and use of certain services may require a corresponding paid Subscription Plan, a separate add-on, activation by the customer or Qriib, or satisfaction of specified technical or administrative prerequisites.

### 1. Definitions

For purposes of this Services Description:

- **Account:** means a registered user identity used to access the Services.
- **Organization:** means the top-level customer environment through which services are provisioned, managed, and billed. An organization may include members, roles, licenses, settings, and service entitlements.
- **Workspace:** means, where referenced in the interface, the same concept as an organization.
- **User:** means a natural person who holds an Account and uses the services.
- **Host:** means the user who creates or controls a meeting or webinar session.
- **Co-Host:** means a participant designated by the Host to assist with session management.
- **Participant:** means an individual who joins a meeting session or webinar session.

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- **Room:** means a persistent virtual collaboration space that can be reused across multiple sessions.
- **Webinar:** means a one-to-many event format intended for presenter-and-audience use cases.
- **Hub:** means the platform's content management and collaboration environment for supported assets and files.
- **Recording:** means audio, video, or related session content captured from a meeting or webinar.
- **License:** means one unit of concurrent hosting capacity allocated under an organization's subscription. Unless expressly stated otherwise, one License permits one simultaneously hosted meeting session, and Licenses are pooled at the Organization level.
- **Subscription Plan:** means the commercial service tier that defines available service entitlements, usage limits, capacity, storage allocation, and included features.
- **Add-On:** means a separately purchased entitlement that supplements a Subscription Plan.
- **Customer Content:** means content submitted to, stored in, transmitted through, or generated within the services by or on behalf of the customer or its users, including recordings, files, messages, whiteboards, and related materials. Customer Content also includes metadata and related service-generated materials associated with customer use of the services, to the extent such materials are processed or made available as part of the applicable service.
- **Service Data:** means operational, diagnostic, telemetry, usage, billing, support, security, and similar system-generated data created by Qriib in operating the services. Service Data is not Customer Content unless expressly embedded in, and delivered as part of, a customer-facing content item.
- **Generally Available or (GA):** means a feature released for ordinary production use under Qriib's then-current commercial model. A feature is not GA merely because code exists for it or because it is technically enabled for limited customers, tenants, regions, or cohorts.
- **Limited Availability:** means a feature made available only to selected customers, Organizations, tenants, cohorts, regions, use cases, or invitees, including through canary releases, staged rollouts, pilots, private preview, or early-access programs.
- **Preview or Beta:** means a feature identified by Qriib as test, preview, or beta functionality. Preview or Beta functionality may overlap with Limited Availability and may require opt-in, invitation, eligibility criteria, feature flags, or technical prerequisites.

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- **Coming Soon or Future Functionality:** means a feature not yet released for customer use. References to such functionality in code, user interfaces, documentation, release notes, demos, or marketing materials do not create access or entitlement.

## **2. Entitlement Service**

**The customer's right to access and use the services is limited to:**

- the customer's then-current Subscription Plan;
- the number of Licenses assigned or purchased;
- any purchased Add-Ons;
- the service configuration enabled for that customer; and
- any usage limits, quotas, or restrictions stated in the governing agreement, applicable Order Form, or this Services Description.

Any feature, capacity, or function that is not expressly included in the customer's Subscription Plan or purchased Add-On is excluded from the customer's service entitlement. For the avoidance of doubt, access to Preview, Beta, or Limited Availability functionality depends on both any applicable commercial entitlement and Qriib making that functionality available to the specific customer under Qriib's then-current rollout, eligibility, and commercialization model.

## **3. Overview of Services**

Qriib provides cloud-based communications and collaboration services that may include, depending on plan and configuration:

- video meetings;
- persistent virtual rooms;
- webinars and event-related functionality;
- cloud recording;
- content storage and collaboration through Hub;
- administrative tools for Organizations;
- calendar and scheduling functionality;
- in-session messaging and collaboration features; and
- subscription, license, and billing management.

## **4. Core Collaboration Services**

### **4.1 Meetings**

Qriib provides a cloud-based meeting service that enables users to create, schedule, host, manage, and join video conferencing sessions for real-time collaboration. Meetings may be offered as instant meetings, scheduled meetings, and, where available, recurring meetings. Customer access to and use of Meetings depends on the customer's applicable Subscription Plan, assigned Licenses, enabled features, and any applicable usage or capacity limits.

Meetings may include, depending on plan, configuration, and feature availability: real-time audio and video communication; screen sharing; in-meeting chat; whiteboard and shared collaboration tools; waiting room controls; password protection; participant role controls; recording functionality; file sharing; streaming functionality; and additional collaboration features made available by Qriib from time to time.

Meeting duration, participant capacity, storage availability, and advanced functions may vary by Subscription Plan or add-on. Certain meeting-related features, including recording, enhanced participant capacity, advanced collaboration tools, or streaming functionality, may require a paid plan, a specific License type, or a separately purchased add-on.

### **4.2 Rooms**

Qriib supports persistent virtual Rooms for reusable collaboration spaces. When enabled for a customer, Rooms include persistent links, access settings, role controls, and room-level configuration.

