

The 8x8 logo consists of the text "8x8" in a white, bold, sans-serif font, centered within a solid red square. The background of the entire slide is a high-angle, panoramic view of a city skyline at sunset, with the sun low on the horizon, casting a warm orange and red glow over the buildings and the sky. The Empire State Building is a prominent feature in the center of the skyline.

8x8

# X Series

Feature Matrix | North America

November 2023

The product specifications shown within this document are subject to change.

Please ensure you are using the most up-to-date version of this document and check with your 8x8 representative or the 8x8 website for current features and specifications.

Voice and Telephony Features	Description	X2	X3	X4	X6	X7	X8
Unlimited global calling for UC phone	Call freely up to 48 countries without additional long-distance charges, excluding mobile, special, and premium numbers for certain countries	14 Countries	32 Countries	48 Countries	48 Countries	48 Countries	48 Countries
Tier 1 phone number and extension	Phone Number: Utilize a dedicated DID (direct inward dialing) number for each extension; DIDs available for 145 countries or toll-free numbers	■	■	■	■	■	■
HD quality voice	Ensure crisp connectivity leveraging a guaranteed voice quality score	■	■	■	■	■	■
Unlimited internet fax <sup>1</sup>	Send and receive online faxes	■	■	■	■	■	■
Secure voice calls (TLS and SRTP)	Protect calls from eavesdropping with TLS/SRTP secure voice encryption	■	■	■	■	■	■
Financially backed end to end SLA	The 8x8 Experience Communications Platform ensures secure, global service delivery with four levels of redundancy, backed by 99.999% uptime SLA across both UCaaS and CCaaS	■	■	■	■	■	■
IP agnostic access	Connect to us over any IP network connection through patented access technology	■	■	■	■	■	■
PSTN access	8x8 works with 25+ PSTN carriers to provide global coverage and redundancy	■	■	■	■	■	■
Geo routing	Patented automatic localized signaling and voice to reduce latency and improve end-user experience	■	■	■	■	■	■
Voicemail with transcription	View and listen to recordings on your desk phone, computer, or mobile device; transcribes voicemail to text and sends an email with it included	■	■	■	■	■	■
UC call recording	Record incoming and outgoing calls, play them back, download or delete them	■	■	■	■	■	■
Web browsers click-to-dial	Click any phone number in a web page to instantly make calls from your 8x8 number	■	■	■	■	■	■
Power keys—for Polycom phones only (Busy Lamp Field - BLF)	Handle multiple calls at the same time and monitor other users' availability by taking advantage of spare line keys	■	■	■	■	■	■
8x8 Work Mobile app	Connect with instant chat, high-quality phone calls, and secure video meetings, all from the 8x8 Work app on your mobile phone	■	■	■	■	■	■
8x8 Work Desktop app	Connect with instant chat, high-quality phone calls, and secure video meetings, all from the 8x8 Work app on your computer	■	■	■	■	■	■

Voice and Telephony Features	Description	X2	X3	X4	X6	X7	X8
8x8 Work for Web	Connect with instant chat, high-quality phone calls, and secure video meetings, all from the 8x8 Work for Web app on your browser	■	■	■	■	■	■
Chrome Enterprise Recommended	8x8 Work has gone through verification with Google to ensure it is secure and optimized for ChromeOS.	■	■	■	■	■	■
Citrix certification for 8x8 Work Desktop	The 8x8 Work Desktop app is tested and optimized to ensure the best voice quality in a Citrix environment.	■	■	■	■	■	■
Highlight to dial phone numbers (Windows Only)	Highlight a phone number outside of the 8x8 Work desktop app with your cursor, and enter the key combination Ctrl+Shift+8 to call the number without dialing it manually	■	■	■	■	■	■
8x8 Frontdesk	Tailored experience for users assigned to receptionist or operator roles handling high call volumes. Features organization-wide contact list with live presence, full-screen interface, and drag-and-drop interface for fast call resolution			■	■	■	■
8x8 Mobile Admin	Tailored experience for system admins to complete everyday operational tasks and maintain oversight of system status, from within the 8x8 Work app, while on the move.	■	■	■	■	■	■
Barge, monitor, whisper	Enable managers and supervisors to monitor phone conversations of other employees, privately speak (whisper) to the employee without the customer hearing or join (barge) the call and talk with the customer			■	■	■	■
Hot desking	Enable any end user to log into a shared desk phone as if it were their own	■	■	■	■	■	■
Caller ID	Identify who's calling before you pick up the phone; customize your external caller ID	■	■	■	■	■	■
Number porting - self-service or managed	Port existing phone numbers to 8x8 through a self-service method or managed by 8x8	■	■	■	■	■	■
Call waiting	Allow callers to reach you even when you are on another call	■	■	■	■	■	■
Call transfers	Transfer calls to others through a warm transfer or a cold (blind) transfer or straight to voicemail	■	■	■	■	■	■
Extension to extension calling	Call others in your business by dialing the extension only	■	■	■	■	■	■
Call Park	"Park" a call in the cloud while you use your phone to make another internal or external call, or ask a colleague to pick up the call	■	■	■	■	■	■

