

The 8x8 logo, consisting of the text "8x8" in white, is positioned inside a red square. The background of the entire page is a photograph of a server room with rows of blue server racks and perforated metal doors, receding into the distance under bright overhead lights.

8x8

Security and Compliance Assurance Packet

Prepared by the 8x8 Security Team
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Version 2.0

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Welcome

Thank you for your interest in 8x8. A pioneer in integrated cloud communications and contact center solutions, 8x8 helps customers deliver improved customer and employee experiences, solve critical communication challenges by enabling work from anywhere, and supports digital transformation initiatives that drive competitive and economic advantage.

A 12 time worldwide leader in the Gartner Magic Quadrant for Unified Communications as a Service (UCaaS), and recognized eight years in a row in the Gartner Magic Quadrant for Contact Center as a Service (CCaaS). 8x8 is known in the market for its vision in introducing XCaaS™ (Experience Communications as a Service™) and the 8x8 Experience Communications Platform™ which includes integrated cloud contact center, voice, team chat, video meetings, and SMS capabilities all presented in one application layer.

8x8 leverages a defense-in-depth security program that has been validated by independent, third-party auditors. We deliver robust communications capabilities through our purpose built security programs. Our security team is geographically dispersed providing 24/7/365 capabilities protecting our infrastructure and supporting our customers.

This package contains information regarding our security certifications and ways in which we protect your data. We are certain you will find our "Security and Compliance Assurance Packet" to be a helpful tool in answering many of the questions you may have about our security program.

Thank you for the opportunity to show how we believe we have earned your trust.

Best Regards,

Rick Orloff

GVP, Chief Information Security Officer



Why 8x8?

The 8x8 Experience Communications Platform™ is the first and only true XCaaS platform in the market and optimizes omnichannel customer experience with data-driven insights while enabling robust employee engagement in a work-from-anywhere world. 8x8 XCaaS erases the boundary between Unified Communications as a Service (UCaaS) and Contact Center as a Service (CCaaS) to help organizations deliver modern communications experiences that drive revenue, cut costs, and optimize operations for the new world of work.

Secure & Compliant

8x8 protects your business using some of the strictest security requirements for data security, privacy, and compliance - verified by 3rd party security and compliance certifications.

Integrated

Organizations searching for communications technology that bridges employee and customer experience gaps find that an integrated platform provides the highest reliability, security, and the best overall value. The 8x8 XCaaS platform brings customer and employee experience together with contact center, voice, video, chat, and APIs on one cloud-native platform.

Reliable

Our proprietary 8x8 Experience Communications Platform™ is designed from the ground up and delivered from top-tier, redundant, geographically

diverse, state-of-the-art cloud locations/regions to ensure the highest possible uptime for contact center, voice, video, chat. The 8x8 Experience Communications Platform™ also uses patented Global Reach™ technology and built-in software intelligence to deliver high availability and mitigate common cloud communications challenges, such as connectivity issues, audio and video quality problems, and service outages.

Our platform offers a financially-backed, platform-wide 99.999% uptime SLA across UCaaS and CCaaS.

Insightful

From call activity reporting to AI-driven speech analytics, 8x8's unique ability to bring together and analyze data from all your communication touchpoints provides unique insights that drive productivity improvements, cost savings, and revenue growth.

Message from 8x8 Security and Compliance

Built on the 8x8 Experience Communications Platform™, 8x8 is responding to the new needs of businesses today and uniquely provides a single-vendor, fully integrated, cloud-native contact center, voice, team chat, meetings, and Communications Platform as a Service (CPaaS) platform. With XCaaS, 8x8 is delivering on the innovation that will advance our customers' increasingly connected EX and CX-focused communications, collaboration, and engagement needs.

