

Customer Support for Partners

8x8 Partner Support organization is designed to provide the expert help you need, when you need it

Supporting your customers

We believe that our partners are our mutual customers' trusted advisors and own the relationship end-to-end. Based on our experience in supporting customers with cloud-base unified communications and Contact Center solutions, we also recognize that the effectiveness of any support interaction depends on product knowledge, problem solving skills and communication skills.

For partners interested in providing first-line support, we offer 8x8 Deployment and Support Service certification. As a certified partner, you will have direct access to 8x8's Technical Support Team. [Learn about how to get certified.](#)

Our referral partners can always guide our mutual customers to contact 8x8 Support directly. They can also contact 8x8 via [PartnerXchange](#) to escalate on behalf of their customers.

Support Level Targets (SLT): Initial response

Cases opened with 8x8 Technical Support by Partners

Priority	Partner Support*	Severity Definition
S1	1 hour	Production down: Production system, application or critical feature/function is down.
S2	4 hours	Production impaired: A major feature or function is not working correctly and is preventing full use of the 8x8 system, but basic functions and features are operational.
S3	6 hours	Minor issue: A minor issue is impacting the usability of the system, but a workaround is available and major features and functions are working correctly.

*SLT applies to certified partners that provide first-line support to end customers

8x8 Partner Support escalation path

We are dedicated to your customers. It is our goal to respond and resolve the issue per stated Standard Level Target (SLT). We also want to provide you with an escalation path to ensure that you can reach the right people at the right time.

There are multiple ways you can escalate a case. Referral Partners can escalate a case from the [PartnerXchange](#) portal. Partners providing first-line support can escalate by calling the Partner Hotline numbers listed below or by sending email.

Escalation	How to Escalate
Level 1	Engage with Partner Concierge in the PartnerXperience Portal
Level 2	Email: Partner-supportmanagers-escalations@8x8.com
Level 3	Email: Partner-exec-escalations@8x8.com

*All escalations have a 4 hour response SLA

Support Contact Information and Hours

Global Support

- Support Portal for case management, knowledge base search and chat
- Connect with Technical Resources via live Chat
- Questions regarding Support or Community access

support.8x8.com

Regional Hours of Operation, Contact Information

Regional and Hours	Partner Hotline*
USA: M-F, 5am-6pm PST	+1 408 956 6066
Europe: M-F, 8am-6pm GMT	+44 203 953 5407
APAC: M-F, 9am-6pm SGT	+61 180 064 8574

*Hotline is for certified partners that provide first-line support to end customers

Talk to us about your support needs

We are here to make sure you get the right level of support for your business. You will find links to further information below. If you have any questions, please contact your 8x8 Channel Account Manager.

Learn more about support	support.8x8.com
Access the partner portal (PartnerXchange)	8x8.force.com/partnerxchange
Visit 8x8 Academy for training	8x8.com/8x8-academy