Voice and Telephony Features	Description	X2	X3	X4	X6	X7	X8
Multi Party Calls	Add up to three lines in the same call	■	■	■	■	■	■
Block callers at user level	Users can block numbers on 8x8 Work. Go to the Calls tab and click on the ellipsis to block or unblock callers	■	■	■	■	■	■
Create new contact from active call	Create new contact from an active call by clicking on the in-call 'More' menu	■	■	■	■	■	■
Flip calls	Move an active call to another device instantly without interrupting or dropping the ongoing call	■	■	■	■	■	■
Country and local time displayed on dial-pad (for international calls)	Country and local time are displayed in the header while calling international numbers in the expanded view mode	■	■	■	■	■	■
Record Voicemail Greetings	Record voicemail greetings through the desktop app by going to Settings > Voicemail	■	■	■	■	■	■
Call Quality Indicator	Call quality indicator icon during an ongoing call provides status of the connectivity quality for all participants.	■	■	■	■	■	■
Filter calls recordings and voicemails	Ability to filter call recordings by number and voicemails by name, number, call queue and ring groups	■	■	■	■	■	■
Notifications disabled when 'DND' status is on	Desktop notifications disabled temporarily when the 'Do not disturb' status is ON	■	■	■	■	■	■
Transfer calls directly from the chat roster	Transfer calls directly from the chat roster in the expanded chat window mode	■	■	■	■	■	■
Phone paging (Polycom devices only)	Send one-way audio announcements to users who are members of a specific paging group or to everyone in an emergency	■	■	■	■	■	■
Hold music	Play recorded music or marketing messages while your callers are on hold	■	■	■	■	■	■
Emergency services	User updatable E112/999 location information that verifies address information with the servicing PSAP provider	■	■	■	■	■	■
35 cloud regions	A combination of private and public geo-redundant data center resources, strategically located across five continents for optimum global reach	■	■	■	■	■	■
Disaster recovery	Patented DR with <30 second failover between POPs	■	■	■	■	■	■
UC media 'hot' storage	Hot-storage retention period for audio call and video meeting recordings.	30 days	130 days	130 days	as per X4	as per X4	as per X4

Voice and Telephony Features	Description	X2	X3	X4	X6	X7	X8
UC media 'cold' storage	Optional cold-storage archive and retrieval services for long-term storage up to ten years.	\$	\$	\$	\$	\$	\$
UC media 'hot' storage (Add-on)	Increase instant-access retention period for UC recordings to the maximum available of 130 days.	\$					
Auto attendant	A service that acts as an automated receptionist. Through profiles and rules, select which phone menu options and recordings are used at specific times for callers to route themselves to the appropriate destination.	■	■	■	■	■	■
Ring groups / Hunt groups	Distribute calls within specific departments by having all the phones in a group ring at once or set up a “round robin” approach where the extensions in the group ring in a specific order until the call is answered	■	■	■	■	■	■
Call queues	Place callers in a queue in the order received until the next agent becomes available, allowing you to serve your customers promptly, courteously, and efficiently	■	■	■	■	■	■
<sup>1</sup> Unlimited internet fax may require the purchase of an additional DID							



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Universal Team Messaging Features	Description	X2	X3	X4	X6	X7	X8
1 on 1 instant messaging	Ability to message any individual user within a company's global directory	■	■	■	■	■	■
Team messaging	Provide group chat functionality to send messages to public or private Rooms	■	■	■	■	■	■
Set availability status	Users can set status to available, busy, do not disturb or custom message. Status is synced across meetings, phone, and team messaging	■	■	■	■	■	■
Threaded messages	Ability to reply to specific messages in a conversation	■	■	■	■	■	■
Ability to open multiple chat windows	Open multiple chat panels in the desktop app when you switch to Expanded Mode or enlarge the app window (you can open to nine chat windows)	■	■	■	■	■	■
Business SMS/MMS and texting**	Send/receive text messages and multimedia attachments from your 8x8 phone number to any other phone number	■	■	■	■	■	■
Block SMS spam	Users can block inbound SMS from any external number not saved as a contact	■	■	■	■	■	■
Presence detection	See who is available, busy, away, in do-not-disturb mode, on a call or in a meeting. You can also set your status to show as offline using invisible mode.	■	■	■	■	■	■
Snooze conversations	Mute notifications for a specific time	■	■	■	■	■	■
Room Avatars	Customize private and public rooms by adding a picture or choosing a predefined color	■	■	■	■	■	■
End calls with predefined text messages (mobile app)	Respond easily by selecting a predefined text message when you are unable to take a call	■	■	■	■	■	■
Animated GIF support	Animated GIF rendering support	■	■	■	■	■	■
Search past conversations with former users	Ability to search for former users and view chat history	■	■	■	■	■	■