The 8x8 Platform offers:

- 8x8 Contact Center
 - An omnichannel contact center solution supporting inbound/outbound interactions for all voice and digital channels
 - A conversational AI solution for automated self-service experiences
 - A full suite of Workforce Engagement Management applications that include native Quality Management and Speech and Text Analytics
- 8x8 Work
 - Enterprise-grade PBX features that include auto-attendant, voicemail, flexible call flow rules, and number coverage in over 100 countries
 - Business SMS/MMS and internet fax
 - End-to-end encrypted video meetings
 - 1-1 or team chat and private or public chat room
- In-depth reporting and robust analytics
- Unified administration for license management, number porting, provisioning, and configuration
- Integrations with 40+ popular business and productivity apps like Microsoft Teams, Salesforce etc.
- 8x8 Communications Platform as a Service (CPaaS)
 - Transforming the future of business communications as a leading global Software-as-a-Service provider.
 - Communications Platform as a Service (CPaaS), provides a cloud-based infrastructure and platform to integrate real-time communications capabilities such as SMS, chat apps, voice, and video calls directly into applications, websites and workflows, using APIs.

System Hardening

8x8 designs its XCaaS (8x8 Work including phone, video and chat capabilities, 8x8 Contact Center, JaaS, CPaaS Messaging, CPaaS Chat Apps, CPaaS Voice) platform to meet its regulatory commitments that 8x8 provides to its clients, the laws and regulations that govern the provision of those services, and the financial, operational, and compliance storage and transmission following NIST guidelines and Center for Internet Security (CIS) hardening standards.

Encryption

All discovered subdomains and IPs require Transport Layer Security (TLS) 1.2 and above. 8x8's key length requirements are reviewed annually as part of our yearly security review. 8x8 maintains technical requirements for our established services, as well as operational requirements in its system design.

Network

8x8 documents its network design for the purpose of showing its network interconnectivity and perimeter security of its network via policy enforcement points (PEPs), including firewalls. PEP configurations are used throughout XCaaS. The XCaaS architecture also utilizes segmentation for Confidentiality, Integrity, and Availability monitoring and control points.

Cloud Storage

The XCaaS environment is based in Amazon Web Services (AWS) and uses technologies including Application and Network Load balancers, VPCs, EC2 instances, S3 buckets, Route53 Domain Name System (DNS), CloudWatch, CloudTrail, and GuardDuty.

The Meetings and JaaS technology stack uses cloud services from both AWS and Oracle Cloud Infrastructure (OCI) in a hybrid configuration. Signaling and Public Switched Telephone Network (PSTN) connection services are provided on secure AWS EC2 instances and supported by global accelerators, Application Load Balancers, and HAProxy (also in EC2). Video bridge services (also called "Selective Forwarding Units" [SFUs]) and meeting recording capabilities are implemented on secure virtual machines in OCI. Network connectivity between cloud providers is provided by Megaport and is backed up by secure virtual private networks (VPNs).

Data Centers

Data centers and internet points-of-presence are maintained around the world to accommodate both processing capacity and data jurisdictional issues. Internet connectivity is critical for 8x8 and includes multiple connections from multiple internet service providers. Connectivity from 8x8 offices to data centers environments is accomplished with an IPSEC VPN. Connectivity from data centers to AWS and OCI cloud environments are provided with secure dedicated routes, which is backed up by IPSEC-based VPN. Connectivity between data centers uses a mix of private circuits and IPSEC-based VPN.

8x8's 3rd Party Validations

PCI Data Security SAQ D

The Payment Card Industry Data Security Standard (PCI DSS) outlines a set of security requirements that all organizations handling credit card information must follow. The purpose of the standard is to ensure that sensitive credit card data is stored, processed, and transmitted securely.

8x8's XCaaS services have been reviewed by a nationally recognized Qualified Security Assessor (QSA) and have been assessed PCI compliant.



HIPAA Security Rule Compliance

The Health Insurance Portability and Accountability Act (HIPAA) stipulates how Personally Identifiable Information (PII) maintained by the healthcare and healthcare insurance industries should be protected from fraud and theft.

8x8's third-party auditing organization, A-Lign, assessed our controls for SOC 2 Type 2 compliance and they completed an in-depth mapping to HIPAA requirements for our entire product offering. The mapping demonstrates proper controls between our SOC and HIPAA requirements. A-Lign's auditors have validated that our environment does protect HIPAA data. Below is a sample from the auditors report:

