



Business

CLOUD COMMUNICATIONS - 8X8

G-Cloud 15: Pricing Document

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Voice and Telephony Features	Description	Lobby	X0	X1-Gov	X1	X2	X3	X4	X6	X7	X8
Note: All pricing is based on DID Tier 1 (see page 27) All prices quoted are on a per-user per-month basis. All pricing is exclusive of VAT unless otherwise stated.		£5	£9	£5	£13	£25	£31	£46	£106	£131	£169
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	Internal calling only	Metered outbound calling	150 mins (Pooled per PBX)	Domestic ² (UK only)	14 Countries	32 Countries	48 Countries	-	-	-
Free minutes for contact centre calling	Includes minutes per concurrent contact centre seat (local and international, inbound and outbound). The total minutes included are the pooled total of all agents. If a customer exceeds the total usage pool allowed in any given month, extra minutes will incur standard usage rates. Toll-free calls and special numbers are not included in the allowed usage								- No minutes included with standard (unbundled) CCaaS SKUs for X6, X7, X8 4,000 Minutes and 48 Country calling zone included with the following valued-added SKUs: X6 Bundled, X7 Bundled and X8 Bundled		
Tier 1 phone number and extension	Phone Number: Utilise a dedicated DID (direct inward dialling) number for each extension; DIDs available for 145 countries or toll-free numbers	■	■	■	■	■	■	■	■	■	■
HD quality voice	Ensure crisp connectivity leveraging a guaranteed voice quality scored	■	■	As per Microsoft	■	■	■	■	■	■	■
Unlimited internet fax ³	Send and receive online faxes					■	■	■	■	■	■
Secure voice calls (TLS and SRTP)	Protect calls from eavesdropping with TLS/SRTP secure voice encryption	■	■	As per Microsoft	■	■	■	■	■	■	■
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	■	■		■	■	■	■	■	■	■

Voice and Telephony Features	Description	Lobby	X0	X1-Gov	X1	X2	X3	X4	X6	X7	X8
PSTN access	8x8 works with 25+ PSTN carriers to provide global coverage and redundancy	■	■		■	■	■	■	■	■	■
Geo routing	Patented automatic localised signalling 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		■	As per Microsoft	■	■	■	■	■	■	■
UC call recording	Record incoming and outgoing calls, play them back, download or delete them		■	As per Microsoft	■	■	■	■	■	■	■
Web browser click-to-dial	Click any phone number in a web page to instantly make calls from your 8x8 number		■	As per Microsoft	■	■	■	■	■	■	■
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		■	As per Microsoft	■	■	■	■	■	■	■
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		voice calling only	■	■	■	■	■	■	■	■
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 calling only	■	■	■	■	■	■	■	■
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		voice calling only	■	■	■	■	■	■	■	■
Chrome Enterprise Recommended	8x8 Work has gone through verification with Google to ensure it is secure and optimised for ChromeOS.		■	As per Microsoft	■	■	■	■	■	■	■
Citrix certification for 8x8 Work Desktop	The 8x8 Work Desktop app is tested and optimised to ensure the best voice quality in a Citrix environment		■	As per Microsoft	■	■	■	■	■	■	■

Voice and Telephony Features	Description	Lobby	X0	X1-Gov	X1	X2	X3	X4	X6	X7	X8
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 dialling it manually		■	As per Microsoft	■	■	■	■	■	■	■
8x8 Frontdesk	Tailored experience for users assigned to receptionist or operator roles handling high call volumes. Features organisation-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.		■	■	■	■	■	■	■	■	■
8x8 Engage	Tailored experience for non-contact centre users in customer-facing roles. It provides a robust, out-of-the-box solution designed to deliver exceptional customer experience, drive satisfaction, and increase loyalty.							£			
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	■	■	As per Microsoft	■	■	■	■	■	■	■
Caller ID	Identify who is calling before you pick up the phone; customise 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	■	■	■	■	■	■	■	■	■	■