\*\*USA/CA only and supports CTIA compliance for A2P 10DLC



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Video and Audio Conference Features	Description	X2	X3	X4	X6	X7	X8
HD video and audio conferencing	High definition (HD) quality video to enjoy a superior meeting experience and add up to 500 participants in a meeting	■	■	■	■	■	■
Join from desktop web browser	Join meetings from any desktop web browser without downloading an app	■	■	■	■	■	■
Join from mobile devices	Join from iOS and Android devices using the 8x8 Work mobile app	■	■	■	■	■	■
Join from mobile browser	Join meetings from any mobile browser and enjoy a browser optimized meeting experience	■	■	■	■	■	■
Virtual backgrounds	Participants can select an image from a library, upload their own image or use the blur feature to replace their physical background with a virtual background	■	■	■	■	■	■
Emoji and GIF reactions	Meeting participants can use emoji and GIF reactions to respond to meeting content in real time	■	■	■	■	■	■
Polls	Pose a question to the audience with multiple-choice answers to gather feedback and drive participant engagement in real-time.	■	■	■	■	■	■
Raise your hand	Participants can discreetly indicate they have something to say without interrupting the current speaker	■	■	■	■	■	■
Meeting lobby	Screen meeting participants before letting them join the meeting by enabling the lobby feature.	■	■	■	■	■	■
Secure passcodes	Option to set a passcode to make meetings more secure.	■	■	■	■	■	■
Calendar integration	Click one button to add 8x8 meeting details into the video meetings user interface. See upcoming and past meeting details.	■	■	■	■	■	■
Participant controls	Participants can mute/unmute audio and video, share content and check bandwidth and audio/video quality	■	■	■	■	■	■
Personalized virtual spaces	Individual employees get their own dedicated meeting web link	■	■	■	■	■	■
Controller mode	Control what viewers see and what users can share in meetings	■	■	■	■	■	■
Remote desktop control	Control the mouse and keyboard movements of another user remotely (User being controlled must have the 8x8 Work Desktop app)	■	■	■	■	■	■
Screen sharing	Share your desktop screen and choose which desktop applications or monitors to display; share content from screen on mobile device	■	■	■	■	■	■

Video and Audio Conference Features	Description	X2	X3	X4	X6	X7	X8
Breakout Rooms	Hosts can split meeting participants into separate sessions for smaller, focused discussions	■	■	■	■	■	■
Meeting Summary	Hosts can review participant engagement and easily access meeting highlights, content snapshots, recording, chat, and polls after a meeting has ended.	■	■	■	■	■	■
Meeting live streaming	Stream a conference to an unlimited number of participants over YouTube	■	■	■	■	■	■
Tile view	Display meeting participants in a tiled layout to see all participants at once and see who's talking	■	■	■	■	■	■
Group chat	Send messages to every video meeting participant	■	■	■	■	■	■
Private Chat	Send private messages to individuals in a video meeting	■	■	■	■	■	■
Push-to-talk mode	Mode where all speakers stay muted unless they press a key to speak	■	■	■	■	■	■
Bandwidth controls	Users can adjust their video bandwidth and monitor their connectivity quality	■	■	■	■	■	■
Conference Call-in	80+ dial in number options (11 toll-free) for 58 countries	■	■	■	■	■	■
End- to-end encryption	End to end encryption of a Meeting using insertable streams	■	■	■	■	■	■
Audio sharing	Share audio in a meeting from your device or browser tab	■	■	■	■	■	■
Conference Call-out	Call to invite meeting participants from within a meeting	■	■	■	■	■	■
Live translation and subtitles	Speech-to-text transcription and display of what's being said in real time	■	■	■	■	■	■
Transcriptions	Detailed transcription of meeting dialog with time stamps	■	■	■	■	■	■
Branding	Customized Meetings experience with configurable background, logo, and URL	■	■	■	■	■	■
Moderation controls	Meeting host controls include universal mute, exclude, participant lobby, and role delegation	■	■	■	■	■	■