Technical Safeguards			
HIPAA Ref	HIPAA Regulation	SOC 2 Criteria ID	Control Activity Specified by the Service Organization
164.312 (e)(1)	Transmission security: Implement technical security measures to guard against unauthorized access to ePHI that is being transmitted over an electronic communications network.	CC6.1; CC6.6; CC6.7	VPN, TLS and other encryption technologies are used for defined points of connectivity. Server certificate-based authentication is used as part of the TLS encryption with a trusted certificate authority. Mobile devices are protected through the use of secured, encrypted connections. VPN users are authenticated via multi-factor authentication prior to being granted remote access to the system.
164.312 (e)(2)(i)	Integrity controls: Implement security measures to ensure that electronically transmitted ePHI is not improperly modified without detection until disposed of.	CC6.1; CC6.6; CC6.7	VPN, TLS and other encryption technologies are used for defined points of connectivity. Server certificate-based authentication is used as part of the TLS encryption with a trusted certificate authority. Mobile devices are protected through the use of secured, encrypted connections. VPN users are authenticated via multi-factor authentication prior to being granted remote access to the system.
164.312 (e)(2)(ii)	Encryption: Implement a mechanism to encrypt ePHI whenever deemed appropriate.	CC6.1; CC6.6; CC6.7	VPN, TLS and other encryption technologies are used for defined points of connectivity. Server certificate-based authentication is used as part of the TLS encryption with a trusted certificate authority. VPN users are authenticated via multi-factor authentication prior to being granted remote access to the system. Data is stored in an encrypted format using software supporting SSE-S3. Mobile devices are protected through the use of secured, encrypted connections.

When properly configured, 8x8 products and services are HIPAA compliant.

HITRUST

HITRUST is a privately held company located in the United States. The HITRUST Common Security Framework (CSF) is a prescriptive set of controls that meet the requirements of multiple regulations and standards for use by organizations that create, access, store or exchange sensitive and/or regulated data.

8x8's third-party auditing organization, A-Lign, assessed our controls for SOC 2 Type 2 compliance and they completed an in-depth mapping to HiTrust requirements. The mapping demonstrates proper controls between our SOC and HiTrust requirements. A-Ligns' auditors have validated that our environment does protect data. Below is a sample from the auditors report:

SOC 2 TO HITRUST CONTROL MAPPING

The following SOC 2 to HITRUST mapping is for CSF v9.6.0:

HITRUST CSF Control	Control Environment				
	CC1.1	CC1.2	CC1.3	CC1.4	CC1.5
00.a InfoSec Management Program*		X			
02.a Roles and Responsibilities*				X	
02.b Screening				X	
02.c Terms and Conditions of Employment				X	
02.d Management Responsibilities*		X		X	
02.e InfoSec Awareness, Education, and Training*	X			X	
02.f Disciplinary Process*	X				X
04.a Information Security Policy Document*			X		
04.b Review of the InfoSec Policy*				X	
05.a Management Commitment to InfoSec*				X	
05.b InfoSec Coordination	X				
05.c Allocation of InfoSec Responsibilities			X		
05.k Addressing Security in Third-party Agreements*				X	
06.a Identification of Applicable Legislation			X		
06.e Prevention of Misuse of Information Assets*	X				X
09.c Segregation of Duties*			X		

Cyber Essentials Plus

Cyber Essentials is a UK government backed scheme that provides a set of basic security controls that an organization, whatever its size, needs in order to defend against the most common cyber attacks.

8x8 has successfully completed a Cyber Essentials Plus security assessment.



SOC 2 Type 2

System and Organization Controls (SOC) is a suite of audit reports defined by the American Institute of Certified Public Accountants (AICPA), intended for use by service organizations to issue validated reports of internal controls over those information systems to the users of those services.

8x8's XCaaS services have been reviewed by a nationally recognized Qualified Security Assessor (QSA) and have passed a SOC 2 Type 2 audit.



ISO 27001

ISO 27001 is an international standard framework for an effective Information Security Management System (ISMS). ISO 27001 requires that management systematically examine the organization's information security risks, design and implement a coherent and comprehensive suite of information security controls and adopt an overarching management process to ensure that the information security controls continue to meet the organization's information security needs on an ongoing basis.

8x8 has been found compliant with the requirements of ISO 27001:2013 by an accredited certification body following successful completion of an audit.



FISMA / NIST SP 800-53 R5

NIST Special Publication 800-53 is a catalog of security and privacy controls intended to assist federal agencies and corporations implement the Federal Information Security Modernization Act of 2014 (FISMA) to protect their data and information systems.