The number of rooms, associated features, and participant limits may vary by plan or preview status. Customer access to Rooms may require an eligible Subscription Plan, enabled room functionality, or compliance with applicable room-level capacity or configuration requirements.

### **4.3 Webinars**

Qriib may provide webinar services for one-to-many events. Webinar services may support differentiated roles such as host, co-host, panelist, and attendee, as well as public registration, audience access controls, attendee management, and post-event recording access where enabled. Webinar services are distinct from standard meeting services and may be made available only where the customer has purchased or activated the corresponding webinar entitlement or add-on.

Webinar availability, attendee capacity, and related functionality depend on the applicable subscription plan or webinar add-on. Webinar capacity tiers, host permissions, attendee

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experience, registration functions, and recording availability may vary depending on the customer's applicable webinar package, base Subscription Plan, and enabled service configuration.

## **5. Service Features and Session Controls**

### **5.1 Host Controls**

Hosts may be able to control session-level settings and participant access, including starting and ending sessions, managing invitees or participants, assigning co-host privileges, enabling or disabling collaboration tools, controlling waiting room admission, and enabling or disabling recording, subject to service configuration and plan.

### **5.2 Participant Access**

Participants and invitees may access and use only those features made available through the relevant session configuration, host settings, role assignment, registration status, or authentication requirements.

### **5.3 Collaboration Features**

Qriib services may include collaboration functions such as chat, whiteboards, shared notes, file sharing, public or private messaging, and similar tools, depending on product version, feature maturity, or plan availability. Certain collaboration features may be unavailable to some users, disabled by administrative settings, restricted by role, or offered only in connection with specified service versions, plans, or add-ons.

## **6. Recordings and Content Management**

### **6.1 Recordings**

Where enabled under the applicable Subscription Plan, Qriib may provide cloud recording capabilities for meetings or webinars. Recordings may include associated metadata such as meeting title, duration, timestamps, host information, and file size. Authorized users may be able to access, manage, download, share, or delete recordings, subject to service permissions and storage limits. Customer access to cloud recordings requires that recording functionality be included in, or activated for, the applicable Subscription Plan or add-on, and remains subject to available storage quotas, retention settings, permissions, and administrative controls.

## **6.2 Hub**

Qriib may provide a content management and collaboration environment referred to as Hub. Hub may support storage and management of recordings, documents, whiteboards, clips, meeting summaries, and other supported asset types. Hub functionality may include folders, search, starred items, templates, trash management, and supported sharing methods.

## **6.3 Storage**

Storage made available for recordings, Hub content, or other supported assets is subject to the customer's Subscription Plan, purchased add-ons, and applicable quotas or usage limits. Storage usage may be tracked at the Organization level. Additional storage capacity may require a separate purchase, and Qriib may apply different storage limits, usage calculations, or overage rules depending on plan tier, asset type, or purchased storage add-ons.

# **7. Administration and Account Management**

## **7.1 Administrative Services**

Qriib provides administrative functionality for Organizations, which may include management of members, roles, licenses, rooms, settings, meetings, recordings, subscriptions, and reporting, depending on the administrative role assigned to the user and the features enabled for the Organization.

## **7.2 Roles and Permissions**

Qriib may support multiple Organization-level roles, such as Owner, Admin, Billing Admin, User Admin, License Admin, Technical Admin, and standard user roles. Permissions associated with each role determine what service areas and management functions are available to that user. Certain roles or permissions may be unavailable or not yet active. Qriib may revise, add, remove, or rename roles and associated permissions from time to time, provided that the customer's use of the services remains subject to the then-current service configuration and applicable governing terms.

## **7.3 Accounts and Profiles**

Users may be able to manage certain account or profile information, such as name, phone number, location, language preference, and profile image. Some account attributes may not be editable by the user.

## **8. Subscriptions, Licenses, and Add-Ons**

### **8.1 Subscription Plans**

Qriib offers Subscription Plans that define service entitlements, usage limits, participant capacity, storage allocation, and access to selected features. Qriib may offer free and paid plans, and plan details may be updated from time to time. A customer's right to access or use any particular service, feature, or capacity level is limited to the services and entitlements included in the customer's then-current Subscription Plan and any purchased add-ons.

### **8.2 Licenses**

Licenses are allocated at the Organization level and may be assigned to users in accordance with the applicable subscription. License types, usage entitlements, and plan thresholds may vary by service tier or add-on.

### **8.3 Add-Ons and Optional Capacity**

Current Add-On categories evidenced in the service may include:

- larger meeting capacity;
- additional storage; and
- webinar access or webinar capacity where commercially enabled.

Other functionality may be offered on a Limited Availability, Preview, Beta, or future basis rather than as a current GA commercial Add-On. Depending on Qriib's then-current service model, this may include: branding or white-label functionality and AI or transcription-related features.

An Add-On is part of the customer's entitlement only if it has been purchased, is active for the customer's Organization, and is available in the customer's live service configuration.

Access to a Preview, Beta, or Limited Availability feature before GA does not guarantee future inclusion, future pricing, future packaging, continued availability, or release in substantially the same form. Such a feature may later be released at no extra charge, included in a Subscription Plan, moved to an Add-On, offered on a usage-based basis, offered only on higher tiers, materially changed, renamed, superseded, consolidated, or discontinued.