Video and Audio Conference Features	Description	X2	X3	X4	X6	X7	X8
Advanced moderation	Moderators can control audio and video of all participants at once - stop and start audio and video with bulk actions	■	■	■	■	■	■
Meet now	Elevate a call or chat to a video conference	■	■	■	■	■	■
Flip meeting	Move meetings between devices with the click of one button	■	■	■	■	■	■
Video segments and highlights	Meeting summary includes snapshots of shared content and video snippets of important moments from recorded meetings.	■	■	■	■	■	■
Dynamic face centering	The video layout is dynamically adjusted, and the participant's face is centered for optimal meeting experience, based on screen resolution and size.	■	■	■	■	■	■
Driving mode	Enable driving mode for an enhanced mobile app interface built to ensure a safer meeting experience while on the road.	■	■	■	■	■	■
In-app meeting integration with Salesforce	Link meetings and centralize recordings, chat, and transcripts to Salesforce objects for easy access and broader visibility.	■	■	■	■	■	■

Contact Center Features	Description	X2	X3	X4	X6	X7	X8
8x8 Agent Workspace	A browser-based, design-led interface, delivering a tailored and intuitive experience that uniquely blends contact center and unified communications capabilities in a single application				■	■	■
8x8 Supervisor Workspace	Personalized, performance-centric workspace with the tools, intelligence and insights supervisors need				■	■	■
ACD	Match customers to the best available agent—without programming or IT help, boosting first-call resolution rates and customer satisfaction				■	■	■
Omnichannel routing of voice, chat, email, SMS, social media, and messaging apps	A single routing engine provides voice and digital channels natively, so you're able to deliver consistent and contextual experiences, regardless of how customers choose to contact you.				N/A	■	■
Web callback	Allow customers to request a call from an agent from an online form, saving time for customers and better managing your agents' time				■	■	■
Queued callback	Give callers the option to stop waiting on hold, provide their phone number and receive an automatic callback as soon as it's their turn, eliminating long hold times and boosting caller satisfaction				■	■	■
Interactive voice response (IVR)	Quickly connect callers with agents and streamline customer flow, allowing customers to get quick answers to simple questions and helping companies identify the right resource to help a customer with a given issue				■	■	■
Intelligent IVR (IIVR)	8x8 Intelligent IVR is a speech enabled intelligent voice response system that leverages analytics and AI to provide self-service options for incoming callers.				\$	\$	\$
Intelligent Customer Assistant (ICA)	8x8 Intelligent Customer Assistant is a conversational AI solution that enables the design and management of simple to complex automated self-service experiences.				\$	\$	\$
Outbound preview campaign dialer	In preview mode, a customer's information will be presented at the time the system begins the call. This allows the agent to read the customer's information while waiting for the call to be connected. The agent must manually answer and terminate the call when completed.				\$	\$	■
Outbound predictive AI dialer	Using AI technology, dial multiple numbers simultaneously and connect answered calls to agents. Unanswered calls are automatically marked incomplete and can be dialed again later.				\$	\$	■
Graphical call flow reports	View the caller's journey from the moment they reach the call center through to call termination. Reveals step-by-step experience in the IVR, queuing to agents, agent connection and post-call survey. Use this to expose an 'outside-in' view of your contact center to enable continual process improvement and agent training.				■	■	■
Expert Connect	Chat and bridge available experts onto a call with a single click, all without leaving the single user interface				■	■	■
Post call survey	Capture the voice of the customer with 8x8's native post-call survey application. Surveys help you take appropriate action to ensure your customer engagement management strategy is optimized to meet customer needs.				■	■	■

Contact Center Features	Description	X2	X3	X4	X6	X7	X8
Native CRM	Leverage built-in customer contact and case management tools to provide agents with critical customer information and make every agent interaction more efficient				■	■	■
Knowledgebase	Provide your customers with faster, smarter, and more consistent answers using a collection of frequently asked questions (FAQ) to provide the right answer quickly, reliably, and consistently				■	■	■
Co-browse	Allow your agents to see exactly what is on the customer's page, quickly helping customers find the information they are looking for or clarifying any questions they may have while filling out a form online				N/A	■	■
CC voice recording	Recording of audio calls for call center compliance, record keeping, agent training and process improvement (requires storage capability)				■	■	■
CC media storage (legacy)	Storage enabled by retention period (10/40/100/400 days). Superseded from 18Nov20.				\$	\$	\$
CC media 'hot' storage (current)	Included storage retention period for CC audio call recordings.				30 days	30 days	30 days
CC media 'cold' storage (current)	Optional cold-storage archive and retrieval services for long-term storage up to ten years				\$	\$	\$
Contact center Agent Outbound Port	Enables agents to place outbound calls				■	■	■
Contact center VoIP softphone	8x8 softphone, provides voice path for agents who have no PBX or hard phone				■	■	■
8x8 Secure Pay	Enables contact centers to simply and securely handle payment authorizations to support companies' security compliance requirements				\$	\$	\$