8x8 is NIST SP 800-53 R5 compliant.

A nationally recognized Qualified Security Assessor (QSA) performed an assessment of the 8x8 XCaaS environment and found 8x8 to be NIST SP 800-53 R5 compliant at the FISMA Moderate level.



Cyber Trust mark

The Cyber Trust mark is a cybersecurity certification for organizations with extensive digital business operations. Put forth by the Cyber Security Agency of Singapore (CSA).

The Cyber Trust mark serves as a mark of distinction for organizations to prove that they have put in place good cybersecurity practices and measures that are commensurate with their cybersecurity risk profile.

8x8 is CSA Cyber Trust mark (Advocate Level) certified.

TÜV SÜD PSB performed an assessment of 8x8 Information Security Management and found 8x8 systems to be Cyber Trust compliant.



ISO 9001

ISO 9001 is a standard that sets out the requirements for a quality management system. It helps businesses and organizations to be more efficient and improve customer satisfaction.

8x8 offices in the UK have been found compliant with the requirements of ISO 9001:2015 by an accredited certification body following successful completion of an audit.

Certificate of Registration	
This is to certify that the Quality Management System of	
8x8 UK Ltd	
Oxford House, Bell Business Park, Smeaton Close, Aylesbury, Buckinghamshire. HP 19 8JR	
has been assessed by The Certification Group for conformance to the requirements of:	
ISO 9001:2015	
Scope of Registration	
Quality Management System for the deployment, operation and support of cloud based unified communication services from 8x8 head office at Oxford House, Bell Business Park, Smeaton Close, Aylesbury, HP19 8JR.	
Signed on Behalf of The Certification Group	
Certification Manager: Elaine Hanaghan	
Registration No	7137265S
Initial Certification Date	12/03/2014
Certificate Issue Date	04/04/2023
Certificate Expiry Date	12/03/2026
Issue No	05

ISO 14001

ISO 14000 is a family of standards and guidelines related to environmental management to help organizations minimize how their operations negatively affect the environment, comply with applicable laws, regulations, and other environmentally oriented requirements, and continually improve in this area.

8x8 offices in the UK have been found compliant with the requirements of ISO 14001:2015 by an accredited certification body following successful completion of an audit.

Certificate of Registration

This is to certify that the Environmental Management System of

8x8 UK Ltd

Unit 1 & 2, Oxford House, Bell Business Park, Smeaton Close, Aylesbury, Buckinghamshire, HP19 8JR
The Relay Building, Whitechapel High Street, London, E1 7PT

has been assessed by The Certification Group for conformance to the requirements of:

ISO 14001:2015

Scope of Registration

The Environmental Management System for the design, deployment and operational support of cloud-based unified communication services from 8x8 offices in the UK

Signed on Behalf of The Certification Group
Certification Manager: Elaine Hanaghan

Registration No	7137310
Initial Certification Date	25/08/2023
Certificate Issue Date	25/08/2023
Certificate Expiry Date	24/08/2026
Issue No	01

8x8/HackerOne Vulnerability Disclosure Program

Since January 2020, 8x8 has conducted a third-party vulnerability disclosure Bug Bounty program. The scope of the program covers 8x8 Work, 8x8 Contact Center, 8x8 CPaaS and Jitsi.

Our third-party Bug Bounty program provides preemptive security testing, enhancing 8x8's in-house Security team and third party penetration testing by leveraging a global pool of security experts to detect vulnerabilities.

Our Bug Bounty provides monetary rewards given to ethical hackers for successfully discovering and reporting a vulnerability, or bug, to 8x8. The Bug Bounty program allows 8x8 to leverage the ethical hacking and security researcher community to continuously improve 8x8's systems' security posture. Bug Bounties complement 8x8's existing security controls by exposing vulnerabilities that automated scanners might miss, and incentivize security researchers to emulate what a potential bad actor would attempt to exploit.

Want to learn more?

Contact 8x8

Learn more about 8x8 XCaaS and how it can supercharge your business communications.

Connect with us to discuss 8x8's security and compliance in more detail, fill out this [easy form](#) now.

Learn more about 8x8 CPaaS and how it can transform the future of your business communication, by visiting [this page](#) now.