



Business

CLOUD COMMUNICATIONS - 8X8

G-Cloud 15: Service Definition Document

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Brand Statement

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

Virgin Media O2 Business, is a brand for joint propositions formed under the 50:50 joint venture between Liberty Global Plc. and Telefónica S.A.

Virgin Media Business Limited and Telefónica UK Limited operate under the Virgin Media O2 Business brand and as individual brands O2 (and O2 Business) and Virgin Media Business.

1 Overview

The Software as a Service (SaaS) from 8x8 (**Services**) span a range of functionality that is capable of addressing a spectrum of Buyer needs. The Services are the **X editions**.

This service is recommended for Buyers whose dominant requirement is for unified communications which can be met by the X1 or X2 editions and X3/X4. With contact centre requirements from 8x8 Engage to X6/X7/X8 editions.

This service definition document is structured around the modular packages (**Packages**) described below:

- **X Series SaaS Package:** This is a mandatory Package that must be included in an Order Form – (X-Series SaaS Packages).
- **Equipment Packages:** This Package is optional. A range of Equipment is available for use in conjunction with the SaaS Service. (Equipment Packages).
- **X Series SaaS Professional Service Packages:** This Package is mandatory. Implementation and training services are available to help the Buyer deliver or otherwise enhance or supplement the SaaS Service. (X Series SaaS Services – Professional Service Packages).
- **Inbound Service Package:** This Package is optional. Buyers that require non-geographic numbers and the ability to managing incoming calls to nominated numbers may purchase the Inbound Service.

For a full feature listing, please refer to **Appendix F – Feature Matrix and Calling Plans**.

2 Service Description X-Series SaaS Packages from the 8x8 platform

The 8x8 platform brings customer and employee experience together with contact centre, voice, video, chat, and APIs on one cloud-native platform. It erases the boundary between Unified Communications as a Service (UCaaS) and Contact Centre as a Service (CCaaS) to help UK public services, including health, education and government bodies drive satisfaction and modern communications experiences that reduce costs, and optimise operations for the new world of work.

With one integrated platform for customer engagement and employee communications, public sector organisations can respond to customer inquiries while maintaining the context and content of each interaction as it progresses through the customer journey to support data-driven decision making.

Interaction Journey Analytics

Interaction journey analytics provide visibility across the full lifecycle of an interaction, capturing context as it moves between channels, teams and roles. Contextual handoffs ensure that when an enquiry is passed on, key information travels with it, reducing repetition and delays for service users.

We blend industry-leading AI technology with our platform to support next-best actions, provide interaction journey analytics, and deliver a 360-degree view of interactions. The outcome is faster resolution, better-informed staff and a more joined-up experience across public services.

Consistent Functionality across UCaaS and CCaaS

The 8x8 platform delivers consistent functionality across unified communications and contact centre services, connecting teams and departments across local and central government and making features such as quality management, speech analytics, workforce engagement and sentiment analysis available beyond the contact centre.

This consistency ensures staff have access to the same insight, simplifies training, governance and reporting and improves collaboration, for more consistent, joined-up service delivery, and better use of data across the organisation.

3 Unified Communications

8x8 Work

8x8 Work provides public sector organisations with secure, cloud-based unified communications for voice, video, messaging and meetings, supporting the needs of hybrid and distributed teams. It replaces fragmented legacy telephony and collaboration tools with a single, integrated platform that is easier to manage and more resilient. Native Microsoft Teams integration enables users to make and receive external calls directly within Teams, maximising existing investments, reducing resistance to change and minimising training requirements.

The platform supports access to communications through the 8x8 Work application or within the tools staff already use. It operates across desktop and mobile devices, connecting departments and enabling seamless movement between locations and working patterns without loss of service or context.

Centralised administration allows IT teams to provision, manage and scale users from a single interface, reducing operational overhead and dependency on multiple systems or suppliers.

8x8 Work integrates with over 40 business and productivity applications, including Salesforce and ServiceNow, through a single integration framework. This helps staff access communications in the context of their day-to-day to support joined-up working across teams and services.

For organisations with mixed user needs, this flexibility supports consistent service delivery while avoiding disruption.

Enterprise-grade telephony features, including intelligent call routing and multi-level auto attendants, help ensure calls reach the right person first time, supporting internal service desks and citizen-facing teams. AI-generated transcriptions and summaries reduce manual follow-up, while integrated meetings, chat and presence support quicker decisions and clearer communication.

The outcome is reduced rework, better use of staff time and more responsive public services.

Work Analytics for service management and monitoring

Work Analytics provides visibility into usage, performance and call quality across unified communications services. This supports public sector requirements for transparency, capacity planning and value for money. IT and digital teams can identify issues affecting service reliability, understand adoption across departments and make evidence-based decisions.

Reporting is available without additional tooling or manual effort. The outcome is improved service resilience, clearer operational oversight and insight that supports continuous improvement.

Mobile Admin for ease of operational control

Mobile Admin enables secure, role-based administration of users and services from a mobile device. This supports public sector IT teams responsible for critical services outside normal working hours.

Changes can be made quickly in response to incidents or staffing changes, reducing delays and operational risk.

The outcome is faster response, improved service continuity and reduced reliance on specialist access or manual processes.

Frontdesk for service accessibility and call handling

Frontdesk provides a modern, cloud-based receptionist solution that supports remote and hybrid working. It enables consistent call handling across services, locations and departments, helping organisations meet accessibility and availability expectations.

Calls are routed accurately, reducing missed contacts and unnecessary transfers.

The outcome is improved access to services, greater operational resilience and a reliable first point of contact for citizens and service users.



Conversation IQ for quality management and speech analytics

Conversation IQTM delivers insight into voice and digital interactions to support quality assurance and service improvement. It helps identify trends, training needs and process issues without intrusive monitoring. This supports public sector requirements for accountability and consistent service delivery.

The outcome is better-informed teams, improved service quality and evidence to support continuous improvement initiatives.

Call Recording and Storage for Data Management and Audit

The platform provides secure call recording and storage with configurable retention and access controls aligned to public sector governance requirements. Recordings support compliance, safeguarding, complaints handling and audit processes.

Centralised management reduces risk and removes reliance on local systems. The outcome is improved accountability, reduced operational risk and confidence that sensitive data is handled appropriately.

8x8 Engage for Integrated service delivery

8x8 Engage builds on your existing UC investment, giving expert teams across the organisation access to contact-centre-grade capabilities without the cost, complexity, or cultural shift of becoming a contact centre.

Teams continue to use familiar tools while gaining access to capabilities such as intelligent call routing, call queues, web and queued call-backs, call recording, post-interaction surveys, and real-time reporting and dashboards.

This supports a more joined-up approach to service delivery, helping public sector teams resolve enquiries efficiently while maintaining consistent oversight and governance.

BYOC (Bring Your Own Carrier) for Interoperability

BYOC allows organisations to retain existing telephony carriers while adopting cloud Platform for CX services. This supports phased migration, regional requirements and existing contracts, reducing commercial and operational risk.

The outcome is a flexible, lower-risk approach to modernisation aligned to public sector procurement and transformation programmes.

4 AI at the Core

The platform has AI at its core to support the delivery of public sector services through automation and improved use of data. AI enables organisations to design goal-driven automation using configurable tools and templates, reducing reliance on rigid, rule-based workflows and supporting faster adaptation to changing demand.

Across the platform, built-in AI capabilities and optional add-on solutions for UC and CC support the creation of agentic agents, real-time agent guidance, self-service, call routing, workforce management and quality management.

Analytics and reporting provide visibility into performance and outcomes. AI tools, templates and preconfigured capabilities help public service organisations adopt AI incrementally, improving consistency, efficiency and service quality without increasing operational complexity.

5 Contact Centre

Omnichannel

Omnichannel enables public sector contact centres to manage voice, email, web chat, SMS, RCS and other digital channels through a single platform.

This addresses growing citizen expectations for choice and accessibility while reducing the operational burden of managing separate systems. Interactions are routed consistently, with full context retained across channels.

The outcome is improved access to services, reduced repeat contact and a more coherent experience for service users, regardless of how they choose to engage.

Agent Workspace

Agent Workspace provides public sector teams with a single, intuitive interface for handling customer interactions across channels.

It brings customer data, interaction history and collaboration tools into one view, reducing training time and cognitive load while supporting faster resolution, consistent service delivery and effective collaboration with back-office teams.

Supervisor Workspace

Supervisor Workspace provides a single interface for monitoring agent performance, queue activity and service levels in real time.

It combines analytics, alerts and management tools to support proactive supervision, efficient resource management and consistent service delivery across hybrid and remote contact centre teams.

Workspaces and Configuration Manager

Workspace and Configuration Manager provides a central interface for managing contact centre configuration, users and workflows. This supports public sector environments with frequent service changes, shared services and evolving policies.

Administrators can manage changes and make controlled service configuration updates without specialist development skills, reducing reliance on manual processes.

The outcome is faster change implementation, improved governance and reduced operational risk when services or demand profiles change.

Intelligent Customer Assistant

Intelligent Customer Assistant (ICA) uses automation and AI to handle routine enquiries, guiding voice and digital service users to the right outcome. High volumes of repetitive enquiries are easily re-directed from busy public sector contact centres and customer-facing teams, while protecting agent capacity for complex or sensitive cases.

The Intelligent Customer Assistant integrates with existing systems and channels, ensuring consistent information is provided. The outcome is reduced call volumes, improved response times and more efficient use of contact centre resources.

Workforce Management

Workforce Management is embedded in the Contact Centre, with upgrade options to optimise workforce engagement further. Workforce Management removes the reliance on spreadsheets, providing a simpler, more practical way to manage staffing challenges such as variable demand, limited resources and the need to demonstrate service performance.



Managers gain visibility into workload and adherence, while staff benefit from fairer scheduling and clearer expectations. The outcome is improved service consistency, better staff engagement and more effective use of available capacity.

Contact Centre Integration and APIs

The platform connects agents with the data they need to deliver personalised, joined-up services and streamline workflows. Open APIs enable secure integration with public sector line of business applications including but not limited to: Microsoft Teams, Microsoft Dynamics, Salesforce, ServiceNow, Granicus, Jadu, Goss, Capital Open Housing, Civica Housing Management.

This reduces manual data entry, improves data accuracy and allows organisations to embed communications into existing workflows rather than forcing process change. Integrations are governed and auditable, supporting security and compliance requirements.

Real-time Agent Assistance

Smart Assist provides real-time guidance and information to agents during live interactions from within the Agent Workspace. This supports consistent service delivery, particularly in environments with complex policies or frequent change.

Agents can respond more accurately and confidently, reducing errors, call handling and wrapping time. Sentiment analysis alerts empower supervisors to support where needed and provide valuable insights to drive continuous improvement.

The outcome is improved first-contact resolution, reduced training overhead and a more consistent experience for service users across all public sector service providers.

6 Analytics in the Contact Centre

Contact Centre Analytics provides real-time and historical insight into demand, performance and service outcomes. This supports public sector requirements for transparency, reporting and continuous improvement. Leaders can identify pressure points, monitor service levels and assess the impact of change.

The outcome is better operational control, evidence-based decision-making and improved accountability for service delivery.