8x8 Analytics for Contact Center Features	Description	X2	X3	X4	X6	X7	X8
Wallboards/Dashboards	Provide a real-time view into critical contact center metrics				■	■	■
Analytics for Contact Center (ACC)	Analytics to know what is working and to fix what isn't				■	■	■
Customer Experience Analytics (CEX)	Visibility into customer interactions and IVR usage				■	■	■

8x8 Workforce Engagement Management Features	Description	X2	X3	X4	X6	X7	X8
Call recording	Hot storage for up to 30 days included for all call recordings. Storage thereafter is an add-on.				■	■	■
Quality management	Performance management tool built around collaboration and coaching				\$	\$	■
Speech and Text transcription and analytics	Provides voice-of-the customer insights for 100% of calls				\$	\$	■
QM screen recording	Recording and archiving available for call center compliance, record keeping, agent training and process improvement. Requires media storage capability and either Quality Management and/or Speech and Text Analytics.				\$	\$	\$
Workforce management	Improve staffing efficiency				\$	\$	\$

8x8 Conversation IQ Features	Description	X2	X3	X4	X6	X7	X8
8x8 Conversation IQ	Enable conversation insights and professionalism from the front desk to the back office with this powerful add-on for UC users that combines speech analytics and quality management capabilities.	\$	\$	\$			



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8x8 Analytics for 8x8 Work Essentials Features	Description	X2	X3	X4	X6	X7	X8
Company summary *	See a consolidated view of numerical and graphical details about call activities and metrics for any dates selected	■	■	■	■	■	■
Extension summary *	View more than 20 selectable columns of detailed information on call activity on all extensions	■	■	■	■	■	■
Call detail records *	Get historical information about all calls processed in the selected time frame, including real-time missed and abandoned call details for quick call-back — to avoid missing leads or customer service opportunities. You'll also see the caller's entire customer journey throughout the organization, including call transfers — to help increase customer satisfaction.	■	■	■	■	■	■
Active calls	See real-time information about all calls currently being processed within the organization. Details include the caller's journey throughout the organization up to that point.	■	■	■	■	■	■
Unreturned calls	Match inbound calls to outbound calls to find unreturned calls within the selected date range	■	■	■	■	■	■
Calls by DID	Select and view detailed information for all direct inbound numbers (DIDs)	■	■	■	■	■	■

\* No longer listed within the Analytics for 8x8 Work interface. Now available as a standalone report via the 8x8 Applications Panel. The relevant call stats data can also be accessed via 8x8 Work API.

8x8 Analytics for 8x8 Work Supervisor Features	Description	X2	X3	X4	X6	X7	X8
Business hours report	Customizable report based on company business hours, showing number of calls in and outside of defined business hours			■	■	■	■
Call quality	Reporting on system-wide and individual user voice quality.			■	■	■	■
Call Queue	Reporting on call queues			■	■	■	■
Device Status Report	Track the real-time status and location of all registered endpoint devices			■	■	■	■
Ring Group Summary	Monitor performance of users assigned to Ring Group(s)			■	■	■	■

Integrating Communications into your Ecosystem	Description	X2	X3	X4	X6	X7	X8
Active Directory - authentication	Integrate with Active Directory to manage user access to 8x8 services	■	■	■	■	■	■
Single sign on	Use Single Sign-on for easy authentication	■	■	■	■	■	■
Okta integration	Create, update, deactivate and reactivate users. Automatically synchronize Okta Active Directory users and groups into 8x8 Configuration Manager.	■	■	■	■	■	■
Web dialer for web browser (Chrome)	Click any phone number on a website to instantly initiate a call through 8x8	■	■	■	■	■	■
Calendar integration (Google and Office 365 plugins)	Calendar integrations to start, join and edit 8x8 Meetings	■	■	■	■	■	■
G Suite integration	Plug-n-play integration with G Suite offers 8x8 features right within the G Suite experience. Features include click to call from within Gmail and Google Docs, call pop up, integrated search and extend connectivity to Salesforce.	■	■	■	■	■	■
Outlook integration <sup>4</sup>	Outlook plugin offers click to call from within the Outlook directory and emails	■	■	■	■	■	■
Office 365 integration	Schedule, start or join meetings with our Office 365 plugin	■	■	■	■	■	■
8x8 Voice for Microsoft® Teams	Direct routing integration with Microsoft Teams Phone	■	■	■	■	■	■
8x8 Phone App for Microsoft® Teams	Cost-effective and native PSTN calling in Microsoft Teams - no additional software, desktop plugins, or per user Teams Phone licenses required	\$	\$	\$	\$	\$	\$
Slack Integration	Use '/8x8' commands to add voice and video conferencing to Slack	■	■	■	■	■	■
Salesforce integration	8x8 for Salesforce offers call-control and screen pop with caller information, auto-logging of calls, notes, call recording and integrated search. The same integration supports UC and CC-based users	■	■	■	■	■	■
Microsoft Dynamics 365 integration	Integration features include click-to-call, window pop-up, auto logging of call, chat, voicemail, call recording	■	■	■	■	■	■
ServiceNow integration	8x8 Integration for ServiceNow combines IT service management and communications. Integration offers window pop up with caller information, auto logging for calls, chats, notes, call recording, and integrated search.	■	■	■	■	■	■
Zendesk integration	Integration offers window pop up with caller information, auto logging for calls, chats, notes, call recording, and integrated search	■	■	■	■	■	■



