

Global Presence

International Coverage and Reach

8x8 delivers voice, video, chat, contact center and enterprise-class API solutions powered by a single global cloud communications platform.

8x8 empowers multinational enterprises to improve employee productivity and deliver superior customer experiences via both desktop and mobile apps and traditional desk phones. With a truly global footprint, spanning six continents, the 8x8 Experience Communications as a Service (XCaaS) Platform lowers total cost of ownership and reduces complexity while optimizing communications quality, reliability and security.

X Series

One Global
Cloud Platform

2,000+

Employees

2.5m+

Business Users

100+

Countries

Local Number Support

200+

Destinations

Outbound Dialling

55+

Countries

Full PSTN
Replacement Services

Global Service, Local Experience

8x8's global solution includes local interconnect in over 50 countries. This enables customers to access local inbound and outbound PSTN services, combined with the global unified communications capabilities of 8x8 X Series.

Operate From Anywhere

8x8 delivers the flexibility of inbound number support in over 100 countries. This enables customers to establish virtual presence in all the markets, where they do business, whether they have a local office or not.

International Virtual Presence

DID and Toll-Free Numbers

8x8 delivers the flexibility of virtual number support in over 100 countries. This includes the ability to add national toll-free or geography-specific direct inward dial (DID) numbers.

In addition, in a subset of over 40 key markets, 8x8 is also able to port existing numbers to its services. All numbers are enabled via Tier 1 carriers and provide distributed businesses and multinational organizations with the combination of robust connectivity and efficient call coverage worldwide.

Connect to anyone, everywhere

X Series enables all licensed users to make unlimited on-net, extension-to-extension calls, regardless of location.

8x8 X Series also provides a range of service plans that can be mixed-and-matched to the different needs of your users. Our most popular plans include unlimited external calls to specific countries, at no additional cost, with up to 48 unmetered destinations available.

8x8 offers the choice of tiered international calling options enabling you to pick the service plan that's best matched to the needs of your users. The following pages include details of the relevant countries that are included in each plan. For out-of-plan calls, we offer competitive metered calling rates to over 200 world-wide destinations.

Consistent Experience

8x8 service plans provide a localized experience for office-based or roaming users alike. The 8x8 Work app, provides a common user interface for calls, chat and meetings, for desktop or mobile devices.

8x8 also supports a catalogue of premium-branded 3rd party devices, from cordless to desktop and conference phones to help businesses standardize the office and remote-working environments, that they support.

Universal access to meetings

8x8 Meetings is a simple-to-use video conferencing and collaboration solution that's secure, built for business and offers unlimited meetings and minutes. In addition to the full video-based online experience, remote users can join as audio-only participants, with local dial-in numbers available from 62 countries, 23 of which also include a local toll-free option.

Enhanced Call Services

Local PSTN Replacement

With PSTN replacement services in over 55 countries, 8x8 enables remote staff and regional offices to make calls, just as if they were connected via a traditional local landline, but with the value-added benefits of the 8x8 open communications platform.

For full PSTN countries, partnerships with in-country carriers ensure the local routing of all inbound and outbound traffic. This ensures optimal call quality, local caller ID, access to emergency numbers and local dialing without the need for additional dial-prefixes.

In countries where 8x8 does not currently have local carrier interconnect and PSTN-based services are required, we can provide a gateway-based alternative, including full implementation support.

Global Implementation and Support

8x8 has deployment teams located in every geographic region to provide effective local support. This includes the ability to provide on-site training that can help to accelerate user adoption.

8x8 provides 24x7x365, follow-the-sun support with 10 multi-lingual customer support teams, strategically located around the world.

Global Reach

Through 8x8's patented technology, communications are automatically routed to the nearest data center to deliver superior call quality and conversations that sound and feel natural.

The 8x8 Open Communications Platform is underpinned by the combination of geographically-redundant data centers and a distributed global public infrastructure in 35 cloud regions. This provides the seamless connectivity, in-built resilience and security that customers demand for their organization-wide communications systems.

Data Sovereignty

8x8 data centers are distributed across five continents, with presence in the US, Canada, UK, Australia and Hong Kong for region-specific jurisdiction.