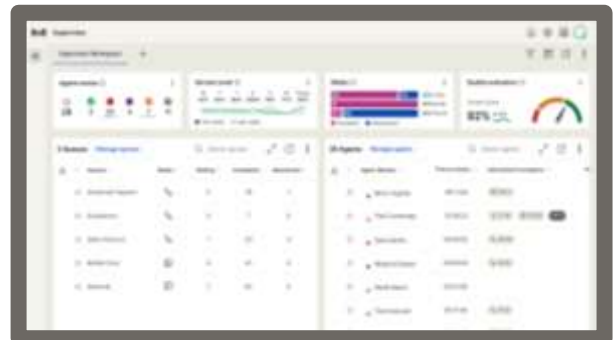
Contact Centre Analytics

- Real-time agent and queue monitoring
- Omnichannel performance dashboards
- Customisable views and filters
- Historical reporting with trend insights
- Exportable reports and shareable links
- No-code dashboard configuration tools
- Built-in SLA and KPI tracking
- Role-based access controls



Workforce Management

- AI-Powered Forecasting
- Automated Scheduling
- Real-Time Adherence Monitoring
- Shift Optimisation by Skill Set
- Multi-Channel Scheduling
- Automated Coaching & Quality Scheduling



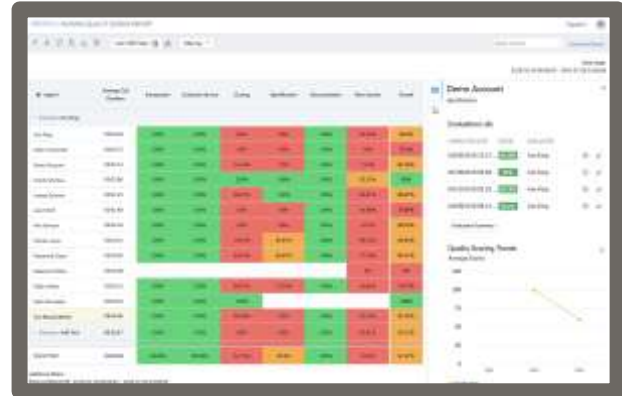
Workforce Engagement Management

- Embedded quality management
- AI-powered coaching recommendations
- Speech and text analytics
- Real-time agent performance dashboards
- Gamification and recognition tools
- Voice of the employee (VoE) feedback loops
- Supervisor Workspace™ available via web and mobile
- Unified Workforce Engagement Management and Contact Centre platform



Quality Management

- Omnichannel interaction capture
- Customisable evaluation forms
- Automated call recording and storage
- Integrated sentiment and AI analytics
- Supervisor workspace integration
- Agent performance dashboards
- Workflow-based coaching and feedback
- Audit trails and compliance reporting



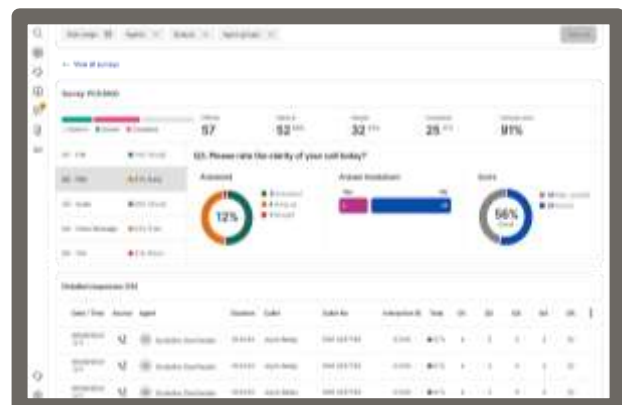
Speech Analytics

- Omnichannel conversation analysis
- Automatic sentiment detection
- AI-powered topic and emotion tagging
- Full interaction transcription and search
- Customisable dashboards and filters
- Root cause and trend analysis
- Integrated with agent and supervisor workspaces
- Compliance and risk monitoring



Post Call Survey

- Automated post-interaction survey triggering
- Multi-channel delivery support
- Survey-level and question-level scoring
- Integration with supervisor workspace
- Customisable survey questions and logic
- Real-time feedback visualisation
- Correlation with agent and quality assurance metrics
- Historical reporting and trend analysis



7 Open APIs, Business Application and Microsoft Teams Integrations

The 8x8 platform provides Open APIs and pre-built integrations that enable UK public sector organisations to connect communications with public sector line-of-business applications and collaboration tools already in use, including but not limited to: Microsoft Teams, Microsoft Dynamics, Salesforce, ServiceNow, Granicus, Jadu, Goss, Capital Open Housing, Civica Housing Management. This supports common challenges across the public sector to reduce manual processes, avoid duplicate systems and enable delivery of joined-up services across teams and partners.

Open APIs allow secure data sharing while 8x8 provides multiple pathways to deliver enterprise-grade voice communications within Microsoft Teams, supporting different licensing models, infrastructure requirements, and organisational needs.

8x8 Voice for Microsoft Teams

8x8 Voice for Microsoft Teams delivers enterprise-grade PSTN calling directly within the Teams environment using Direct Routing. Staff make and receive external calls using familiar tools, reducing training overhead and change impact.

For public sector IT teams, this supports a phased approach to modernisation while maintaining control over numbering, security, and call routing. The 8x8 for Microsoft Teams app extends functionality with SMS/MMS messaging, eFax, voicemail management, and call queue controls.

The outcome is a simpler user experience, improved adoption, and reduced dependency on legacy telephony systems. Requires Microsoft Teams Phone licenses.

8x8 Operator Connect for Microsoft Teams

8x8 Operator Connect for Microsoft Teams provides direct connectivity between the 8x8 platform and Microsoft Teams without additional on-premises infrastructure. Voice services are provisioned and managed through the Teams Admin Centre, simplifying administration.

This supports public sector requirements for resilience, scalability, and streamlined management while enabling organisations to retain control over voice services.

The outcome is a secure, cloud-native voice architecture that reduces complexity and aligns with public sector collaboration strategies. Requires Microsoft Teams Phone licenses.

8 CPaaS - Solution Overview

8x8 CPaaS (Communications Platform as a Service) allows businesses to embed real-time communications directly into their applications and workflows using flexible APIs or turnkey solutions like 8x8 Connect.

It supports voice, SMS, and messaging apps, including RCS, WhatsApp, and more, enabling organisations to deliver personalised, omnichannel customer experiences without the complexity of managing telecom infrastructure.

Built on a secure, global, carrier-grade network, 8x8 CPaaS delivers high reliability, scalability, and low latency. With capabilities such as number management, call control, webhooks, analytics, and global reach, businesses can quickly deploy communication solutions, accelerate innovation, and improve customer engagement across channels.

SMS

SMS solutions enable businesses to communicate with customers quickly, reliably, and at scale using a trusted, global messaging platform. Through flexible APIs and turnkey options like 8x8 Connect, organisations can send and receive SMS as part of automated workflows or agent-assisted interactions, supporting use cases such as notifications, alerts, customer support, and two-factor authentication.

Built on a carrier-grade global network, 8x8 SMS delivers high deliverability, compliance, and enterprise-level reliability.

Enterprise-Grade Reliability and Scale – Operate confidently with secure, scalable messaging designed for global businesses.

Messaging

Messaging APIs enable businesses to deliver rich, interactive conversations with customers over leading messaging channels such as RCS and WhatsApp, all through a single, unified platform. Using programmable APIs or turnkey solutions like 8x8 Connect, organisations can orchestrate two-way conversations, automate customer journeys, and integrate messaging directly into applications, contact centres, and business workflows.

Video

Video solutions enable businesses to embed secure, high-quality video into customer and employee interactions through flexible APIs and ready-to-use services. Designed for real-time engagement, these solutions support use cases such as virtual customer support, expert consultations, remote collaboration, and in-app video experiences.

Built on a global, carrier-grade network, 8x8 video delivers reliability, scalability, and enterprise-grade security.

Video Interaction

Video Interaction provides a fully managed, turnkey video engagement solution that enables face-to-face interactions between businesses and their customers without requiring complex development. It is ideal for organisations that want to quickly deploy video for customer support, sales, or service workflows.

Browser based, with no download delivers one click video sessions that work across devices with built-in engagement tools and enterprise grade security, improving first-contact resolution through visual support.

JaaS (Video as a Service)

Video JaaS provides developers with programmable video APIs and SDKs to embed real-time video capabilities directly into applications and workflows. It offers full control over the video experience and is optimised for custom, scalable video use cases. Embed video into web and mobile apps with control over UI and workflows and optimise for low latency and high availability.



Voice

Voice solutions enable businesses to embed intelligent, secure voice capabilities into applications and customer journeys using flexible APIs or turnkey deployment options. Supporting use cases such as automated voice interactions, in-app calling, and privacy-safe communications, these solutions help organisations modernise voice experiences, reliability, and compliance.

Text-to-Speech (TTS)

Text-to-Speech converts text into natural-sounding voice for automated calls, notifications, IVR prompts, and conversational workflows. Natural, High-quality voices deliver clear, human-like speech that improves customer understanding and engagement.

App-to-App Calling

App-to-App Calling enables real-time voice communication directly between users inside web or mobile applications—without requiring traditional phone numbers. In-App, Real-Time Voice enables seamless calling within applications, improving user experience and engagement.

Low-latency, global infrastructure ensures high-quality calls with enterprise-grade reliability across regions with flexible APIs and SDKs to accelerate development and maintain full control over the calling experience.

Authentication

Authentication solutions help businesses verify users, protect identities, and reduce fraud across digital and voice channels. Through a combination of APIs and turnkey services, enables secure, frictionless authentication experiences that balance strong security with ease of use.

Designed for scale and enterprise reliability, these solutions support customer onboarding, account access, and transaction verification while meeting regulatory and compliance requirements.

Verif8

Verif8 is a turnkey verification solution that enables fast, reliable user verification using one-time passwords (OTPs) delivered over trusted messaging and voice channels. Multi-Channel OTP Delivery verifies users via SMS and voice to maximise reach and completion rates. While built-in fraud protection reduces risk with intelligent routing and delivery optimisation.

Verification API

The Verification API gives developers full control to build custom authentication and verification workflows within applications and services. Create tailored OTP and verification logic aligned to organisational needs.

Number Masking

Number Masking supports secure identity protection by shielding real phone numbers during communications.

Prevent exposure of personal phone numbers to reduce fraud and misuse, enable temporary, reusable numbers for secure interactions and increase user confidence while maintaining compliant communications.

OmniShield

OmniShield is 8x8's advanced fraud and security layer designed to protect authentication traffic and messaging from abuse and attacks. Identify and block suspicious traffic before it impacts users or costs, apply intelligent controls based on behaviour, geography, and risk signals and minimise fraud-related losses while improving verification success rates.





9 Statement of Work

Template Statement of Work for Professional Services relating to SaaS Services

Highlighted sections are completed or removed as required

EFFECTIVE DATE	
CALL-OFF REFERENCE:	
THE BUYER:	
BUYER ADDRESS	
SUPPLIER REFERENCE	
THE SUPPLIER:	
SUPPLIER ADDRESS	
COMPANY REGISTRATION NUMBER	

The Parties hereby agree that the sections listed within this document form part of and are incorporated into this Statement of Work.

This Statement of Work has been entered into on the Effective Date and will be governed by the terms of the Call Off Contract.

Signed.....

duly authorised for and on behalf of

[THE SUPPLIER]

Name.....

Date

Signed.....

duly authorised for and on behalf of

[BUYER]

Name.....

Date

9.1 Summary

The Buyer requires a new Cloud-hosted IP Telephony and Contact Centre communications solution to replace their existing <SERVICE>.

This requirement will be satisfied by the implementation of the **Supplier** Cloud Communications by 8x8 services and will provide a wide range of capabilities which may include, but not limited to, Telephony, Contact Centre, Call Recording, Operator Console, Softphones, Physical Handsets, Number Porting and Professional Services.

This Statement of Works outlines the Cloud Communications by 8x8 services that will be delivered by the Supplier.

9.2 Project Scope Parameters

The Supplier will provide the Professional Services confirmed on the Order Form and as described in this Statement of Work.