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Integrating Communications into your Ecosystem	Description	X2	X3	X4	X6	X7	X8
NetSuite integration	Combining communications and ERP to provide one experience. Integration offers window pop up with caller information, auto logging for calls and integrated search	■	■	■	■	■	■
Bullhorn integration	Improve productivity and boost placements with 8x8 and Bullhorn	■	■	■	■	■	■
Additional integrations	8x8's framework allows quick integration with different user apps to provide a seamless experience	\$	\$	\$	\$	\$	\$
<i><sup>4</sup> Available for PC only</i>							

SD-WAN Solutions	Description	X2	X3	X4	X6	X7	X8
Partnership with Aryaka	Well tested SD-WAN solution for 8x8 services	■	■	■	■	■	■
Managed Technical Services	Combination of SD-WAN and premium customer support to offer better quality of service over existing network. 8x8 functions as a single point of contact for both communications and VeloCloud's SD-WAN.	\$	\$	\$	\$	\$	\$

Security, Compliance, and Certifications <sup>5</sup>	Description	X2	X3	X4	X6	X7	X8
Enterprise grade security	Trusted by some of the largest enterprises globally	■	■	■	■	■	■
High industry SLA	End-to-end 99.999% uptime SLA with financial commitment	■	■	■	■	■	■
Cloud Security Alliance (CSA) STAR	8x8 complies with international Cloud Security Alliance (CSA) requirements through the CSA's Cloud Controls Matrix (CCM).	■	■	■	■	■	■
FCC Customer Proprietary Network Information (CPNI)	8x8 complies with the Federal Communications Commission's CPNI regulations for protecting customer proprietary network information.	■	■	■	■	■	■
Health Information Trust Alliance (HITRUST)	8x8 services are HITRUST-RAR certified, in accordance with the HITRUST Common Security Framework (CSF).	■	■	■	■	■	■
Health Insurance Portability and Accountability Act (HIPAA)	8x8 is third-party certified as a HIPAA-compliant business associate.	■	■	■	■	■	■



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Security, Compliance, and Certifications <sup>5</sup>	Description	X2	X3	X4	X6	X7	X8
STIR/SHAKEN	8x8 signs all calls originating on its service using STIR/SHAKEN, in compliance with the FCC Robocall Mitigation program.	■	■	■	■	■	■
National Institute of Standards and Technology (NIST SP 800-53 R5) and Federal Information Security Management Act (FISMA)	8x8 meets the NIST—NIST SP 800-53 R5 standards and complies with the Federal Information Security Management Act (FISMA), which is confirmed by third-party auditors.	■	■	■	■	■	■
Standard Contractual Clauses (SCC) apply for data transfers between EU and non-EU countries	This ensures appropriate safeguards for international data transfers involving personal data by the European Commission, including the United States.	■	■	■	■	■	■
ISO 27001:2013 and ISO 9001	8x8 is ISO 27001:2013 and ISO 9001 certified. ISO 27001 is an internationally recognized best practice framework for an information security management system. ISO 9001 sets out the criteria for a quality management system.	■	■	■	■	■	■
Certified PCI-DSS 3.2.1 SAQ-D solution provider	8x8 encrypts all voice + data in transit and storage to help customers achieve their PCI compliance; 8x8 meets PCI mandates to redact private cardholder data from recordings.	■	■	■	■	■	■
Data-in-motion encryption with SIP over TLS and SRTP	Data-in-motion encryption with Session Initiation Protocol (SIP) over Transport Layer Security (TLS) and Secure Real-time Transport Protocol (SRTP), enables full end-to-end encryption of 8x8 voice signaling and media streams to, and through, the 8x8 cloud.	■	■	■	■	■	■
EU GDPR compliance	8x8 was one of the first cloud computing companies to comply with GDPR and it continues to work closely with prominent US and EU law firms to stay ahead of evolving regulations.	■	■	■	■	■	■
UK Government G-Cloud supplier	8x8 is on G-Cloud, the UK government’s online digital marketplace for the public sector. That makes it easy for public sector procurement of cloud technology.	■	■	■	■	■	■
UK Government Cyber Essentials Plus accreditation	8x8 holds the UK Cyber Essentials Plus accreditation and appears on the UK Network Services framework agreement for unified communications.	■	■	■	■	■	■
Australian Prudential Regulation Authority (APRA) compliance	8x8 has a comprehensive approach to risk assurance for cloud communications services compatible with APRA mandates.	■	■	■	■	■	■
Data Residency	8x8 data centers are distributed across five continents, with a presence in the US, Canada, UK, Germany, Australia, and Hong Kong for region-specific jurisdiction.	■	■	■	■	■	■