Voice and Telephony Features	Description	Lobby	X0	X1-Gov	X1	X2	X3	X4	X6	X7	X8
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	■	■	As per Microsoft	■	■	■	■	■	■	■
Extension to extension calling	Call others in your business by dialling 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	■	■	As per Microsoft	■	■	■	■	■	■	■
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	■	■		■	■	■	■	■	■	■

Voice and Telephony Features	Description	Lobby	X0	X1-Gov	X1	X2	X3	X4	X6	X7	X8
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 centre resources, strategically located across five continents for optimum global reach	■	■		■	■	■	■	■	■	■
Disaster recovery	Patented DR with <30 second failover between POPs	■	■		■	■	■	■	■	■	■
UC media 'hot' storage	Instant access retrieval and playback during hot-storage retention period for audio call and video meeting recordings.		30 days	As per Microsoft	30 days	30 days	130 days	130 days	as per X4	as per X4	as per X4
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.	■	■	■	■	■	■	■	■	■	■

Voice and Telephony Features	Description	Lobby	X0	X1-Gov	X1	X2	X3	X4	X6	X7	X8
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					■	■	■	■	■	■
¹ Special rates apply for mainland UK. Standard 8x8 outbound rates apply for international calls. ² X1 offers a nationwide calling plan with unlimited local or in-country calls (subject to fair use and calls to qualified numbers) in the US, Canada, UK, Ireland, France, Germany, Netherlands, Spain, Australia, and New Zealand, based on the user's primary DID. ³ Unlimited internet fax may require the purchase of an additional DID.											

Universal Team Messaging Features	Description	Lobby	X0	X1-Gov	X1	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)				■	■	■	■	■	■	■
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				■	■	■	■	■	■	■

Universal Team Messaging Features	Description	Lobby	X0	X1-Gov	X1	X2	X3	X4	X6	X7	X8
	to show as offline using invisible mode.										
Snooze conversations	Mute notifications for a specific time period				■	■	■	■	■	■	■
Room Avatars	Customise private and public rooms by adding a picture or choosing one of the predefined colours				■	■	■	■	■	■	■
End calls with predefined text messages (mobile app)	Respond easily by selecting one of the predefined text messages when you are unable to take a call				■	■	■	■	■	■	■
Search past conversations with former users	Ability to search for former users and view chat history				■	■	■	■	■	■	■

Video and Audio Conference Features	Description	Lobby	X0	X1-Gov	X1	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		■ As guest	■ As guest	■	■	■	■	■	■	■
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 optimised 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				■	■	■	■	■	■	■

Video and Audio Conference Features	Description	Lobby	X0	X1-Gov	X1	X2	X3	X4	X6	X7	X8
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				■	■	■	■	■	■	■
Personalised 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				■	■	■	■	■	■	■
Breakout Rooms	Hosts can split meeting participants into separate sessions for smaller, focused discussions				■	■	■	■	■	■	■
Meeting live streaming	Stream a conference to an unlimited number of participants over YouTube				■	■	■	■	■	■	■

Video and Audio Conference Features	Description	Lobby	X0	X1-Gov	X1	X2	X3	X4	X6	X7	X8
Large meeting support	Conduct meeting events for up to 10,000 participants with an optimised interface and customisation options to conduct company wide communications or other large audience events.				■	■	■	■	■	■	■
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 59 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				■	■	■	■	■	■	■
Whiteboarding	Collaborative drawing and annotation workspace for up to 25 participants				■	■	■	■	■	■	■
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				■	■	■	■	■	■	■
Summarisation	AI-enabled, post-call summarisation				■	■	■	■	■	■	■