Services in the scope of this Statement of Work and the design of the solution will be governed by Limits, Description and Quantity for each Scope Parameter defined in the table below:

UCaaS Scope Parameters	Limit / Description / Quantity
Total number of Users (Domestic and International)	<VALUE>
Number of international Users	<VALUE>
Total number of Sites (refer to Appendix B for details)	<VALUE>
Number of international Sites (refer to Appendix B for details)	<VALUE>
Number of DID to be Ported	<VALUE>
Number of Losing Carriers (from whom numbers to be ported to 8x8).	<VALUE>
Number of Auto Attendants	<VALUE>
Number of Workgroups supported for design / configuration equaling any combination of (Ring Group, Call Queue, Barge-in on a call without monitoring or whispering – BMW, Group Call Pick-up, Group Paging)	<VALUE>
Number of Go-live events	<VALUE>
Gateway Parameters (Remove if not in Scope)	Limit Description / Quantity
Countries where gateway to be installed	<country1>, <country2>
Number of gateways to be configured by 8x8	Up to
Gateway installed at Customer site by 8x8	Yes / No
Spare gateways included	Yes / No

Gateway hardware included in Fees	No
Gateway / Session Initiation Protocol (SIP) Adapter Monthly Recurring Fee for support and maintenance included	No
Solution Scope Parameters	Limit Description / Quantity
Single Sign-On (SSO) configuration	Yes, SAML based integration only.
Microsoft Teams Integration (DELETE IF NOT REQUIRED)	Included – 8x8 shall implement direct routing integration.
Out-of-the-Box integrations	Included – will provide documentation and answer questions.
CCaaS Scope Parameters in consideration for design and configuration of solution.	Limit Description / Quantity
Number of Named Contact Centre CCaaS Agents	<VALUE>
Number of CCaaS Tenants	1
Number of Scripts (Voice, Email, Chat, Social and SMS – any combination)	<VALUE>
Number of Queues (Inbound Phone, Outbound Phone, Email, Chat, Voicemail – any combination)	<VALUE>
Number of Status Codes (Status, Transaction, Outbound – any combination)	3
Number of audio file uploads	10
Number of Schedules	5
Number of Administrator Roles supported	1
Number of Agent Groups	5
Number of Channels (enable and point to script)	<VALUE>
Number of Wallboards	3
Number of Chat design (User Interface – UI) – Applicable only with X7 and X8	<VALUE>
Number of Custom Dial Plans	<99>
Contact Centre Outbound Plans to be setup (X5 or X8 only)	Default Value 1
Speech Analytics	In Scope / Not in Scope
Quality Management (QM) to be designed configured / implemented	In Scope / Not in Scope
Number of Roles to be setup in QM	Up to 2 (supervisor and admin)
Number of Groups to be setup in QM	1
Number of Evaluation Templates to be configured	1
Number of Groups supported during go-live. Assumption: All contact centre agents, regardless of where they are based, are going live at the same time with the solution. Go-live support for	1

additional rollouts requires additional effort and may incur additional fees.	
Onsite Activities Parameters	
Onsite / dedicated remote Go-Live included	<Yes / No> (If Yes – specify number of days included and sites where included or if dedicated remote)
Site Survey included	<Yes / No> (If Yes – specify number of hours included and sites where included)
Onsite Project Kick-Off included	<Yes / No> Specify who will be onsite and how many hours planned for.
Device Deployment and Activation Scope Parameters	
Number of 8x8 phones / ATA to be deployed and activated (by 8x8 onsite during Business Hours)	Up to <999> - If not in scope – Specify Not in Scope Specify Phone type, e.g. 225 VoIP phones, 40 DECT Phones and 7 ATA
Number of 8x8 phones / ATA to be activated and tested (by 8x8 remotely)	Up to <999> - If not in scope – Specify Not in Scope Please specify VVX phones vs DECT and ATA
Outside Working Hours and weekend deployment of phones at Customer site	Not in Scope / In Scope
Number of non-supported CPE to be activated (by 8x8 onsite during Working Hours)	Up to <999> - If not in scope – Specify Not in Scope
Number of non-supported CPE to be activated (by 8x8 remotely)	Up to <999> - If not in scope – Specify Not in Scope
Multi-Protocol Label Switching (MPLS) Connection Parameters (Remove if not in Scope)	
Number of data centres	Up to <0>
Existing NNI for MPLS Provider	Yes / No
Number of Cross Connects	Up to <0>
Number of Ports setup	Up to <0>
Number of MPLS provider / Buyer hosted device setup	Up to <0>

Scope Parameter Notes:

The scope and parameters of the Implementation Package for the IP Telephony and UC (Lobby, X1 – X4) will not exceed the quantity parameters described in the Service Offer for the Implementation Package confirmed on the Order Form.

If the Buyer's requirements exceed the quantity parameters, the Parties shall agree a Variation for additional quantities at the rates for Implementation Packages set out on the relevant Pricing Document.



The scope and parameters of the Implementation Package for the Contact Centre (8x8 Engage, X6X8) will not exceed the quantity parameters described in the Service Offer for the Implementation Package confirmed on the Order Form.

If the Buyer's requirements exceed the quantity parameters, the Parties may agree a Variation for additional quantities. Charges for additional quantities will be at the rates for Implementation Packages set out in the Pricing Document.

The Integrations included will not exceed the Out of the Box Integrations confirmed on the Order Form. If the Buyer requires additional Out of the Box Integrations the Parties may agree a Variation. Charges for additional integrations will be at the rates for Out-of-the-Box Integration Packages set out in the Pricing Document.

Where Out of the Box integrations are included the Supplier will provide documentation and answer questions relating to the standard configurations for the purchased Out of the Box Integration.

The Buyer acknowledges that customisation of Out of the Box Integrations is excluded unless customisation is included.

The customisation of Out of the Box Integrations is based on the number of Hours confirmed on the Order Form. the Supplier will aim to complete the deliverables within the number of purchased Hours but does not guarantee to do so.

If the Buyer requires additional hours to complete the deliverables the parties shall agree a Variation. Charges for additional hours will be as set out in the relevant Pricing Document.

The number of hours the Supplier will attend Site to complete the Onsite Activities set out below will not in exceed the quantity of Hours included within the Onsite Professional Service Packages and confirmed on the Order Form .

If the Buyer requires additional hours to the parties shall agree a Variation.

If the Buyer requires additional device installations, the parties shall agree a Variation.

The above table shows the additional Contact Centre (X6-X8) services available. If selected as in scope a separate requirement capture for these services must be completed.

9.3 Professional Services Activities Services

The table below identifies the Professional Service activities that are included in this Statement of Work. For a detailed description of the Services, please refer to Appendix A (Service Description Services, Roles and Responsibilities).

Managed Implementation Services	Included (Yes / No)
Project Management	Yes
Network Assessment	Yes
Solution Design	Yes
System Configuration	Yes
User Configuration	Yes
Testing	Yes

Go-Live Support and Troubleshooting (Remote)	Yes
Porting / Number Transfer	Yes

9.4 Assumptions

- (i) Customisation of the available Out-of-the-Box integrations is not included unless explicitly called out in Appendix D of this Statement of Work.
- (ii) Site Surveys and / or on-site device deployment, if included in the scope, are based on device count estimates provided by Buyer. A Variation may be required to modify the scope and fees to reflect the actual counts if the actual number of devices in any of the Sites differs from the estimate provided by Buyer.
- (iii) If in-scope, device deployment at Site is planned during Working Hours. Installation / activation of devices outside of Working Hours may incur additional charges as set out in a Variation.
- (iv) Activities such as, but not limited to, any cabling or cabling activities such as toning or tracing, using lifts, cleaning or clearing of boxes while at site for device deployment and activation are not included in the fees quoted. Any requirement for the Supplier to provide such activities will be provided subject to the parties
- (v) Cancellation or postponement of device deployment after it has been scheduled, requires a minimum of 72 hours' notice. Failing to provide the required minimum notice could result in a cancellation fee of £250 for each occurrence.
- (vi) Remote device activation and testing, if in-scope, will be performed prior to shipping device to the Buyer. The Buyer is responsible for distributing devices within each Site, plugging the device into the Buyer System and verifying that the device initialises and registers with 8x8.
- (vii) Remote device activation is not available for devices procured under the Flex Program (leased phones).
- (viii) Unless otherwise specified, remote device activation does not include activation of any DECT or any other peripheral devices such as door buzzers and overhead paging systems.
- (ix) Implementation fees, if quoted, for Gateway Configuration Services does not include monthly recurring fees for maintenance and support of gateway hardware.
- (x) Gateway solutions should include a redundancy / business continuity solution such as active / active, warm standby, cold spare or AudioCodes Advanced Hardware Replacement (**AHR**). The Buyer electing to forgo a redundancy / business continuity solution is aware of and accepts the potential risk of an extended telephony outage due to gateway failures.
- (xi) Implementation fees, if quoted, for Buyer-provided MPLS does not include monthly recurring fees for items such as Cross Connects, Ports or rack space as these items will be billed separately.
- (xii) Fees quoted assume the Buyer is discharging their assigned responsibilities in accordance with the Project Schedule, which is limited to an 8-week deployment. Delays resulting from the Buyer will be resolved as set out in Delay and Suspension of the Buyer Conditions.
- (xiii) Fees assume the Buyer will obtain the Buyer's requirements and design for all in-scope services in 1 design session. Requests for multiple requirements and design sessions will require a Variation and additional Buyer funding.
- (xiv) All Services in this Statement of Work are delivered remotely and in English only unless otherwise specified.
- (xv) Project Scope Parameters and Fees quoted in this document are for budgetary purpose only. Actual scope and fees will be determined through discovery sessions with Buyer.
- (xvi) The Scope Parameters indicate the portion of Services 8x8 is performing in this Statement of Work. The Buyer is responsible for configuring the balance of items required for the platform deployment.

Any requested increases to the quantities in the Scope Parameters will require a Variation and may require additional Buyer funding.

- (xvii) Fees quoted assumes a total of X go-live events. The Buyer's request for additional go-live events will require a Variation and additional funding.
- (xviii) Onsite Go-Live Support, if included, will be during Working Hours. Requests for support outside of Working Hours may incur additional fees and the Buyer agrees to execute a Variation. Onsite Go-live support can be exchanged 1:1 for dedicated remote support. The Buyer is responsible for any travel cancellation fees if travel was booked before the requested change.
- (xix) Workforce Management integration, if included, does not include implementation of Teleopti's Workforce Management Solution or any associated licences. Fees for WFM implementation and licences will be provided separately in a new Order Form or Variation.
- (xx) PCI Pal Secure Pay integration, if included, does not include implementation of the Secure Pay Solution or any associated licences which will be provided subject to the parties entering into a new Order Form or Variation.
- (xxi) Inference IVR implementation, if included, does not include fees for IVR ports or any other licences as these items will be provided in a new Order Form.
- (xxii) 8x8's assistance on Speech Analytics (X8 licences if purchased by the Buyer) does not include Personalisation Service and is limited to consultation and knowledge transfer.
- (xxiii) Fees quoted assume all Customer project management is being led with EMEA based Buyer Personnel. Requests to support regionalised deployment services will require a Variation and additional funding.

9.5 General ~~Customer~~Buyer Responsibilities

In addition to identified Service-specific responsibilities, Buyer agrees to the following general responsibilities to enable and support the Supplier to successfully deliver on the scope of the project.

Responsibility Areas	Description
Network Readiness	- For each in-scope Buyer Site, the Buyer's network needs to pass the 8x8 Network Utility, a software tool available at https://support.8x8.com/us/Support and Services/Support/Download the 8x8 Network Utility (NetUtil). - In the event Buyer's Network does not pass or meet the Supplier's requirements for Voice solutions to be implemented, Buyer agrees to sign-off on the Network Assessment Waiver Form (see Part C of section 4) prior to Go-Live. - When and where requested for by the Supplier, provide information regarding network topology and layout in the form of diagram or available documentation. - Address corrective actions identified by the Supplier.
Project Management	- Assign a Project Manager for the duration of the Project to manage Buyer's execution of tasks assigned to it in the Project Schedule developed by the Supplier with input from Buyer. - Complete its responsibilities by the dates specified in the Project Schedule agreed between Buyer and the Supplier.

	● Coordinate tasks associated with Buyer's third party vendor or system necessary for the Supplier to perform managed Implementation Services.
Project Delivery	✘ Provide resources of adequate skills and knowledge to manage all Buyer's tasks identified and assigned in the Project Schedule. ✘ Provide access to Buyer SME in the areas of integrations with Buyer CRM systems as and where required and applicable. ✘ Provide access to Buyer Personnel authorised to identify solution requirements and make design decisions including signoff on the Configuration Workbook. ✘ Participate in key project meetings setup by the Supplier's Project Manager. ✘ Review and provide prompt feedback (typically within 3 Working Days of project materials and deliverables. ✘ Collect data, populate the Supplier-provided data load templates, and verify data. ✘ Provide adequate working space and facilities for the Supplier or its partner resources while at Buyer facility to deliver optional the Supplier on-site services. ✘ Participate in system test activities and solution acceptance testing and sign-off. ✘ Identify Buyer project team members authorised to discuss relevant business processes and make change decisions. ✘ Participate in business process sessions if scheduled by the Supplier, provide requested information and review provided documentation in the timely manner. ✘ Provide information regarding its business processes, business objectives, and use cases.
System Administrator Readiness	● Assign one or more resource as administrators of the 8x8 system. ● Evaluate and purchase appropriate or any desired Admin Training offerings from 8x8 Academy. ● Ensure that System Admin is ready to administer and maintain 8x8 system prior to Go-Live. ● Shadow the Supplier resource during configuration of the solution and participate in system configuration activities and re-enforce the knowledge and skills required for full system configuration and maintenance.
Audio Recordings	● Provide audio recording files required for 8x8 system configuration in the requested format. ● Upload and configure Audio Recording files in the 8x8 system (unless the Supplier is engaged to complete this activity under the scope of the optional System Configuration Assistance service).