8x8 Global Presence - Inbound Numbers

Region	Europe	Americas	Asia Pacific	Middle East & Africa
	Austria Belgium Bosnia & Herzegovina Bulgaria* Croatia Cyprus Czech Republic Denmark Estonia Finland France Georgia Germany Greece Hungary Iceland Ireland Italy Latvia Lithuania Luxembourg Macedonia Malta Moldova Monaco Montenegro Netherlands Norway Poland Portugal Romania Russia* Serbia Slovakia Slovenia Spain Sweden Switzerland Ukraine United Kingdom	Anguilla Antigua & Barbuda Argentina Barbados Bermuda Brazil Canada Cayman Islands Chile Colombia Costa Rica Dominica Dominican Republic Ecuador El Salvador French Guiana Grenada Guadeloupe Martinique Mexico Montserrat Panama Paraguay Peru Puerto Rico St Kitts & Nevis St Lucia St Pierre & Miquelon St Vincent & Grenadines Trinidad & Tobago Turks & Caicos USA Uruguay US Virgin Islands Venezuela	Australia Brunei Cambodia China Hong Kong India Indonesia Japan Kazakhstan Kyrgyzstan Malaysia New Zealand Philippines Singapore South Korea Sri Lanka* Taiwan Tajikistan Thailand Turkey* Vietnam	Algeria Bahrain Egypt* Israel Kenya Mayotte Réunion Island Saudi Arabia* Seychelles South Africa Uganda United Arab Emirates*

* Limited availability

8x8 Global Presence - Outbound Plans

Unlimited International Calling - X Series

X1	Domestic calling	UK, Ireland, USA, Canada, Australia, New Zealand (pick one*)
X2	International calling (14 countries)	United States, Canada, Australia*, France, Germany*, Italy*, Ireland*, Netherlands*, New Zealand*, Puerto Rico, Spain*, Sweden*, Switzerland*, United Kingdom.
X3	International calling (32 countries)	X2 plus: Belgium, Brazil*, China, Denmark, Guam, Hong Kong, Hungary, Israel, Luxembourg*, Malta, Mexico, Norway, Poland*, Portugal*, Romania, Slovakia, South Korea, Taiwan*
X4+	International calling (48 countries)	X3 plus: Argentina*, Chile, Cyprus*, Dominican Republic, Finland, Greece, India, Indonesia, Japan*, Malaysia, Peru, Russia*, Singapore, South Africa, Thailand, Turkey*

Plans include unlimited (subject to 8x8 fair-use policy) calls to standard-tariff landline and mobile numbers in each country, unless indicated otherwise*. Calls to premium-rate, special services and out-of-zone numbers are metered and billed at the prevailing 8x8 rates, published at 8x8.com.

+ X1 licenses for different zones cannot be mixed on the same system

* These countries exclude unmetered mobile calling in the plans indicated:

Note that for the following, mobile calling is metered in X2, but unmetered in X3: Australia, Germany, Italy, Ireland, Netherlands, New Zealand, Spain, Sweden

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Country	Unlimited Calling	Number Porting	Full PSTN	DID / Local Number	Toll Free
Algeria				■	
Anguilla		■			■
Antigua and Barbuda					■
Argentina	X4+		■	■	■
Australia	X2	■	■	■	■
Austria		■	■	■	■
Bahamas					
Bahrain					■
Barbados				■	■
Belarus					■
Belgium	X3	■	■	■	■
Benin					
Bermuda					■
Bosnia and Herzegovina				■	■
Botswana					
Brazil	X3	■	■	■	■
Brunei					■
Bulgaria			■	■	■
Cambodia				■	■
Canada	X2	■	■	■	■
Cayman Islands				■	■
Chile	X4+		■	■	■
China	X3		■	■	■ (Shared cost only)
Colombia			■	■	■
Costa Rica			■	■	■
Croatia		■	■	■	■
Cyprus	X4+			■	■