Video and Audio Conference Features	Description	Lobby	X0	X1-Gov	X1	X2	X3	X4	X6	X7	X8
Branding	Customised Meetings experience with configurable background, logo, and URL				■	■	■	■	■	■	■
Moderation controls	Meeting host controls include universal mute, exclude, participant lobby, and role delegation				■	■	■	■	■	■	■
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				■	■	■	■	■	■	■
Post meeting insights	A centralised view of all that went on in the meeting- Access participant engagement, recordings, chat history, polls, highlights, content snapshots, and AI-generated meeting summary and action items, all in one spot.				■	■	■	■	■	■	■
Dynamic face centering	The video layout is dynamically adjusted, and the participant's face is centred 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 centralise recordings, chat, and transcripts to Salesforce objects for easy access and broader visibility.				■	■	■	■	■	■	■

Contact Centre Features	Description	Lobby	X0	X1-Gov	X1	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 centre and unified communications capabilities in a single application								■	■	■
8x8 Supervisor Workspace	Personalised, 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 is 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								■	■	■

Contact Centre Features	Description	Lobby	X0	X1-Gov	X1	X2	X3	X4	X6	X7	X8
	resource to help a customer with a given issue										
<i>*8x8 Agent Workspace is available in all countries currently supported on the 8x8 UCaaS platform.</i> <i>**SMS charges may vary by country. Some countries are not currently supported due to national legislation.</i>											
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.								-	£	£
Intelligent IVR (IVR)	8x8 Intelligent IVR is a speech enabled intelligent voice response system that leverages analytics and AI to provide self-service options for incoming callers.								£	£	£
Outbound preview campaign dialler	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 dialler	Using AI technology, dial multiple numbers simultaneously and connect answered calls to agents. Unanswered calls are automatically marked incomplete and can be dialled again later.								£	£	■
Omnichannel routing of voice, chat, email, SMS, social media, and messaging apps	Meet your customers on the channels they choose with a 360-degree view of all a customer's communications across all available channels								N/A	■	■
Graphical call flow reports	View the caller's journey from the moment they reach the call centre through to call termination. Reveals step-by-step experience in the IVR, queuing to agents, agent connection								■	■	■

Contact Centre Features	Description	Lobby	X0	X1-Gov	X1	X2	X3	X4	X6	X7	X8
	and post- call survey. Use this to expose an ‘outside-in’ view of your contact centre 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 optimised to meet customer needs.								■	■	■
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 centre compliance, record keeping, agent training and process improvement (requires storage capability)								■	■	■

Contact Centre Features	Description	Lobby	X0	X1-Gov	X1	X2	X3	X4	X6	X7	X8
CC media storage (legacy)	Storage enabled by retention period (10/40/100/400 days). Superseded from 18 Nov 20.								£	£	£
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 Centre Agent Outbound Port	Enables agents to place outbound calls								■	■	■
Contact Centre VoIP softphone	8x8 softphone, provides voice path for agents who have no PBX or no associated hard phone								■	■	■
Proactive Outreach	Enables personalised outbound messaging campaigns and seamless routing of inbound responses to agents or bots with comprehensive context and detailed reporting.								£	£	£
Microsoft Teams Presence in Agent Workspace	Enables 8x8 Contact Centre agents using Teams to view status and interact with other 8x8 users.								■	■	■
8x8 Secure Pay	Enables contact centres to simply and securely handle payment authorisations to support companies' security compliance requirements								£	£	£

8x8 Analytics for Contact Centre Features	Description	Lobby	X0	X1-Gov	X1	X2	X3	X4	X6	X7	X8
Wallboards/Dashboards	Provide a real-time view into critical contact centre metrics								■	■	■
Analytics for Contact Centre (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	Lobby	X0	X1-Gov	X1	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 centre 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	Lobby	X0	X1-Gov	X1	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				£	£	£	£			

8x8 Analytics for 8x8 Work Essentials Features	Description	Lobby	X0	X1-Gov	X1	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		■	■	■	■	■	■	■	■	■