Call Forwarding	● Plan the phone number porting and cutover with guidance from the Supplier. ● Buyer is responsible for arranging all forwarding and ensuring that forwarding costs understood and accepted ● Buyer is responsible for checking the Forwarding CLI to ensure its as required ● If call-forwarding is part of the plan, engage call forwarding on either: ○ Carrier level, by working with the current Carrier (recommended option) ○ PBX level (this option could result in degraded call quality for inbound calls) ○ Extensions / phone level (this option could result in degraded call quality for inbound calls)
System Readiness	● Perform technical and functional validation of the solution (as confirmed in the Configuration Workbook) with guidance from the Supplier. ● Regression and User testing plans and execution of those plans.
User Readiness	● Evaluate and purchase appropriate or any desired User offerings from 8x8 Academy. ● Ensure that Users are ready to use 8x8 system prior to Go-Live. ● Ensure that Users' use cases are accounted for and incorporated in the X Series SaaS solution.
Porting / Number Transfer	● Provide list of numbers to be ported (NTBP). ● Provide required information, including Buyer Service Records (CSR) and Letters of Agreements (LOA), Copy of Bill (COB) in a timely manner. ● Manage (engage / disengage) call forwarding (if call forwarding is used within the port strategy).

Appendix A – Service Description Services, Roles and Responsibilities

The Buyer acknowledges that the obligations referred to in this Appendix 3 may be fulfilled by the Supplier's Key Subcontractor, 8x8 UK Limited. The descriptions below are only applicable where the service element is selected as in-scope in Section 1 or Section 2 above.

Service Name	Service Description
Project Management	the Supplier manages the project and solution delivery using the Supplier's methodology: • Supplier Project Manager (PM) works with Buyer to plan, manage, and communicate regularly on the Project. • Supplier PM is Buyer's main point of contact for the Project, and responsible for all corresponding interaction between the Supplier and Buyer project teams. The Supplier responsibilities: • Conduct Project Kick-off meeting • Establish and maintain project schedule. • Set up collaboration portal for project communications and collaboration. • Identify and manage project issues and risks as well as track action items to completion. • Set-up and chair project meetings (weekly) and provide status reports (weekly). • Overall management of scope, schedule and budget. Supplier deliverables: • Collaboration portal. • Project schedule.
Network Assessment	Supplier guides the Buyer through the steps required to ensure Buyer's network readiness for the X Series SaaS solution. Note that this service includes evaluation of 8x8 VoIP services on Buyer's LAN / ISP environment, while a separate Endpoint to Cloud Analysis includes evaluation of entire telephony call flow. Supplier responsibilities: • Provide 8x8 Technical Requirements. • Provide NetUtil along with instructions. • Analyse test results and identify corrective actions for the Buyer. Supplier deliverables: • Technical Requirements and NetUtil, along with instructions to run tool. • Feedback on Network Assessment results. • Actionable recommendations to prevent network-related VoIP issues. • Provide best practices on configuration of firewall for VoIP policy. • Quality of Service assessment.
Solution Design	Based on Buyer's current business processes and design requirements, the Supplier identifies an optimal solution, including required configuration of all required X Series SaaS solution components. The design is worked out in

Service Name	Service Description
	consultation with the Buyer in an iterative manner and in a prototyping like approach to configure and test key use cases. Up to 3 iterations and prototypes are supported and included in this service. Supplier responsibilities: • Review as-is relevant business processes • Collect and document solution requirements, including: - o Key features - o Key use cases • Design based on best practices and document the solution, including: - o System configuration - o Call flow, IVRs, queues • Discuss relevant business measure criteria / reporting and analytics requirements • Review solution requirements and design with Buyer stakeholders and incorporate results and feedback. Supplier deliverables: • Solution Requirements and Configuration Workbook and / or Site Configuration Document (SCD). The Configuration Workbook and the SCD will be the supported configuration of the X Series Service. Changes to the supported configuration made by the Buyer or a third party will not be supported by the Supplier
System Configuration	Supplier performs limited system configuration for re-enforcing information from the Admin Training and providing additional hands-on guidance on system configuration to the user administrator. Supplier responsibilities: • Configure system objects in the solution per the defined scope parameters. Supplier deliverable: • Basic configured solution executed. Assumption: • Buyer assigned resource shadows the Supplier resource to learn and complete the configuration of the solution based on design for go-live.
User Configuration	Based on Buyer-provided information, the Supplier completes the configuration for all Users and their properties in the system. Also configured will be Agents (CC) properties where applicable and in scope.

Service Name	Service Description
	Supplier responsibilities: • Provide User Configuration template and guidance on completion of document. • Configure provided User information (including Extensions and Phone numbers) in the 8x8 system per final User Configuration document (one-time effort per finalised document). Supplier deliverables: • Buyer data (users and their properties) configured in the 8x8 system per final User Configuration document.
Testing	Supplier and Buyer perform limited (basic) system testing for validating correct configuration and providing additional hands-on guidance on system testing to the Buyer's Administrator. Supplier responsibilities: • Test up to 10 incoming channels inclusive of phone, email, chat to ensure that they are correctly hitting 8x8 system. • Test up to 5 key use cases documented in the Configuration Workbook. • Test up to 3 scripts inclusive of phone, email, chat. Supplier deliverables: • Test Plan identifying the tests that will be performed. • Test Plan updated with test results.
Porting / Number Transfer	Based on Buyer-provided documentation, the Supplier manages the transfer of phone number ownership from incumbent carriers to the Supplier or its Key Subcontractor. Supplier responsibilities: • Provide porting instructions. • Perform number portability check. • Guide the Buyer through porting strategy options. • Submit Port Request to Losing Communications Provider. • Pursue Port Request status / confirmation (FOC) from Losing Communications Provider. • Phone numbers ported per confirmed Port Request. Supplier deliverables: • List of items required from Buyer's current carrier. • Buyer provided numbers ported to the Supplier carrier. • Conference Call scheduled on day of porting, or alternative, as agreed to by Buyer and the Supplier.

Service Name	Service Description
Remote Go-Live Support and Troubleshooting	Supplier will seek root-cause and identify corrective actions for reported issues during implementation and up to 5 Working Days post Go-Live, after which the Project will be transitioned to the Supplier's Support organisation. Supplier responsibilities: • Provide access to and explain how to report Issues. • Provide reasonable endeavours support for Buyer's reported technical issues during Working Hours. • Fault isolation and LAN troubleshooting assistance. • Network diagnostics and analysis. • Provide 24 / 7 support for critical issues via the Supplier Support. • Track reported issues to completion. Supplier deliverables • Issue Log.
Program Plan and Strategy	Supplier and Buyer plan and strategise the optimal approach to identify, implement, and roll-out the solution to the Buyer's enterprise. Supplier responsibilities: • Assign a Program Manager as the main point of contact during the implementation. • Program Goals, Success Criteria are established and defined by working with Buyer. • Implementation methodology, workflow, and communication plans are defined. • Program Kick-off conducted, and preliminary Schedule is shared with Buyer. • Weekly and / or daily meeting with Buyers as needed are scheduled. • Management of issues, risks, and action items. • Management of Program Plan. Supplier deliverables: • Program Kick-off slide deck. • Program communications plan. • Program rollout schedule. • Access to 8x8 Project Portal for project collaboration.
Device Installation and Activation	Supplier can be engaged to install (on-site) and / or activate the Supplier or Buyer-owned devices. Device installation activities are planned to be done during Working Hours at the Site where such services are required. Supplier responsibilities (one or more of the following):

Service Name	Service Description
	• Unbox the Supplier provided phones • Install and Activate Phones (on-site). • Install and Activate ATA (on-site). • Activate Supported CPE (remote) - included (must have MACs). • Activate Non-supported CPE (remote). Supplier deliverables: • In scope number of devices installed and activated during Working Hours.
Site Survey	Site Surveys are done by the Supplier consultants / technicians to gain an understanding of the environment and provide a report to Buyer so they can prepare for go- live date by addressing some of the findings from the survey. Supplier responsibilities: • Schedule and conduct introduction with Site contact prior to arrival on • Review expectations of work to be conducted • Review the Supplier required documentation that Buyer Site contact will be required to prepare • Confirm date, time, contact information and availability of Site contact • Schedule and conduct Site Survey to identify: • General Site information, Buyer-provided floor plans. • Network information for telco connectivity. • Review of Buyer provided network topology of their infrastructure, primary internet connection, current phone system information, third party integrations or systems, call flows and dialling patterns, maintenance windows, number of auto attendants, number of users (receptionist, executive assistants, any unique users or executives). • Review number of toll-free, virtual numbers, fax lines, conference rooms, ring groups or call queues, wall mount kits, overhead paging equipment, wireless phones • Review Site for power over Ethernet (POE) switches and power availability at desks where phones will be installed. • Schedule Site survey wrap up meeting at end of onsite engagement with Site contact to review information captured and identify gaps and assign action items. • Provide site survey deliverable within 5 Working Days from completion of site survey Buyer responsibilities: • Provide access to knowledgeable Site contact who will provide physical access to the Supplier resource to conduct survey.

Service Name	Service Description
	• Provide information regarding existing PBX or Contact Centre that can be captured by the Supplier in detail. • Provide floor plans with information of where all the phones are located including at warehouse, production, manufacturing and office areas. • Provide access to the Network Administrator and obtain existing topology. • Provide access to SME who can speak to integrations to third party systems. • Participate in mandatory pre-visit preparatory call to set expectations, review preliminary information available with site contacts and key stakeholders. • Participate in post Site Survey meeting / conference call along with Buyer stakeholders to review gaps and open action items. • Provide a data dump of all current PBX users prior to Site Survey in the format provided by the Supplier.
MPLS Implementation Support	Supplier provides support for implementing an MPLS connection. Supplier Responsibilities: • Share information and background on how the Supplier handles MPLS implementation. • Share MPLS provisioning questionnaire for Buyer to respond. • Conduct technical discovery call to understand Buyer's network topology. • Review initial quoted costs and validate pre-sales discovery assumptions and update costs and scope invoking change management if required. • Assist with connectivity issues between Sites and the MPLS provider network. • Order cross connects depending on Buyer scenario. • Provision data centre cross connects when necessary. • Install hosted Provider network devices in the 8x8 data centres • Install equipment and necessary interconnects • Schedule and work with Buyer to migrate their traffic over to the MPLS path. • Setup conference call and work with Buyer and the Supplier team to conduct end-to-end testing and traffic migration. • Determine if 1U or 2U of Rack Space and number of power outlets per data centre Supplier Responsibilities: • Share Documentation / information around Buyer's network topology.