### **8.4 Billing Functions**

Qriib may support plan selection, billing-cycle selection, payment method management, invoice visibility, coupon application, prorated upgrades, scheduled downgrades, and

subscription cancellation effective at the end of the current billing period, subject to applicable commercial terms.

## **9. Calendar and Scheduling**

Qriib may provide calendar and scheduling-related functionality for viewing and managing scheduled meetings. Calendar functions may include multiple views, meeting detail access, and supported scheduling actions for eligible users. Calendar and scheduling functionality is ancillary to the applicable meeting or event service and does not create additional meeting, webinar, hosting, storage, or participation entitlements beyond those included in the customer's applicable Subscription Plan or purchased add-ons.

## **10. Feature Status Rules**

Feature status may vary by customer, Organization, tenant, region, cohort, time period, or technical environment.

The operative feature-status categories are as follows:

- **Generally Available (GA):** A GA feature is part of the customer's enforceable service entitlement only if it is included in the customer's active Subscription Plan or purchased Add-On and enabled for the customer's Organization.
- **Limited Availability:** A Limited Availability feature is made available only to selected customers, tenants, cohorts, regions, use cases, or invitees. Availability to one customer, tenant, cohort, or region does not create entitlement for any other customer. Even where a customer has a potentially relevant plan or Add-On, access remains subject to Qriib's selection: activation, rollout, eligibility, and commercialization decisions.
- **Preview or Beta:** Preview and Beta features may be offered for evaluation, testing, or limited release and may overlap with Limited Availability. Unless expressly stated otherwise in the governing agreement or applicable Order Form, Preview and Beta features are not part of the customer's baseline purchased GA entitlement, may require opt-in, invitation, eligibility criteria, feature flags, or technical prerequisites, and may be subject to narrower support, narrower SLAs or similar service commitments if any apply, capacity limits, eligibility restrictions, or withdrawal on shorter notice than GA features.
- **Coming Soon or Future Functionality:** References to Coming Soon or Future Functionality are descriptive only. They do not create an obligation for Qriib to release,

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activate, commercialize, or maintain that functionality on any particular timeline or at all.

If a feature's status is unclear, the customer's enforceable entitlement is limited to the feature set currently active in the customer's tenant and expressly included in the customer's active plan or Add-On. Non-GA access is always subject to Qriib's rollout, eligibility, and commercialization decisions.

## **11. Customer Responsibilities/User**

The customer is responsible for:

- managing its organization and administrative access rights appropriately;
- protecting administrator and user credentials;
- assigning roles and permissions in accordance with its internal governance requirements;
- ensuring that its users use the services in compliance with applicable law and Qriib's contractual terms;
- obtaining any notices, consents, or permissions required in relation to communications, recordings, invitations, public access, or content sharing; and
- ensuring that Customer Content uploaded to, stored in, transmitted through, or generated within the services may be lawfully processed and used through the platform.

## **12. Service Limitations and Availability**

Unless expressly agreed otherwise, Qriib services do not include provision of internet connectivity, telecommunications services external to the platform, end-user devices, or unlimited storage or capacity. Service levels, duration limits, participant limits, storage quotas, and feature availability depend on the applicable plan, purchased add-ons, service configuration, and feature maturity status.

Features identified as beta, preview, currently unavailable, or coming soon may be modified, delayed, limited, or discontinued prior to general availability.

References to future, preview, beta, or limited-release functionality are descriptive only and do not constitute a commitment by Qriib to make any such functionality generally available on any particular timeline or at all.

### **13. Services Changes**

Qriib may update, improve, or reconfigure the services over time. However, unless the governing agreement expressly permits otherwise, Qriib will not materially reduce the customer's purchased Generally Available core services during the customer's current committed subscription term without appropriate notice and a contractual basis for doing so.

The previous sentence does not restrict Qriib from making changes required by law, security, fraud prevention, abuse prevention, third-party dependency issues, or force majeure events.

Preview, Beta, and Limited Availability features may be modified, delayed, limited, replaced, renamed, superseded, consolidated, or withdrawn at any time.

Qriib may transition Preview, Beta, or Limited Availability functionality between free, bundled, Add-On, usage-based, higher-tier-only, or discontinued states, and such a transition is not by itself a reduction of purchased GA core services.

The renaming, superseding, consolidating, or retiring of Preview, Beta, or Limited Availability functionality does not create a breach unless the customer has expressly purchased equivalent GA entitlements under the governing agreement.

### **14. Related Documents**

This Services Description should be read together with applicable Qriib legal and trust documents, including as applicable:

- Terms & Conditions;
- Privacy Policy;
- Acceptable Use Guidelines;
- Security Policy; and
- relevant support, billing, or product documentation made available by Qriib. This list is based on the draft's cross-reference to Terms & Conditions and Qriib documentation generally.
- any Order Form or subscription checkout confirmation applicable to the customer.

For the avoidance of doubt, product documentation, help materials, release notes, and support content may describe how a service operates, but do not by themselves expand the scope of purchased services or override the applicable governing agreement.