8x8 Analytics for 8x8 Work Essentials Features		Description	Lobby	X0	X1-Gov	X1	X2	X3	X4	X6	X7	X8
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 will also see the caller’s entire customer journey throughout the organisation, including call transfers — to help increase customer satisfaction.		■	■	■	■	■	■	■	■	■
Active calls		See real-time information about all calls currently being processed within the organisation. Details include the caller’s journey throughout the organisation 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	Lobby	X0	X1-Gov	X1	X2	X3	X4	X6	X7	X8
Business hours report	Customisable 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	Lobby	X0	X1-Gov	X1	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 synchronise Okta Active Directory users and groups into 8x8 Configuration Manager.		■		■	■	■	■	■	■	■
Web dialler 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 ⁵	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		With X0-T	■	■	■	■	■	■	■	■
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 licences required		£ (with X0-T Licence)	■	■	■	■	■	■	■	■
8x8 Contact Centre for Microsoft Teams	Microsoft Solution-certified integration								■	■	■

Integrating Communications into your Ecosystem	Description	Lobby	X0	X1-Gov	X1	X2	X3	X4	X6	X7	X8
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					■	■	■	■	■	■
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 applications to provide a seamless experience				£	£	£	£	£	£	£

⁵ Available for PC only

Security, Compliance, and Certifications ⁶		Description	Lobby	X0	X1-Gov	X1	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-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.	■	■	■	■	■	■	■	■	■	■
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 800-53 R4) and Federal Information Security Management Act (FISMA)		8x8 meets the NIST—NIST 853 R4 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.	■	■	■	■	■	■	■	■	■	■

Security, Compliance, and Certifications ⁶		Description	Lobby	X0	X1-Gov	X1	X2	X3	X4	X6	X7	X8
ISO 27001:2013 and ISO 9001	8x8 is ISO 27001:2013 and ISO 9001 certified. ISO 27001 is an internationally recognised 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 signalling 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.	■	■	■	■	■	■	■	■	■	■	■

Security, Compliance, and Certifications ⁶		Description	Lobby	X0	X1-Gov	X1	X2	X3	X4	X6	X7	X8
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 centres are distributed across five continents, with a presence in the US, Canada, UK, Germany, Australia, and Hong Kong for region-specific jurisdiction.	■	■	■	■	■	■	■	■	■	■
⁶ Information on how Microsoft meets regulatory compliance standards is available at docs.microsoft.com												

Support and Training	Description	Lobby	X0	X1-Gov	X1	X2	X3	X4	X6	X7	X8
24/7 Support	24/7 global follow-the-sun Support	■	■	■	■	■	■	■	■	■	■
7 global support centres	7 support centres around the globe, co-location with Network Operations Centre	■	■	■	■	■	■	■	■	■	■
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	■	■	■	■	■	■	■	■	■	■

Support and Training	Description	Lobby	X0	X1-Gov	X1	X2	X3	X4	X6	X7	X8
Advanced online or on-site training	Customised 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 ⁷	Description	Lobby	X0	X1-Gov	X1	X2	X3	X4	X6	X7	X8
8x8 Work	Telephony Calling Zones	Internal calling only	Metered outbound calling	150 mins (Pooled per PBX)	Domestic (UK only)	14 Countries	32 Countries	48 Countries	48 Countries	48 Countries	48 Countries
8x8 Contact Centre	Standard X6, X7, X8 SKUs have no minutes included.								-	-	-
	Inclusive minutes are only applicable for the following 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
⁷ Standard 8x8 outbound rates apply for local and international calls. Toll-free usage is charged separately											

Global Calling Zones	X0/X0-T	X1-Gov	X1	X2	X3	X4	X6	X7	X8
	United Kingdom	United Kingdom	United Kingdom ⁹	United Kingdom	United Kingdom	United Kingdom	United Kingdom	United Kingdom	United Kingdom
				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*
					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
					Taiwan*	Taiwan*	Taiwan*	Taiwan*	Taiwan*

Global Calling Zones	X0/X0-T	X1-Gov	X1	X2	X3	X4	X6	X7	X8
						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*
⁹ X1 offers a nationwide calling plan with unlimited local or in-country calls (subject to fair use and calls to qualified numbers) in the US, Canada, UK, Ireland, France, Germany, Netherlands, Spain, Australia, and New Zealand, based on the user's primary DID. ⁹ 8x8 Operator Connect (unmetered) offers a nationwide calling plan with unlimited local or in-country calls (subject to fair use and calls to qualified numbers) in the US, Canada, UK, Ireland, France, Germany, Spain, Australia, and New Zealand, based on the user's primary DID. *Excludes Mobile, Special, and Premium Numbers.									