Service Name	Service Description
	• Provide answers to MPLS questionnaire. • Sign off on Change Request and / or LOA for change to scope, budget, or the need for cross connects to be ordered. • Participate in the Supplier scheduled calls for end-to-end testing and traffic migration. • Schedule and work with MPLS provider to activate the 8x8 data centre connectivity. • Agree to schedule of work being done outside Working Hours and provide a minimum of 48-hour lead time. • Hosted Device (Sequence of Activities) • Determine if 1U or 2U of Rack Space and number of power outlets per data centre • <u>Call step 1</u> - Buyer to fail-over voice traffic to public Internet. • <u>Call step 2</u> - the Supplier to unplug cross connect patch cable from 8x8 edge, then plug it into hosted device. • <u>Call step 3</u> – Buyer to make sure they can reach the hosted device. 8x8 can provide temporary remote console access if required. • <u>Call step 4</u> - 8x8 to patch down from hosted device to 8x8 edge. Call step 5 - the Supplier and Buyer to configure layer 3 on the link between hosted device and 8x8 edge: • 8x8 <u>100.65.0.1 / 30</u> • Buyer <u>100.65.0.2 / 30</u> • <u>Call step 6</u> – the Supplier and Buyer to configure BGP on the link between hosted device and 8x8 edge and confirm that BGP is operational. • 8x8 ASN 32308 • Buyer ASN TBD • BGP password: the Supplier will assign during the call • Buyer will receive BGP updates from the Supplier for 6 public IP subnets: • <u>8.28.0.0 / 24</u> • <u>8.28.1.0 / 24</u> • <u>8.28.2.0 / 24</u> • <u>8.28.3.0 / 24</u> • <u>162.221.238.0 / 24</u> • <u>162.221.239.0 / 24</u> • <u>Call step 7</u> - Buyer / MPLS Provider to run traceroute to make sure they can reach 8x8 via the new connection. Traceroute to 8.28.0.1. • <u>Call step 8</u> - Buyer / MPLS Provider to move voice traffic back to MPLS

Service Name	Service Description
	path. The Supplier check endpoint registrations. Buyer / MPLS Provider to make test calls. • <u>Call step 9</u> - Buyer / MPLS Provider and the Supplier do fail-over testing by disabling the 8x8 BGP session and confirming that voice traffic automatically fail-over to Internet, then re-normalizing to MPLS
Hybrid UCaaS Gateway Configuration	For Sites in countries where a hybrid 8x8 solution is required, the Supplier works with Buyer Personnel (in IT) to install and configure PRI Gateway in Buyer environment to terminate local inbound / outbound from PSTN and international inbound calls to in-country numbers. Gateway also routes outbound Toll-Free calls, Local Landline and Mobile calls (inbound and outbound), and Emergency Calls. International outbound calls go through X Series SaaS solution Supplier responsibilities: • Configure custom SIP Trunk to use with gateway (remote) • Configure and test the gateway for deployment (remote). Supplier deliverables: • Configured gateway hardware • Test Plan identifying the tests that will be performed. • Test Plan updated with test results. Buyer responsibilities: • Provide detail of the existing PSTN connection to use with the gateway • Provide local number range associate with the existing connection. • Provide dedicated IP (Public / Private) address for gateway configuration • Ensure that provided the Supplier requirements are met or identify discrepancies to the Supplier team. • Participate in system test and especially when on-Site participation is required or beneficial for test completion.
Basic Gateway Configuration	For Sites in countries where 8x8 solution can deliver calls to local destinations within the country, but not local emergency and local toll-free number, a small FXO gateway can be put in place. The Supplier will work with Buyer Personnel (in IT) to configure and install a small FXO Gateway in Buyer environment to terminate to local emergency and local Toll-free via Buyer-owned PSTN on the relevant Site. Supplier responsibilities: • Configure and test the gateway for deployment (remote). Supplier deliverables: • Test Plan identifying the tests that will be performed. • Test Plan updated with test results. • Configured FXO Gateway

Service Name	Service Description
	Buyer responsibilities: • Provide detail of the existing PSTN connection to use with the gateway • Ensure that provided 8x8 requirements are met or identify discrepancies to the Supplier team. • Participate in system test and especially when on-site participation is required or beneficial for test completion.
Endpoint to Cloud Analysis	Supplier works with Buyer Personnel (in IT) to perform site-to-server analysis of the VoIP connection and entire telephony call flow. This service is intended for proactive prevention of technical and telephony issues before they come up. Supplier responsibilities: • Add test endpoint to TCP Dump server for logging purposes. • Analyse test calls for areas of failure. • Advise Buyer of potential roadblocks and best practices (Data vs Voice VLAN). Supplier deliverables: • Endpoint to Cloud testing suite customised per site. • Proactively identify any roadblocks within end-to-end telephony call flow (Endpoint - Network - 8x8 - PSTN). • Provide recommendations of solutions for any issues discovered during testing. • Growth Strategy to prevent technical issues from arising when the business needs to grow. Buyer responsibilities: • Provide requested Network Information and Topology Diagram. • Provide requested bandwidth information. • Provide firewall configuration (or just the Supplier rules). • Conduct test calls. • Ensure that provided the Supplier requirements are met or identify discrepancies to the Supplier team. • Address identified corrective actions.

Appendix B – Sites List

The Supplier will attend the Sites below to complete the selected on-Site activity where applicable.

Site	Onsite Activity		
	Onsite Device Installation and Activation	Go Live Onsite	Onsite Project Kick-Off Included
T.B.C	Y / N	Y / N	Y / N
T.B.C	Y / N	Y / N	Y / N



Appendix C – Network Assessment Waiver Form

Capitalised terms used herein not otherwise defined shall have the meaning as set forth in the Glossary in Appendix E.

Buyer hereby declines to have the 8x8 network assessment tests (**Network Assessment**) completed prior to the implementation of the Services.

BUYER IS AWARE THAT BY DECLINING THE NETWORK ASSESSMENT AND WITHOUT TAKING THE ACTIONS DETERMINED NECESSARY BY THE NETWORK ASSESSMENT NEITHER BUYER NOR SUPPLIER 8X8 CAN BE ASSURED THAT THE SERVICES WILL PERFORM SATISFACTORILY OR IN ACCORDANCE WITH THE DOCUMENTATION.

In the event that the Services are adversely affected by issues related to Buyer's network infrastructure, configuration, design or equipment and Buyer requests, the Supplier 8x8 may perform Professional Services to attempt to remedy the problems subject the Professional Service Charges set out in the Pricing Document.

IN NO EVENT WILL ANY DELAYS CAUSED BY BUYER NOT PERFORMING THE NETWORK ASSESSMENT OR NOT TAKING THE ACTIONS DETERMINED NECESSARY BY THE NETWORK ASSESSMENT ALLEVIATE THE BUYER's OBLIGATION TO PAY SERVICE FEES PER THE CALL OFF CONTRACT.

ACKNOWLEDGED AND AGREED TO:

Buyer:

By:

Name:

Title:

Date:

Appendix D – Customisation Services

- Customisation of the Out-of-the-Box solution is not included in this Statement of Work.
- If Customisation is requested for Implementation, details of the customisation to be included in this Appendix D.

Appendix E – Glossary of Terms and Acronyms

Agent: Agents are Users who handle customer interactions channelled through CCaaS agent channels such as voice, chat, email

Agent Group: An agent group is a collection of agents who report to a supervisor. A single group may serve your entire call centre or may be dedicated to one or more products, services, queues, or to a specific communication channel such as phone, email, or chat. Use groups to organise agents based on function, skill set, or media they use.

Administrator Role: The Primary Administrator inherits the Super User Role which has unrestricted access to manage and configure all objects in Configuration Manager

Analog Telephone Adapter (ATA): A device for connecting traditional analogue telephones, fax machines and similar CPE to a digital telephone system or a VoIP telephone network

Auto Attendant: Is a way to route inbound calls to your business. Use auto attendant to let your callers interact with the automated voice menus you define, and self-direct the calls without requiring any manual operator or receptionist. You can plan what you want your callers to experience when they call your company, define schedules and rules, and set up professional greetings for your business

Barge-Monitor-Whisper: a tool that allows office managers and supervisors to optionally listen in on any active call in your phone system; whisper exclusively to the user being monitored (without the other party hearing), or actively join the call and make it a three-way conference.

Carrier: A communications company that provides services such as telecommunications and internet

Channel: A channel facilitates communication of interactions in and out of a Virtual Contact Centre tenant. When an interaction comes to the channel via phone, email, chat, or social media, it is directed to the appropriate queues via skill-based routing rules. For example, a phone channel directs inbound phone calls from Buyers to contact centre agents, or an email channel is an email address that your customers use to send email requests to the contact centre.

Configuration Manager: Interface to the 8x8 platform where configuration and management functions are conducted by system administrators

Customer Premises Equipment (CPE): is equipment located on the Buyers premises which is to be connected to the 8x8 platform. Examples are telephones, ATA and paging systems

Cross Connect (ref. MPLS): A cross connect is a physical, hardwired connection (copper or fibre) that provides a direct connection between two different termination locations within a data centre to enable colocation customers to establish high-performance, dedicated connectivity to one another within the data centre

Device: means any purchased Equipment on the Order Form or such additional Buyer provided equipment provided such equipment appears on the following list <https://www.8x8.com/products/devices/compatibility>.

Dial Plan: A dial plan specifies how to interpret phone number sequences dialled by an Agent or User using the phone tab, click-to-dial (or through API), and how to convert them into an ITU-T E.164 normalised outbound dial string. Dial plans can be used to include country codes and area codes, support extension-based dialling, correct the numbers from an external entity, and more.

Documentation means the user manuals and technical documentation related to the X Series SaaS posted to www.8x8.com or otherwise made available by the Supplier to its customers from time to time but excluding marketing or promotional materials.



DID: Direct Inward Dial is a service of a phone company that provides a single or block of telephone numbers for calling into a company's Private Branch Exchange PBX system.

Group Call Pickup: Allows employees to answer incoming calls for other group members, without requiring the user to walk to their colleague's phone.

Group Paging: Group intercom paging is used to make real-time announcements to a department, team or work area using the intercom feature on your Polycom and Cisco phones. This feature allows Users to send a one-way message to specific paging groups or broadcast your page to all other Polycom or Cisco phones in your office.

Local Number Portability LNP: Also referred to as Porting or Number Porting, refers to the ability of a customer of record of an existing fixed-line or mobile telephone number assigned by a local exchange carrier (LEC), in the example Losing Carrier, to reassign the number to another carrier (service provider portability), move it to another location (geographic portability), or change the type of service (service portability).

MAC Address (MAC): MAC Address is a hardware identification number that uniquely identifies each device on a network.

Network Assessment: means the Network Assessment mentioned in the Network Waiver Assessment in Appendix C.

Network to Network Interface (NNI): is an interface that specifies signalling and management functions between two networks. An NNI circuit can be used for interconnection of signalling (e.g., SS7), Internet Protocol (IP) (e.g., MPLS) or ATM networks.

Outbound Code: Outbound Phone Codes offer a means to set a unique calling line identifier (caller ID) for outbound calls. You can define outbound phone codes to assign caller ID to outbound calls from your tenant. You can also use outbound phone codes to identify the purpose of each outbound call.

Prompt: a pre-recorded message which is played as a greeting or request for the caller to provide additional information in the form of pressing a key on their phone.

Public Switched Telephone Network (PSTN): is the aggregate of the world's circuit-switched telephone networks that are operated by national, regional, or local telephony operators, providing infrastructure and services for public telecommunication.

Quality Management (QM): Quality Management for the Supplier is a tool to monitor, manage and evaluate Agent performance.

Queue: A queue is an ordered collection of interactions waiting to be served by agents who are qualified to respond to these interactions. Queues serve to present interactions flowing into Virtual Contact Centre to agents based on skill set and availability. Virtual Contact Centre provides sophisticated logic for matching customers to the agent who can best solve their problem. Queues direct interactions based on the skill level of agents serving the queue.

Ring Group: Ring groups allow incoming calls to be distributed efficiently among a group of users and throughout a business. A Ring group allows you to have multiple phones ring when one extension or number is dialled. It is often used to efficiently distribute calls within specific departments such as Sales, Buyer Support and Accounting. You can have all the phones in a ring 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. Available ring patterns are: cyclic, cyclic repetitive and simultaneous.

Schedule: Schedules define business hours, holidays, and special events that are followed by Buyer's departments. For example, if Buyer's sales and support teams have different hours of operation, use the Schedules tab to create separate schedules for each team.

Script: IVR scripts define how Virtual Contact Centre processes an inbound and outbound interactions such as phone calls, post call surveys, chat and email through an ordered series of script objects that perform real-time processing of the interaction in response to conditions.



Session Initiation Protocol (SIP): SIP is a signalling protocol used for initiating, maintaining, and terminating real-time sessions that include voice, video and messaging applications. SIP is used for signalling and controlling multimedia communication sessions in applications of Internet telephony for voice and video calls, in private IP telephone systems, in instant messaging over Internet Protocol (IP) networks.

Site: A site in Virtual Office represents the location of your business. As your business grows, you can create additional sites. Sites in Virtual Office simplify administration for all endpoints within a site by applying common properties, such as emergency address, language, dial plan and time zone.