8x8 Global Presence

Country	Unlimited Calling	Number Porting	Full PSTN	DID / Local Number	Toll Free
Czech Republic		■	■	■	■
Denmark	X3	■	■	■	■
Dominica					■
Dominican Republic	X4+			■	■
Ecuador			■	■	■
Egypt					■
El Salvador				■	
Estonia		■	■	■	■
Finland	X4+	■	■	■	■
France	X2	■	■	■	■
French Guiana					■
Georgia				■	■
Germany	X2	■	■	■	■
Ghana					
Greece	X4+	■	■	■	■
Grenada				■	■
Guadeloupe			■	■	■
Guam	X3				
Hong Kong	X3	■	■	■	■
Hungary	X3	■	■	■	■
Iceland				■	■
India	X4+				■
Indonesia	X4+		■	■	■
Ireland	X2	■	■	■	■
Israel	X3	■	■	■	■
Italy	X2	■	■	■	■
Japan	X4+		■	■	■
Kazakhstan			■	■	■

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Country	Unlimited Calling	Number Porting	Full PSTN	DID / Local Number	Toll Free
Kenya				■	■
Kyrgyzstan				■	
Latvia		■	■	■	■
Lithuania		■	■	■	■
Luxembourg	X3	■	■	■	■
Macau					
Macedonia				■	■
Madagascar					
Malaysia	X4+		■	■	■
Mali					
Malta	X3			■	■
Martinique			■	■	■
Mauritius					
Mayotte					■
Mexico	X3	■	■	■	■
Moldova				■	■
Monaco					■
Montenegro				■	■
Montserrat					■
Namibia					
Netherlands	X2	■	■	■	■
Nepal					
New Zealand	X2	■	■	■	■
Norway	X3	■	■	■	■
Panama		■	■	■	■
Paraguay					■
Peru	X4+		■	■	■
Philippines			■	■	■

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Country	Unlimited Calling	Number Porting	Full PSTN	DID / Local Number	Toll Free
Poland	X3	■	■	■	■
Portugal	X3	■	■	■	■
Puerto Rico	X2		■	■	■
Réunion					■
Romania	X3		■	■	■
Russia	X4+		■	■	■
Saudi Arabia					■
Serbia				■	■
Seychelles				■	■
Singapore	X4+	■	■	■	■
Slovakia	X3	■	■	■	■
Slovenia		■	■	■	■
South Africa	X4+	■	■	■	■
South Korea	X3			■	■
Spain	X2	■	■	■	■
Sri Lanka				■	■
St. Barthélemy					
St. Kitts & Nevis					■
St. Lucia					■
St. Martin					
St. Pierre & Miquelon					■
St. Vincent & Grenadines					■
Sweden	X2	■	■	■	■
Switzerland	X2	■	■	■	■
Taiwan	X3		■	■	■
Tajikistan				■	
Thailand	X4+		■	■	■
Trinidad & Tobago		■		■	■

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Country	Unlimited Calling	Number Porting	Full PSTN	DID / Local Number	Toll Free
Turkey	X4+	■	■	■	■
Turks & Caicos					■
Uganda				■	■
Ukraine		■		■	■
United Arab Emirates					■
United Kingdom	X2	■	■	■	■
Uruguay					■
United States of America	X2	■	■	■	■
US Virgin Islands					■
Venezuela				■	■
Vietnam				■	■

Unsupported Countries	
Country	Reason
Cuba	US Sanctions
Iran	US Sanctions
North Korea	US Sanctions
Syria	US Sanctions
Restricted availability of new numbers ■	
Country	Reason
Bulgaria	Regulatory Changes
Russia	International Conflict

Countries that block VoIP services ■ (although it may be possible to provide in-country DIDs or TF numbers)	
Country	Number Options
United Arab Emirates	TF only
Qatar	
Oman	
Saudi Arabia	TF only
Sri Lanka	DID and TF
Kuwait	
Egypt	TF only

For more information, call **+1 866 879 8647** or **+44 (0)333 043 8888** or visit **8x8.com**



8x8, Inc. (NYSE: EGHT) is transforming the future of business communications as a leading Software-as-a-Service provider of voice, video, chat, contact center and enterprise-class API solutions powered by one global cloud communications platform. 8x8 empowers workforces worldwide to connect individuals and teams so they can collaborate faster and work smarter. Real-time analytics and intelligence provide businesses unique insights across all interactions and channels so they can delight end-customers and accelerate their business. For additional information, visit www.8x8.com, or follow 8x8 on LinkedIn, Twitter and Facebook.

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