DID Tier 1	DID Tier 2	DID Tier 3	DID Tier 4	DID Tier 5 (unpublished)
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 centre 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 4,000 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 the prevailing 8x8 call rates, published on the Global Presence pages of the 8x8 web site. Please note that chargeable calls are billed rounded-up to the nearest minute.

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

Unmetered calling plans include calls to standard-tariff geographic and non-geographic landline numbers as well as to mobile numbers.

Note that calls to the following number/call types are always metered: UK offshore mobile numbers; premium-rate/shared cost numbers; special numbers, for example those associated with premium-rate call forwarding or non-business-related entertainment services.

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

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

Contact Centre Agents receive 30 Days of Call Recording as standard and additional days can be added for an additional cost. Screen Recording is an optional add-on.

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

8x8 Professional Services

Deployment & Management Services	Day Rate
Project Manager	£1,065.50
Service Delivery Manager	£1,125
Solution Delivery Consultant	£1,000
Technical Specialist	£1,000
Senior Consultant	£1065.50
Senior Solution Architect	£1,250
On-Site Support	£875
Site Survey (Inc Network Assessment)	£1,000
Go Live Support	£1,000
Phone Installation (Per Extension)	£20
Professional Services (Per Hour)	£225

Deskphones, Conference Phones, ATAs and Accessories

Description

There is a wide range of equipment that changes on a regular basis. Buyers can enquire with the Supplier.

Add-on Pricing

8x8 Optional Add-ons (8x8)	Cost
CRM Integrations i.e. Salesforce / Microsoft Dynamics	Individual SOW (£)
Intelligent IVR	Individual SOW (£)
CC Additional Named User	£0.00 per user per month
Extra Voice Port	£12 per month
8x8 Voice for MS Teams (X0 only, otherwise no charge)	£1.5 per user per month
8x8 Phone App for Microsoft Teams	£0.00 per user per month
8x8 Engage Voice– Metered	£35 per user per month
8x8 Engage Voice– Unlimited	£40 per user per month
Intelligent Customer Assistant	
Platform fee (Digital)	£2,025 per month
Usage fee (1,000 Digital Conversations)	£575 per month
Platform fee (Voice)	£2,025 per month
Usage fee (1,000 Voice Conversations)	£575 per month
8x8 Conversation IQ	
Platform fee (for each 100 user licences)	£0.00 per month
User license	£25 per user per month

Calabrio Teleopti	Cost
Workforce Management (WFM) Advanced:	£25 per user per month
Calabrio Professional Services & Teleopti Training:	SOW (£)

PCI Pal	Cost
PCI PAL Concurrent Agent	£30 per user per month
Cloud Provisioning Per AWS Region	£7,250
PCI Pal Professional Services and Project Management	£2,000 per day

Knowledge Management	

Additional Support Options (above Standard Inclusive Customer Support)	
Enterprise Customer Support	10% of Service Contract or min of £1,250
TAM - Gold (service contracts <£40,000 per month)	£3,750
TAM - Diamond (service contracts £40,000 - £80,000 per month)	£5,125
TAM - Platinum (service contracts >£80,000 per month)	£7,750

Additional Numbers	
01/02/03/08	£0.85 per number
Gold Numbers	

UC and CC Recording Storage

Product Name	Storage	Charge Type	List Price
UC Call Recordings Hot Storage	130 days	per user	£1.50