Moreover, administrators can manage advanced call handling options such as receptionist dialling for the site.

Skill: The skill level determines the routing of interactions within a queue. Virtual Contact.

Centre attempts to direct interactions to an agent with a higher skill level before directing them to an agent with a lower skill level.

Speech Analytics: With 8x8 Speech Analytics Audio data is converted to text which can be searched and analysed for compliance, customer insights, and agent performance to improve your customer experience. With this you can analyse a full spectrum of your customer interactions and listen to the most important ones, rather than a random handful that have no predetermined context.

Status Code: Status codes enable contact centre supervisors to track how an agent functions through a workday. When an agent is logged in to Agent Console, the agent accepts or rejects interactions, takes breaks, works offline or logs out. The status codes associate an agent's status change with probable reasons for the change and enable supervisors or managers to track the work pattern of agents.

Telco: A provider of telecommunications services such as telephony and data communications.

Tenant: A unique and secure contact centre instance running on an 8x8 platform. Through Configuration Manager create and configure all aspects a contact centre's resources and operational behaviours, including groups, incoming channels, queues, agents, routing scripts, skills, monitoring, recording, and reporting.

Transaction Code: Transaction codes offer a means to apply call disposition to inbound as well as outbound interactions. Each inbound or outbound interaction in a call centre has some purpose and disposition. Transaction codes can be defined to collect call disposition information from the agents at the time of the call and supervisors can report on this information for analysis and to determine further processing.

User: A user is any user assigned with 8x8 services (licences) and permissions.

Voice over Internet Protocol (VoIP): Also called IP telephony, is a methodology and group of technologies for the delivery of voice communications and multimedia sessions over Internet Protocol (IP) networks, such as the Internet.

Wallboard: The 8x8 Wallboard for Virtual Contact Centre presents real-time metrics of your contact centre operations on a desktop, display TV, or monitor on a contact centre floor.

Working Day means any day other than a Saturday or a Sunday or public holiday in England and Wales unless otherwise specified by the Parties.

Working Hours: 9 hours between 08:00 and 18:00 on a Working Day.



Appendix F – Feature Matrix and Calling Plans

United Kingdom | Public Sector

G-Cloud 15
December 2025

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 for current features and specifications.

Voice and Telephony Features

		Unified Communications								Contact Centre		
Voice and Telephony Features	Description	Lobby	X0/X0-T	X1-Gov	X1*	X2	X3	X4	8x8 Engage Voice	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	Internal calling only	Metered outbound calling	150 mins (Pooled per PBX)	Domestic (UK only)	14 Countries	32 Countries	48 Countries	Nation-wide ²	48 Countries	48 Countries	48 Countries
Tier 1 phone number and extension	Phone Number: Utilise a dedicated DID (direct inward dialling) number for each extension; DIDs and Toll-Free numbers are available for over 100 countries.	■	■	■	■	■	■	■	■	■	■	■
HD quality voice	Ensure crisp connectivity leveraging a guaranteed voice quality score	■	■	As per Microsoft	■	■	■	■	■	■	■	■
Unlimited internet fax ¹	Send and receive online faxes					■	■	■	■	■	■	■
Secure voice calls (TLS and SRTP)	Protect calls from eavesdropping with TLS/SRTP secure voice encryption	■	■	As per Microsoft	■	■	■	■	■	■	■	■
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 localised signalling and voice to reduce latency and improve end-user experience	■	■		■	■	■	■	■	■	■	■



		Unified Communications								Contact Centre		
Voice and Telephony Features	Description	Lobby	X0/X0-T	X1-Gov	X1*	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
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 browsers 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.		voice calling only	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. Now includes		voice calling only	As per Microsoft	■	■	■	■	■	■	■	■

		Unified Communications								Contact Centre		
Voice and Telephony Features	Description	Lobby	X0/X0-T	X1-Gov	X1*	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
	support for a secondary audio speaker device.											
Azure Integration with 8x8 Work for Web	8x8 Work for Desktop and 8x8 Work for Web are now integrated with Azure to improve the quality of audio calls. This optimisation is specifically designed for telephony users working within an Azure Virtual Desktop environment		voice calling only	■	■	■	■	■	■	■	■	■
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		voice calling only	As per Micros oft	■	■	■	■	■	■	■	■
8x8 Frontdesk	Tailored experience for users assigned to receptionist or operator roles handling high call volumes. Features an organisation-wide contact list with live presence, a full-screen interface, and a 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							■	■	■	■	■

		Unified Communications								Contact Centre		
Voice and Telephony Features	Description	Lobby	X0/X0-T	X1-Gov	X1*	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
Hot desking	Enable any end user to log into a shared desk phone as if it were their own. An add-on lobby license is required for every device or virtual extension that is set up for hot desking.	£	£	As per Micros oft	£	\$ / £	\$ / £	\$ / £	N/A	\$ / £	\$ / £	\$ / £
Caller ID	Identify who's calling before you pick up the phone; customise your external caller ID; enhanced internal caller identification with information drawn from internal directories and service desk tools	■	■	■	■	■	■	■	■	■	■	■
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	■	■	As per Micros oft	■	■	■	■	■	■	■	■
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 Micros oft	■	■	■	■	■	■	■	■
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		■		■	■	■	■	■	■	■	■

		Unified Communications								Contact Centre		
Voice and Telephony Features	Description	Lobby	X0/X0-T	X1-Gov	X1*	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
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	■	■		■	■	■	■	■	■	■	■
Post-call transcription, summaries, and action items	Automatically transcribes recorded calls and generates AI-powered summaries and action items		\$ / £	\$ / £	\$ / £	\$ / £	\$ / £	\$ / £	■			
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	Send one-way audio announcements to users who are members of a specific paging group or to everyone in an	■	■		■	■	■	■	■	■	■	■



		Unified Communications								Contact Centre		
Voice and Telephony Features	Description	Lobby	X0/X0-T	X1-Gov	X1*	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
	emergency using selected Polycom and Yealink devices.											
Mobile Device Management	Credential-free authentication for mobile devices	■	■	■	■	■	■	■	■	■	■	■
WebHID (Human Interface Device) compatible	Control your calls from 8x8 Work without the need to support a vendor-specific headset application.	■	■	■	■	■	■	■	■	■	■	■
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. Compliant with Kari's Law and the RAY BAUM's Act (US and CA customers)	■	■		■	■	■	■	■	■	■	■
34 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 Micros oft	30 days	30 days	130 days	130 days	as per X4	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.		£		£	\$ / £			\$ / £			



		Unified Communications								Contact Centre		
Voice and Telephony Features	Description	Lobby	X0/X0-T	X1-Gov	X1*	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
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					■	■	■	■ ³	■	■	■
Web dialler for web browser (Chrome)	Click any phone number on a website to instantly initiate a call through 8x8				■	■	■	■	■	■	■	■
¹ Unlimited internet fax may require the purchase of an additional DID												

Messaging Features

Universal Team Messaging Features	Description	Lobby	X0/X0-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	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)				■	■	■	■	■	■	■	■
Chat Summarisation	1:1 and group chat threads can be automatically condensed. This can be applied to all unread messages or all messages from the past 24 or 72 hours.				■	■	■	■	■	■	■	■
Chat Assistant	AI-powered composition tool, which enables users to draft messages instantly and choose from a variety of composition styles (professional, casual, sympathetic, expanded, or concise) to suit the tone of any conversation.				■	■	■	■	■	■	■	■
Business SMS/MMS and texting	Send/receive text messages and multimedia attachments from your 8x8 phone number to any other phone number. This feature is currently available for North America only and					■	■	■	■	■	■	■

Universal Team Messaging Features	Description	Lobby	X0/X0-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
	supports CTIA compliance for A2P 10DLC.											
Business SMS Australian mobile numbers	Send / receive 1:1 domestic SMS messages from Australian mobile numbers. Governed by ACMA; no additional registration required.					■	■	■	■	■	■	■
Group MMS	Send text messages to multiple internal and external contacts with a single click. Each SMS/MMS Group Room can contain up to 10 contacts. This feature is currently available for North America only.					■	■	■	■	■	■	■
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	Customise private and public rooms by adding a picture or choosing a predefined colour				■	■	■	■	■	■	■	■
End calls with predefined text messages (mobile app)	Respond easily by selecting a predefined text message 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 Conferencing

Video and Audio Conference Features	Description	Lobby	X0/X0-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
Admin analytics	Summary and detail reports for 8x8 Meetings can be accessed via the 8x8 Admin Console, including meeting date/time, participant count, meeting ID, browser type and region distribution.				■	■	■	■	■	■	■	■
Advanced moderation	Moderators can control audio and video of all participants at once - stop and start audio and video with bulk actions				■	■	■	■	■	■	■	■
Audio sharing	Share audio in a meeting from your device or browser tab.				■	■	■	■	■	■	■	■
AV1 video codec	8x8 meetings support the modern AV1 video codec.				■	■	■	■	■	■	■	■
Bandwidth controls	Users can adjust their video bandwidth and monitor their connectivity quality				■	■	■	■	■	■	■	■
Branding	Customised Meetings experience with configurable background, logo, and URL				■	■	■	■	■	■	■	■
Breakout Rooms	Hosts can split meeting participants into separate sessions for smaller, focused discussions				■	■	■	■	■	■	■	■
Calendar integration	Click one button to add 8x8 meeting details into the video meetings user interface. See upcoming and past meeting details.				■	■	■	■	■	■	■	■

Video and Audio Conference Features	Description	Lobby	X0/X0-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
Cascaded routing	Bandwidth and networking optimisation to provide the best performance of video & audio quality with minimal lag time				■	■	■	■	■	■	■	■
Cloud Recordings	Record the audio, video and desktop from a meeting. Save it in the cloud to reference later or to send to those who could not make it				■	■	■	■	■	■	■	■
Conference Call-in	80+ dial-in number options (11 toll-free) for 59 countries				■	■	■	■	■	■	■	■
Conference Call-out	Call to invite meeting participants from within a meeting				■	■	■	■	■	■	■	■
Controller mode	Control what viewers see and what users can share in meetings				■	■	■	■	■	■	■	■
Driving mode	Enable driving mode for an enhanced mobile app interface built to ensure a safer meeting experience while on the road.				■	■	■	■	■	■	■	■
Dynamic face centring	The video layout is dynamically adjusted, and the participant's face is centred for optimal meeting experience, based on screen resolution and size.				■	■	■	■	■	■	■	■
Emoji and GIF reactions	Meeting participants can use emoji and GIF reactions to respond to meeting content in real time				■	■	■	■	■	■	■	■
End- to-end encryption	End-to-end encryption of a Meeting using insertable streams				■	■	■	■	■	■	■	■

Video and Audio Conference Features	Description	Lobby	X0/X0-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
File sharing	Easily upload and access files during live meetings with built-in file sharing. Stay aligned with teammates in real time, then revisit shared documents anytime.				■	■	■	■	■	■	■	■
Flip meeting	Move meetings between devices with the click of one button				■	■	■	■	■	■	■	■
Group chat	Send messages to every video meeting participant				■	■	■	■	■	■	■	■
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				■	■	■	■	■	■	■	■
In-app meeting integration with Salesforce	Link meetings and centralise recordings, chat, and transcripts to Salesforce objects for easy access and broader visibility.		■ As guest	■ As guest	■	■	■	■	■	■	■	■
Join from desktop web browser	Join meetings from any desktop web browser without downloading an app		■ As guest	■ As guest	■	■	■	■	■	■	■	■
Join from mobile browser	Join meetings from any mobile browser and enjoy a browser optimised meeting experience				■	■	■	■	■	■	■	■
Join from mobile devices	Join from iOS and Android devices using the 8x8 Work mobile app				■	■	■	■	■	■	■	■
Large meeting support (Beta)	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.				■	■	■	■	■	■	■	■