<sup>5</sup> Information on how Microsoft meets regulatory compliance standards is [located here](#).



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Support and Training	Description	X2	X3	X4	X6	X7	X8
24/7 Support	24/7 global follow-the-sun support	■	■	■	■	■	■
7 global support centers	7 support centers around the globe, co-location with Network Operations center	■	■	■	■	■	■
Self-service support portal	Access the global support team via our portal, chat, or phone	■	■	■	■	■	■
Extensive knowledge base	Access to the 8x8 Knowledge Base for 24/7/365 access to the latest product capabilities and best practices.	■	■	■	■	■	■
Network diagnostic tools	Tools that give specific measurements indicating network performance that affect VoIP call quality, including DNS service, network path characteristics, NAT/firewall/ router characteristics, packet loss rates, jitter levels (changes in network traffic delivery times), round trip network delay (latency) between your network and the 8x8 servers, and more	■	■	■	■	■	■
Basic online training	Free online training for end users and IT administrators	■	■	■	■	■	■
Advanced online or on-site training	Customized training and advanced topics for end users and IT administrators	\$	\$	\$	\$	\$	\$
Elite touch implementation services	Variety of implementation services based on deep best practices and flexible deployment methodology	\$	\$	\$	\$	\$	\$
Professional services	Build custom solutions and capabilities through the professional services team	\$	\$	\$	\$	\$	\$

X Series Service Plans and bundled minutes <sup>6</sup>	Description	X2	X3	X4	X6	X7	X8
8x8 Work	Telephony Calling Zones	Unlimited Calling within 14 countries	Unlimited Calling within 32 countries	Unlimited Calling within 48 countries	Unlimited Calling within 48 countries	Unlimited Calling within 48 countries	Unlimited Calling within 48 countries
8x8 Contact Center (X6 Bundled, X7 Bundled, X8 Bundled)	Standard X6, X7, X8 SKU have no minutes included.  Inclusive minutes are only applicable for SKUs: X6 Bundled, X7 Bundled, X8 Bundled.				4,000 Minutes within 48 countries	4,000 Minutes within 48 countries	4,000 Minutes within 48 countries

<sup>6</sup> Standard 8x8 outbound rates apply for local and international calls. Toll-free usage is charged separately



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Global Calling Zones	X2	X3	X4	X6	X7	X8
	United States	United States	United States	United States	United States	United States
	Canada	Canada	Canada	Canada	Canada	Canada
	Australia*	Australia	Australia	Australia	Australia	Australia
	France*	France	France	France	France	France
	Germany*	Germany	Germany	Germany	Germany	Germany
	Italy*	Italy	Italy	Italy	Italy	Italy
	Ireland*	Ireland	Ireland	Ireland	Ireland	Ireland
	Netherlands*	Netherlands	Netherlands	Netherlands	Netherlands	Netherlands
	New Zealand*	New Zealand	New Zealand	New Zealand	New Zealand	New Zealand
	Puerto Rico	Puerto Rico	Puerto Rico	Puerto Rico	Puerto Rico	Puerto Rico
	Spain*	Spain	Spain	Spain	Spain	Spain
	Sweden*	Sweden	Sweden	Sweden	Sweden	Sweden
	Switzerland*	Switzerland*	Switzerland*	Switzerland*	Switzerland*	Switzerland*
	United Kingdom	United Kingdom	United Kingdom	United Kingdom	United Kingdom	United Kingdom
		Belgium	Belgium	Belgium	Belgium	Belgium
		Brazil*	Brazil*	Brazil*	Brazil*	Brazil*
		China	China	China	China	China
		Denmark	Denmark	Denmark	Denmark	Denmark
		Guam	Guam	Guam	Guam	Guam
		Hong Kong	Hong Kong	Hong Kong	Hong Kong	Hong Kong
		Hungary	Hungary	Hungary	Hungary	Hungary
		Israel	Israel	Israel	Israel	Israel
		Luxembourg*	Luxembourg*	Luxembourg*	Luxembourg*	Luxembourg*
		Malta	Malta	Malta	Malta	Malta
		Mexico	Mexico	Mexico	Mexico	Mexico
		Norway	Norway	Norway	Norway	Norway
		Poland*	Poland*	Poland*	Poland*	Poland*
		Portugal*	Portugal*	Portugal*	Portugal*	Portugal*
		Romania	Romania	Romania	Romania	Romania
		Slovakia	Slovakia	Slovakia	Slovakia	Slovakia
		South Korea	South Korea	South Korea	South Korea	South Korea