Product Name	Storage	Charge Type	List Price
UC Meetings Recordings - Hot Storage	130 days	per user	£23.15

Product Name	Storage	Charge Type	List Price
UC Call Recordings - Cold Storage	1 year	per user	£2.45
	2 years	per user	£3.10
	3 years	per user	£3.70
	4 years	per user	£4.35
	5 years	per user	£4.90
	6 years	per user	£5.40
	7 years	per user	£5.75
	8 years	per user	£6.15
	9 years	per user	£6.45
	10 years	per user	£6.65

Product Name	Storage	Charge Type	List Price
UC Meeting Recordings - Cold Storage	1 year	per user	£11.90
	2 years	per user	£21.90
	3 years	per user	£26.90
	4 years	per user	£31.90
	5 years	per user	£36.90
	6 years	per user	£41.90
	7 years	per user	£46.90
	8 years	per user	£51.90
	9 years	per user	£56.90
	10 years	per user	£61.90

Product Name	Storage	Charge Type	List Price
CC Call Recordings - Hot Storage	130 days	per user	£1.50

Product Name	Storage	Charge Type	List Price
CC Screen Recordings - Hot Storage	30 days	per user	£8.15
	130 days	per user	£23.15

Product Name	Storage	Charge Type	List Price
CC Call Recordings - Cold Storage	1 year	per user	£2.45
	2 years	per user	£3.10
	3 years	per user	£3.70
	4 years	per user	£4.35
	5 years	per user	£4.90
	6 years	per user	£5.40
	7 years	per user	£5.75
	8 years	per user	£6.15
	9 years	per user	£6.45
	10 years	per user	£6.65

Product Name	Storage	Charge Type	List Price
CC Screen Recordings - Cold Storage	1 year	per user	£11.90
	2 years	per user	£21.90
	3 years	per user	£26.90
	4 years	per user	£31.90
	5 years	per user	£36.90
	6 years	per user	£41.90
	7 years	per user	£46.90
	8 years	per user	£51.90
	9 years	per user	£56.90
	10 years	per user	£61.90

** All storage licences, per user, per month*

Training Courses (Admin)

Base Level Courses - Description	Charge Type	Cost	Advanced Level Courses - Description	Charge Type	Cost
8x8 Work Administration & Configuration This 6 hour Live Virtual course + self-paced eLearning provides the foundational knowledge required to administer and configure 8x8 X-Series Telephony/UC. It provides customer scenarios and hands-on activities to configure VO settings using account manager.	Per Seat	£ 750	8x8 Product Troubleshooting, IVR Scripting, and Digital Scripting These (3) 3-hour Live Virtual courses combine discussions and group activities with hands-on practice to give students the necessary knowledge and skills to support and troubleshoot 8x8 Work and Contact Centre solutions.	Per Seat	£750
8x8 Contact Centre Administration & Configuration This 7.5 hour Live Virtual course (over 2 days) + self-paced eLearning provides the foundational knowledge required to administer and configure a Contact Centre. It provides customer scenarios and hands-on activities to configure standard VCC settings.	Per Seat	£ 750	8x8 Work Analytics This 1 hour course gives you the knowledge and skills to manage and run 8x8 Work Analytics. Sessions allow for 50 attendees	Per session	£500
8x8 Work Administration or Contact Centre Administration Private 8x8 Instructor will deliver up to 8 hours of 8x8 Work Admin & Configuration or Contact Centre Admin & Configuration course remotely. Max enrolment 12	Per Engagement	£ 3,500	8x8 Contact Centre Analytics This 1 hour course provides information on how to set up dashboards and wallboards to monitor agent status, resource availability and performance as well as queue status, custom metrics, and thresholds. Sessions allow for 50 attendees	Per session	£500
8x8 Work Admin or CC Admin Onsite + Travel & Expenses 8x8 Instructor will deliver up to 8 hours of 8x8 Work Admin & Configuration or Contact Centre Admin & Configuration course at the customer's site. Max enrolment 12	Per Engagement	£ 3,500	Quality Management & Speech Analytics This 1 hour course gives you the knowledge and skills to administer and manage Quality Management and Speech Analytics solutions for 8x8 Contact Centre. Sessions allow for 50 attendees	Per session	£500
8x8 Work or Contact Centre Administration and Configuration (self-paced) These 2 hour and 30-minute and 3 hour courses provide 8x8 Work administrators with the knowledge and skills necessary to perform common 8x8 Work or Contact Centre administrative tasks	£0	£0	Conversation IQ This 1 hour course gives you the knowledge and skills to administer and manage Conversation IQ solutions for 8x8 Work. Sessions allow for 50 attendees	Per session	£500
			8x8 Custom Adoption Kit 1 hour Consultation meeting followed by 2 hours of work crafting a full 8x8 Adoption Kit with branding, edits, and SCORM output for customer LMS as desired. Includes links to necessary collateral and Change Management best practices	Per Kit	£1,000
			8x8 Contact Centre Post Call Survey and Customer Experience This 25 minute interactive self-paced course gives you the knowledge and skills to create and maintain post-call surveys and reviews the features and functionality of Customer Experience.	£0	£0
			8x8 Contact Centre Multi-Channels (self- paced) This 1 hour and 30 minute 8x8 Contact Centre Multi-Channels self- paced interactive course is a collection of three independent modules—providing 8x8 Contact Centre administrators with the knowledge and skills necessary to perform common administrative tasks for email, chat, and social channels.	£0	£0