Video and Audio Conference Features	Description	Lobby	X0/X0-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
Late participant chat summary	Participants who join a meeting at least 10 minutes after the meeting transcription starts will receive a meeting chat summary of everything discussed before they joined, enabling easy catch-ups. The chat summary is only visible to the late participant.				■	■	■	■	■	■	■	■
Live translation and subtitles	Speech-to-text transcription and display of what's being said in real time				■	■	■	■	■	■	■	■
Meet now	Elevate a call or chat to a video conference				■	■	■	■	■	■	■	■
Meeting live streaming	Stream a conference to an unlimited number of participants over YouTube				■	■	■	■	■	■	■	■
Meeting lobby	Screen meeting participants before letting them join the meeting by enabling the lobby feature.				■	■	■	■	■	■	■	■
Moderation controls	Meeting host controls include universal mute, exclude, participant lobby, and role delegation				■	■	■	■	■	■	■	■
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				■	■	■	■	■	■	■	■
Pinned participants	Select up to six participant windows to display persistently during a meeting				■	■	■	■	■	■	■	■



Video and Audio Conference Features	Description	Lobby	X0/X0-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
Polls	Pose a question to the audience with multiple-choice answers to gather feedback and drive participant engagement in real-time.				■	■	■	■	■	■	■	■
Post meeting asset sharing	Users can make meeting assets publicly accessible and shareable for the meetings that they have attended. Shareable assets include the following items, the availability of which is dependent on the specifics of each meeting: participants list, recordings, screenshots, chat, transcriptions, summaries, action items and links (shared materials).				■	■	■	■	■	■	■	■
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.				■	■	■	■	■	■	■	■
Post meeting summary email	All participants automatically receive an AI-generated summary email after the meeting ends, enabling easy follow-ups and action items.				■	■	■	■	■	■	■	■
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				■	■	■	■	■	■	■	■



Video and Audio Conference Features	Description	Lobby	X0/X0-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
Raise your hand	Participants can discreetly indicate they have something to say without interrupting the current speaker				■	■	■	■	■	■	■	■
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				■	■	■	■	■	■	■	■
Secure passcodes	Option to set a passcode to make meetings more secure.				■	■	■	■	■	■	■	■
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				■	■	■	■	■	■	■	■
Spaces	Self-service open source software toolkit to build a custom app to connect and control the audio and video components of a room solution.				■	■	■	■	■	■	■	■
Tile view	Display meeting participants in a tiled layout to see all participants at once and see who's talking				■	■	■	■	■	■	■	■
Transcriptions	Detailed transcription of meeting dialog with time stamps				■	■	■	■	■	■	■	■



Video and Audio Conference Features	Description	Lobby	X0/X0-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
Undocked meetings panel	Launch and maintain meetings in a separate window from 8x8 Work for Desktop				■	■	■	■	■	■	■	■
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				■	■	■	■	■	■	■	■
Whiteboarding	Meeting participants can now contribute to a whiteboard by drawing, writing, and connecting items to better illustrate their ideas.				■	■	■	■	■	■	■	■

Conversation IQ

8x8 Conversation IQ	Description	Lobby	X0/X0-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
8x8 Conversation IQ	Enable AI-powered conversation insights for adherence, coaching and compliance, including: high-accuracy post-call transcription; key-phrase speech mapping and sentiment analysis. Quality management tools facilitate team member evaluation and performance measurement.				£	\$ / £	\$ / £	\$ / £	■			
Custom Dictionary in Admin Console	Enables administrators to create a custom list of specific terms, names, jargon, or industry-specific language that 8x8's transcription system will incorporate to improve recognition and transcription accuracy (requires Conversation IQ).					■	■	■	■			
Custom workflows can also be integrated using the 8x8 CSS API toolkit												

Analytics for Work

Analytics for 8x8 Work Essentials Features	Description	Lobby	X0/X0-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	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 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		■	■	■	■	■	■	■	■	■	■
Scheduled reports	Automatically generate and deliver report exports at predefined intervals (daily, weekly, or monthly).		■	■	■	■	■	■	■	■	■	■
Calls by DID	Select and view detailed information for all direct inbound numbers (DIDs)		■	■	■	■	■	■	■	■	■	■

* report data can also be accessed via 8x8 public API

Analytics for Work Supervisor Features

Analytics for 8x8 Work Supervisor Features	Description	Lobby	X0/X0-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	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)							■	■	■	■	■
User status report	See who's available, active, or away in real-time.							■	■	■	■	■
* report data can also be accessed via 8x8 public API												

Contact Centre

Contact Centre Features	Description	Lobby	X0/X0-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	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								N/A	■	■	■
8x8 Supervisor Workspace	A unified, customisable dashboard with low-code personalisation, real-time queue and agent management, proactive coaching tools, intuitive performance insights, and mobile access for managing teams and optimizing CX from anywhere.								■	■	■	■
ACD	Match customers to the best available agent—without programming or IT help, boosting first-call resolution rates and customer satisfaction								■	■	■	■
Omnichannel routing	A single routing engine with native support for voice and digital channels, including voice, chat, email, SMS/MMS/RCS**, social media, video, Viber, Facebook Messenger and WhatsApp. This enables you to deliver consistent and contextual experiences, regardless of how customers choose to contact you.								N/A	N/A	■	■
Rich Communications Services (RCS) messaging	Enables you to send high-quality images, videos, carousels, and branded elements to enhance engagement beyond traditional SMS. RCS enables quick replies, suggested actions, and interactive buttons for faster and more intuitive customer interactions. This feature is currently available for North America only.								N/A	N/A	■	■

Contact Centre Features	Description	Lobby	X0/X0-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
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								■	■	■	■
Interaction history	Streamlines agent workflows and provides all the data they need within Agent Workspace to elevate the customer experience, with one-click access to CRM data, recordings, summarisation, topics, sentiment analysis, and transcripts.								N/A	■	■	■
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 Customer Assistant (ICA) Digital	A user-friendly AI-powered virtual agent solution that enables businesses to create engaging and effortless customer self-service experiences.								\$ / £	N/A	\$ / £	\$ / £
Intelligent Customer Assistant (ICA) Voice	A user friendly AI-powered virtual agent solution that enables businesses to create engaging and effortless customer self-service experiences								\$ / £	\$ / £	\$ / £	\$ / £
Intelligent Customer Assistant (ICA) Voice Intelligent Directory	An intuitive, AI powered, speech-enabled solution that allows customers to speak the name of the person, department or service they wish to reach within an organisation and instantly connect.					\$ / £	\$ / £	\$ / £	\$ / £	\$ / £	\$ / £	\$ / £

Contact Centre Features	Description	Lobby	X0/X0-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
Smart Assist (Creovai)	This Smart Assist solution (created with 8x8 ecosystem partner Creovai), focuses on delivering relevant information, guidance, and support to employees in real-time, so they can more confidently navigate conversations. It is a secure and easy-to-use real-time assistant that automates repetitive tasks and improves the agent's ability to manage complex customer interactions.								N/A	\$ / £	\$ / £	\$ / £
Auto Dialler	8x8 Auto Dialler automates outbound calling with predictive, progressive, and preview modes to boost agent efficiency and connect rates. It features automatic voicemail detection and advanced compliance filtering—blocking calls to TPS, CTPS, and TCPA-listed numbers—while integrating with CRMs like Salesforce for smarter, more productive, and compliant outbound campaigns								N/A			■
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								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 and post-call survey. Use this to expose an 'outside-in' view of your contact centre to enable continual process improvement and agent training.								■	■	■	■

Contact Centre Features	Description	Lobby	X0/X0-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
Expert Connect	Chat and bridge available experts onto a call with a single click, all without leaving the single user interface								N/A	■	■	■
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. View individual or overall scores within 8x8 Supervisor Workspace.								■	■	■	■
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								N/A	■	■	■
Native 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								N/A	■	■	■
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	N/A	■	■
CC voice recording	Recording of audio calls for call centre compliance, record keeping, agent training and process improvement (requires storage capability)								■	■	■	■
CC media 'hot' storage	Included storage retention period for CC audio call recordings.								30 days	30 days	30 days	30 days
CC media 'cold' storage	Optional cold-storage archive and retrieval services for long-term storage up to ten years								\$ / £	\$ / £	\$ / £	\$ / £



Contact Centre Features	Description	Lobby	X0/X0-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
Contact Centre Agent Outbound Port	Enables agents to place outbound calls								N/A	■	■	■
Contact Centre VoIP softphone	8x8 softphone, provides voice path for agents who have no PBX or hard phone								N/A	■	■	■
8x8 Secure Pay	Enables contact centre agents to seamlessly and securely collect payments during live interactions without exposing agents to sensitive payment data. Options include Key-to-Pay, Speak-to-Pay, and Click-to-Pay; pricing varies by license.								\$ / £	\$ / £	\$ / £	\$ / £
8x8 Workforce Management	Organisations gain access to real-time agility, insight, and simplicity to optimise staffing and improve service quality. 8x8 WFM replaces spreadsheets with purpose-built tools for WFM managers to help teams stay ahead of demand, empower agents, and deliver consistently exceptional experiences.								N/A	■	■	■
*8x8 Agent Workspace is available in all countries currently supported on the 8x8 UCaaS platform. **SMS/MMS/RCS charges may vary by country. Some countries are not currently supported due to national legislation												

Analytics for Contact Centre

8x8 Analytics for Contact Centre Features	Description	Lobby	X0/X0-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
Analytics for Contact Centre (ACC)	Delivers customisable, real-time reports and graphical tools to help managers monitor agent and queue performance. It offers actionable insights to optimise customer experiences, supports data sharing on wallboards, and enables access to key metrics for improved operational decision-making.								■	■	■	■
Wallboards/Dashboards	Provide a real-time view into critical contact centre metrics								■	■	■	■

Workforce Engagement Management

8x8 Workforce Engagement Management Features	Description	Lobby	X0/X0-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
Call recording	Hot storage for up to 30 days included for all call recordings. Storage thereafter is an add-on.								■	■	■	■
Conversation Intelligence (Creovai)	Conversation Intelligence delivers robust reporting capabilities, automated quality management, agent coaching, and speech/text analytics. Users can access customisable dashboards that visualise QA scores, agent behaviour trends, sentiment analysis, and performance goals; automate the export and scheduling of reports; and integrate these insights into CRMs or BI tools.								N/A	\$ / £	\$ / £	\$ / £
Quality management	8x8 Quality Management empowers CX teams to enhance agent performance through interaction analysis, intuitive evaluations with custom templates, timestamped notes, coaching workflows, goal tracking, and out-of-the-box quality reports that visualise progress and performance trends across voice and digital channels.								\$ / £	\$ / £	\$ / £	\$ / £
Voice, text, and sentiment analytics	8x8 Voice, Text, and Sentiment Analytics delivers AI-driven insights across channels with interactive topic mapping, customisable keyword tracking, retroactive analysis, advanced emotion-based filtering, automated trend reporting as well as voice-of-the customer insights for 100% of calls.								■	\$ / £	\$ / £	\$ / £
Custom Dictionary in Admin Console	Enables administrators to create a custom list of specific terms, names, jargon, or industry-specific language that 8x8's transcription system will incorporate		£		£	£	£	£	■	£	£	£

8x8 Workforce Engagement Management Features	Description	Lobby	X0/X0-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
	to improve recognition and transcription accuracy (requires QM/SA).											
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.								N/A	\$ / £	\$ / £	\$ / £
Compliant Call Recording (CallCabinet)	Provides compliant call recording within 8x8 Work and 8x8 Contact Centre for voice, video and screen sharing. CallCabinet fills every interaction's compliance gap, leveraging detailed policy settings which support the world's most heavily-regulated industries.					\$ / £	\$ / £	\$ / £	\$ / £	\$ / £	\$ / £	\$ / £
Workforce Management	8x8 WFM solutions deliver tools that help contact centres stay agile and efficient, no matter the size of the team. Our solutions provide flexibility for whatever our Buyer is trying to achieve, leveraging the expertise of our Technology Partners Calabrio and Verint to provide best-in-class WFM solutions and seamless integrations with our 8x8 Contact Centre.								N/A	\$ / £	\$ / £	\$ / £
Calabrio Core WFM	Best suited for CC with 50-500 agents with straightforward forecasting and scheduling needs. Perfect for contact centres that want enterprise-grade capabilities in a more right-sized package, but still offers robust features such as omnichannel forecasting and scheduling, mobile access, shift bidding, and real-time insights.								\$ / £	\$ / £	\$ / £	\$ / £