Global Calling Zones	X2	X3	X4	X6	X7	X8
		Taiwan*	Taiwan*	Taiwan*	Taiwan*	Taiwan*
			Argentina*	Argentina*	Argentina*	Argentina*
			Chile	Chile	Chile	Chile
			Cyprus*	Cyprus*	Cyprus*	Cyprus*
			Dominican Rep	Dominican Rep	Dominican Rep	Dominican Rep
			Finland	Finland	Finland	Finland
			Greece	Greece	Greece	Greece
			India	India	India	India
			Indonesia	Indonesia	Indonesia	Indonesia
			Japan*	Japan*	Japan*	Japan*
			Malaysia	Malaysia	Malaysia	Malaysia
			Peru	Peru	Peru	Peru
			Russia*	Russia*	Russia*	Russia*
			Singapore	Singapore	Singapore	Singapore
			South Africa	South Africa	South Africa	South Africa
			Thailand	Thailand	Thailand	Thailand
			Turkey*	Turkey*	Turkey*	Turkey*

*\*Excludes Mobile, Special, and Premium Numbers.*



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DID Tier 1	DID Tier 2	DID Tier 3	DID Tier 4	DID Tier 5
First DID - \$0 Additional DID Chargeable	First DID - \$0 Additional DID Chargeable	All DID Chargeable	All DID Chargeable	All DID Chargeable
Australia	Austria	Argentina	Algeria	Belarus
Canada	Belgium	Brazil	Bahrain	Grenada
France	Benin	Chile	Barbados	Indonesia
Germany	Bulgaria	China	Bosnia and Herzegovina	Philippines
Guadeloupe	Croatia	Cyprus	Cayman Islands	Sri Lanka
Ireland	Czech Republic	Dominican Republic	Colombia	Taiwan
Italy	Denmark	Hong Kong	Costa Rica	Thailand
Netherlands	Estonia	Iceland	Ecuador	Ukraine
Portugal	Finland	Israel	El Salvador	
Spain	French Guiana	Japan	Georgia	
Sweden	Greece	Kazakhstan	Kyrgyzstan	
United Kingdom	Hungary	Luxembourg	Latvia	
United States	Kenya	Macedonia	Mauritius	
	Lithuania	Malaysia	Moldova	
	Martinique	Malta	Tajikistan	
	Mayotte	Mexico	Trinidad and Tobago	
	New Zealand	Montenegro	Venezuela	
	Norway	Panama	Vietnam	
	Poland	Peru		
	Romania	Puerto Rico		
	Seychelles	Russia		
	Slovakia	Singapore		
	Slovenia	South Korea		
	South Africa	Turkey		
	St Barthelemy	Uganda		
	St Martin			
	Switzerland			

## Important Notes

All licenses up to and including X4 can be mix-and-matched on the same system.

X6, X7 and X8 licenses cannot be mixed—all contact center licenses on a single system must be the same.

All outbound and inbound calls (except toll-free, which are charged separately) for X6, X7, X8 Bundled plans, count toward the 4000 inclusive unmetered minutes per seat.

All outbound and inbound calls (except toll-free, which are charged separately) for Standard X6, X7, X8 (metered) plans are charged based on [standard usage rates](#).

The included minutes for X6, X7, X8 Bundled plans can be pooled between users on the same PBX within the same calendar month only.

Virtual numbers need to be added to 8x8 Contact Center Queues.

Virtual Numbers need to be added to 8x8 Contact Center for direct agent connect.

If you intend to use the concurrent 8x8 Contact Center licenses, five named user licenses are provided with each X6-X8 Contact center seat license. One X4 license is also provided with each X6, X7, X8 license. Please ensure that you order additional UC licenses (X1-X4) as required.

Additional information: [Calling countries for X-Series licenses](#) | [How Contact Center per-minute usage is charged](#) | [International destinations blocked by 8x8](#)