Training Courses (End-user)

	Charge Type	Cost
8x8 Work End User Remote Training Session An instructor will guide end users through a 1 hour remote training session and product demonstration introducing how to use 8x8 Work apps. Virtual sessions can accommodate 50 participants per session.	Per Session	£500
8x8 Contact Centre Agent or Supervisor Remote Training Session An instructor will guide agents or supervisors through a 1-1.5 hour remote training session and product demonstration of how to use 8x8 Contact Centre. Virtual sessions can accommodate 50 participants per session.	Per Session	£500
8x8 Work and/or Contact Centre End Users/Agents Custom Full Day 8x8 Instructor will deliver End User training content remotely. Open Q&A, 1:1 sessions, and Train the Trainer sessions are all available. 8 hours total	Per Day	£3,500
8x8 Work and/or Contact Centre End Users/Agents + Travel & Expenses 8x8 Instructor will deliver the End User training content at the customer's site. Open Q&A, 1:1 sessions, and Train the Trainer sessions are all available. 8 hours total	Per Day	£3,500

Training Courses (Bundles and Subscription)

	Charge Type	Cost
Premium Training Bundle - Bronze Premium Bundles are an easy way to purchase a packaged combination of training offerings wrapped in high-touch servicing and attention. Operations Specialist Consultation, Dedicated Instructor consultation and liaison, and periodic check-ins for lifecycle enablement. All Bundle items may be converted to other items of similar value. 2 Public Admin seats and 7 Private End User sessions.	Bundle	£5,000
Premium Training Bundle - Silver Premium Bundles are an easy way to purchase a packaged combination of training offerings wrapped in high-touch servicing and attention. Operations Specialist Consultation, Dedicated Instructor consultation and liaison, and periodic check-ins for lifecycle enablement. All Bundle items may be converted to other items of similar value. 2 Public Admin seats, 11 Private End User sessions, and 1 Custom Adoption Kit.	Bundle	£8,00
Premium Training Bundle - Gold Premium Bundles are an easy way to purchase a packaged combination of training offerings wrapped in high-touch servicing and attention. Operations Specialist Consultation, Dedicated Instructor consultation and liaison, and periodic check-ins for lifecycle enablement. All Bundle items may be converted to other items of similar value. 2 Private Admin Days, 9 Private End User sessions, and 1 Custom Adoption Kit.	Bundle	£12,500
Training Subscription - Public Sector To extend the one-time training pre-Go Live, an Unlimited Training Subscription gives every employee self registration access to every live public class we offer, scheduled on a daily cadence. Admins, Supervisors, and End Users/Agents may leverage this service for onboarding, refreshers, and auditing of new products and features all without the overhead of coordinating multiple time zones or schedules. The price covers all employees, and is coterminous with the customer contract.	Full Organisation	£300 per month

8x8 CPaaS Offerings

SMS Messaging

Deliver business critical alerts, notifications, updates and verification codes to users via Outbound SMS.