8x8 Workforce Engagement Management Features	Description	Lobby	X0/X0-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
Calabrio Standard WFM	Complete solution, particularly suited to Buyers with over 100 agents in need of a solution that can provide them visibility into staffing needs, and accurately forecast and schedule staff.								\$ / £	\$ / £	\$ / £	\$ / £
Verint Essential WFM	Ideal for contact centres with up to 200 agents who have fixed schedules. This is a great solution to transition away from using spreadsheets for scheduling.								\$ / £	\$ / £	\$ / £	\$ / £
Verint Enterprise WFM	Built for large, complex contact centres and back office operations that need deep configurability, forecasting sophistication, and enterprise-grade employee engagement tools.								\$ / £	\$ / £	\$ / £	\$ / £

Proactive Outreach

Proactive Outreach	Description	Lobby	X0/X0-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
Proactive Outreach: Notify	Launch one-to-many SMS or WhatsApp campaigns with direct routing, detailed reporting, and analytics—perfect for sales promotions, marketing reminders, and product announcements.					\$ / £	\$ / £	\$ / £	\$ / £	\$ / £	\$ / £	\$ / £
Proactive Outreach: Interact	Engage customers at scale via SMS and WhatsApp, seamlessly routing incoming messages back to your Contact Centre for agents or bots to handle. This can be achieved using the flexible Sender feature in 8x8 Connect or programmatically through comprehensive API access included in this package.								N/A		\$ / £	\$ / £
Proactive Outreach: Alert	8x8 Proactive Outreach: Alert enables businesses to send emergency SMS alerts quickly using pre-built templates, automated workflows, and directory integration. It's designed for rapid response, helping teams coordinate fast during critical events like outages, incidents, or disruptions. This is an add-on package to Notify and Interact.					\$ / £	\$ / £	\$ / £	\$ / £	\$ / £	\$ / £	\$ / £

Integrations

Integrating Communications into your Ecosystem	Description	All Licenses
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.	■
Calendar integration (Google and Office 365 plugins)	Calendar integrations to start, join and edit 8x8 Meetings	■
Outlook integration	Outlook plugin offers click to call from within the Outlook directory and emails for pc only	■
Office 365 integration	Import O365 personal Contacts. 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	■
Salesforce integration	8x8 for Salesforce offers call-control and screen pop with caller information, auto-logging of calls, notes, call recording, integrated search and bulk contact ingestion. 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	■
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	■



Integrating Communications into your Ecosystem	Description	All Licenses
Zoho integration	Integration offers window pop up with caller information, auto logging for calls, chats, notes, call recording, and integrated search	■
Hubspot integration	Integration offers window pop up with caller information, auto logging for calls, chats, notes, call recording, and integrated search	■
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.	■
Freshdesk integration	Integration offers window pop up with caller information, auto logging for calls, chats, notes, call recording, 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	\$ / £

Add-Ons

Calibrio	Knowledge Management	8x8 Optional Add-ons
Calabrio Workforce Management (WFM) Advanced	Verint Knowledge Management	CRM Integrations / Salesforce / Microsoft Dynamics
Calabrio Professional Services & Teleopti Training	Additional Numbers	Intelligent IVR
Verint	01/02/03/08	CC Additional Named User
Verint Essentials	Gold numbers	Extra Voice Port
Verint Professional Services & Training	8x8 Conversation IQ	8x8Voice for Microsoft Teams (X0 only, otherwise no charge)
PCI Pal	Platform fee (for each 100 user licences)	8x8 Phone App for Microsoft Teams
PCIPAL Concurrent Agent	User license	Intelligent Customer Assistant
Cloud Provisioning Per AWS Region	Additional Support	Platform fee (Digital)
PCIPal Professional Services and Project Management	Enterprise Customer Support	Usage fee (1,000 Digital Conversations)
	TAM Gold /Silver and Bronze packages	Platform fee (Voice)
		Usage fee (1,000 Voice Conversations)

CPaaS

CPaaS	Description	Standalone
SMS	Deliver business-critical alerts, notifications and verification codes through SMS. Integrate the 8x8 Messaging API directly into an application or use the 8x8 Connect portal to upload campaigns via CSV. Local UK numbers are available enabling users to respond to messages.	\$ / £
Video	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 to download any third-party apps or software. Key features include: Call recording, Geolocation sharing, Remote camera control and integrated chat.	\$ / £
WhatsApp	Use the 8x8 CPaaS WhatsApp Business API to send and receive WhatsApp messages at scale. Integrate directly into applications to support rich media, message templates, two-way messaging, automation and CRM integration, with enterprise-grade security, global coverage and delivery reporting built in.	\$ / £

Security and Compliance

Security, Compliance, and Certifications	Description	All Licenses
Enterprise-grade security	Trusted by some of the largest enterprises globally	■
Data Residency	8x8 data centres are distributed across five continents, with a presence in the US, Canada, UK, Germany, Australia, and Hong Kong for assisting in regional jurisdiction compliance requirements.	■
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.	■
System and Organisation Controls (SOC) 2	8x8 undergoes an annual SOC2 Type 2 audit as part of our annual compliance programme	■
ISO 27001:2022	8x8's information security management system is globally certified as compliant with the requirements of ISO 27001: 2022 and ISO 27017:2015.	■
PCI-DSS 4.0 SAQ-D	8x8 encrypts all voice + data in transit and storage to help Buyers achieve their PCI compliance.	■
Health Information Trust Alliance (HITRUST)	8x8 services for HITRUST are mapped to SOC 2 controls, which are annually audited by 3rd party auditors.	■
Health Insurance Portability and Accountability Act (HIPAA)	8x8 services for HIPAA are mapped to SOC 2 controls, which are annually audited by 3rd party auditors, as well as providing signed Business Associate Agreements for Covered Entities and Business Associates.	■
National Institute of Standards and Technology (NIST)	8x8 uses NIST SP standards as the baseline for our cyber security programme which is validated by 3rd party auditors at least annually which includes SOC2, ISO 27001, PCI DSS.	■



Security, Compliance, and Certifications	Description	All Licenses
Federal Information Security Management Act (FISMA)	8x8 uses NIST SP standards as the baseline for our cyber security programme which includes mapping FISMA controls to SOC2 as part of our annual audit process	■
ISO 9001	8x8's Quality Management System is certified for the deployment, operation and support within 8x8 UK.	■
ISO 14001	Internationally recognised best practice framework for Environmental Management System for the deployment, operation and support within 8x8 UK and France.	■
UK Government Cyber Essentials Plus accreditation	8x8 holds certification and undergoes an annual audit with an independent auditor as part of its compliance programme	■
FCC Customer Proprietary Network Information (CPNI)	8x8 complies with the Federal Communications Commission's CPNI regulations for protecting Buyer proprietary network information.	■
Cloud Security Alliance (CSA) STAR	8x8 complies with international Cloud Security Alliance (CSA) requirements by completing the CSA's CAIQ self-assessment, which maps to the Cloud Controls Matrix (CCM)	■
GDPR compliance	Law on data protection and privacy that addresses the transfer of personal data outside the EU and EEA areas.	■
Data Privacy Framework	Framework agreement that enables lawful cross-border transfers of personal data between the U.S., EU, UK, and Switzerland while ensuring strong privacy protections and enforcement mechanisms.	■
STIR/SHAKEN	8x8 signs all calls originating on its service using STIR/SHAKEN, in compliance with the FCC Robocall Mitigation program.	■



Security, Compliance, and Certifications	Description	All Licenses
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.	■
Cyber Security Agency of Singapore (CSA) Cyber Trust Mark	8x8 has met the measures of the CSA Cybersecurity certification - Cyber Trust Mark (at advocate tier) for information security management for cloud-based communications services.	■
W3C Web Content Accessibility Guidelines (WCAG)	As part of 8x8's commitment to continuously improve user accessibility, 8x8 Work and Agent Workspace and Supervisor Workspace include improvements for screen readers, compliant to WCAG 2.1 AA.	■
NHS DSPT	8x8 complies with the UK National Health Service (NHS) Data Security and Protection Toolkit (DSPT), and conducts an annual audit which is validated by a 3rd party auditor.	■

Support and Training

Support and Training	Description	All Licenses
24/7 Platform 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	■
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	\$ / £

Calling Plans

Service Plans and bundled minutes	Description	Lobby	X0/X0-T	X1-Gov	X1	X2	X3	X4	X6	X7	X8
8x8 Work	Telephony Calling Zones (unmetered UC calling to standard tariff landline & mobile numbers, as indicated)	Internal calling only	Metered outbound calling	150 mins (pooled per PBX)	Domestic (1 country)	14 countries	32 countries	48 countries	48 countries	48 countries	48 countries
8x8 Contact Centre	Standard X6, X7, X8 SKUs have no minutes included	-	-	-	-	-	-	-	All minutes metered	All minutes metered	All minutes metered
	X6 Bundled, X7 Bundled and X8 Bundled SKUs include a capped minutes allowance for CC calls as indicated.	-	-	-	-	-	-	-	4,000 minutes within 48 countries	4,000 minutes within 48 countries	4,000 minutes within 48 countries
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	Domestic	United Kingdom	United Kingdom	United Kingdom	United Kingdom	United Kingdom	United Kingdom
			With the latest X1 (Nationwide) SKU, the applicable domestic unmetered calling plan is aligned to the country of a user's designated primary DID.	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



Global Calling Zones	X0/X0-T	X1-Gov	X1	X2	X3	X4	X6	X7	X8
			Available country choices are: United Kingdom Ireland United States Canada France Germany Netherlands Spain Australia New Zealand	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



Global Calling Zones	X0/X0-T	X1-Gov	X1	X2	X3	X4	X6	X7	X8
					Slovakia	Slovakia	Slovakia	Slovakia	Slovakia
					South Korea	South Korea	South Korea	South Korea	South Korea
					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*
All unmetered calling plans exclude calls to Special, and Premium Numbers. In addition, for the countries indicated (*), unmetered calling excludes calls to mobile 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	<i>Belarus</i>
Canada	Belgium	Brazil	<i>Bahrain</i>	Grenada
France	<i>Benin</i>	Chile	Barbados	Indonesia
Germany	<i>Bulgaria</i>	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	<i>French Guiana</i>	Japan	Georgia	
Sweden	Greece	<i>Kazakhstan</i>	Kyrgyzstan	
United Kingdom	Hungary	Luxembourg	<i>Latvia</i>	
United States	Kenya	Macedonia	Mauritius	
	Lithuania	Malaysia	Moldova	
	Martinique	Malta	Tajikistan	
	<i>Mayotte</i>	Mexico	Trinidad and Tobago	
	New Zealand	Montenegro	Venezuela	
	Norway	Panama	Vietnam	
	Poland	Peru		
	Romania	Puerto Rico		
	Seychelles	<i>Russia</i>		
	Slovakia	Singapore		
	Slovenia	South Korea		
	South Africa	Turkey		



DID Tier 1	DID Tier 2	DID Tier 3	DID Tier 4	DID Tier 5 (unpublished)
	<i>St Barthelemy</i>	Uganda		
	<i>St Martin</i>			
	Switzerland			

Note:

- **Red text** = Not currently available.
- **Countries in bold text** = also support 8x8 cloud PSTN service for in-country call origination and termination.
- Toll Free (in-bound) numbers also available

Important Notes

Important Notes

X1 is available in three variants:

- X1 Nationwide - the standard variant that's available in all of 8x8 sales regions. Based on the country of the user's primary DID, this 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 or New Zealand. Calls to destinations outside of the designated 'home' country are charged at the standard 8x8 metered rates.
- X1 Metered - this is functionally identical to X1 Nationwide, but differs commercially in that all calls are metered
- X1 Gov - this is a special variant, available for pre-qualified UK Government organisations only. This is intended for users with modest outbound calling needs and includes 150 minutes per month of unmetered UK calls (to standard tariff destinations) only.

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 [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 Centre Queues.

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

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 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 Centre per-minute usage is charged](#)





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

Part of the Virgin Media O2 Group

Brand Statement

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

Virgin Media O2 Business, is a brand for joint propositions formed under the 50:50 joint venture between Liberty Global Plc. and Telefónica S.A.

Virgin Media Business Limited and Telefónica UK Limited operate under the Virgin Media O2 Business brand and as individual brands O2 (and O2 Business) and Virgin Media Business.



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