Choose from integrating the 8x8 Messaging API directly into an application, or use the 8x8 Connect portal to upload campaigns via .csv files.

Local UK Virtual numbers are available, enabling users to respond to messages.

Description	Charge Type	Cost
Account Set Up Fee (API or Online Portal)	Per Account	£625
24/7/365 Support Monthly Fee	Per Account	£440
UK - Per Message Fee	Per Message	£0.10
10,000 SMS Bundle	Per Bundle	£625
50,000 SMS Bundle	Per Bundle	£2,850
100,000 SMS Bundle	Per Bundle	£4,875
UK - Virtual Number Set-Up Fee	Per Number	£13
UK - Virtual Number Monthly Fee	Per Number	£13

Video Interaction

Enable customers to start a live video chat with support agents to solve issues faster with real-time virtual problem diagnostics.

Calls are initiated via a URL link sent to the user's phone number via an SMS message, avoiding the need for downloading any third party apps or software.

Key features include Call Recording, Geolocation sharing, Remote camera control and integrated chat.

Description	Charge Type	Cost
Account Set Up Fee	Per Account	£1,250
24/7/365 Support Monthly Fee	Per Account	£440
Agent License Fee (includes Call Recording)	Per Agent	£75
10,000 SMS Bundle	Per Bundle	£625

WhatsApp

Description	Charge Type	Cost
Account Set Up Fee (API or Portal)	Per WhatsApp Business Number	£625
Monthly Maintenance Fee	Per WhatsApp Business Number	£625
8x8 Message Fee (In and Out)	Per Message	£0.010

Description	Charge Type	Cost
UK - WhatsApp 'service' Conversation Fee (consumer/user-initiated)	Per Conversation	£0.0350
UK - WhatsApp Conversation Fees (business-initiated) by category:		
- Marketing (e.g. new product, service, or feature announcements, targeted promotions/offers, and cart abandonment reminders)	Per Conversation	£0.065
- Utility (e.g., delivery confirmation, account updates, payment reminders)	Per Conversation	£0.040
- Authentication (e.g. account verification, account recovery, integrity challenges)	Per Conversation	£0.035

Proactive Outreach - Licencing

Destination		
Proactive Outreach Notify - Platform Fee	Recurring	£625
Proactive Outreach Interact - Platform Fee	Recurring	£1,250
SMS Additional Services Sender ID Setup Fee	Variable	
PS Integration & Customisation	Variable	

**SMS and Whatsapp rates are available on request.*

Company Statement

All information contained in this proposal is subject to contract and, unless expressly stated to the contrary, to Virgin Media Business Limited's standard terms and conditions.

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Registered office: 500 Brook Drive, Reading, RG2 6UU, United Kingdom

Brand Statement

Buyers entering into a Call-Off Contract will be contracting with Virgin Media Business Limited ("The Supplier").

On the 1st August 2025 Virgin Media O2 Business and Daisy Group merged to create a new B2B telecoms powerhouse – O2 Daisy.

O2 Daisy is fully consolidated by Virgin Media O2 with a 70/30 ownership structure with Daisy Group. The corporate brands Virgin Media O2 Business, Virgin Media Business and O2 Business remain.

For contracting purposes, customers of these brands contract with Virgin Media Business Ltd. Depending on the services to be provided, affiliate companies may act as billing and collection agents, such as Telefonica UK.





Business