



Global Presence

Enterprise-grade communications, wherever your business takes you

8x8 brings customer and employee experience together with contact center, voice, video, chat, and APIs on one cloud-native platform.

8x8 empowers multinational enterprises to improve employee productivity and deliver superior customer experiences. With a truly global footprint spanning six continents, the 8x8 Experience Communications Platform lowers the total cost of ownership and reduces complexity while optimizing communications quality, reliability, and security.

The 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.

Global service, local experience

8x8's global solution includes local interconnects in over 55 countries. This enables customers to access local inbound and outbound PSTN services, combined with the global unified communications capabilities of 8x8.

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.

Key benefits

- Reduced complexity with one global cloud platform focused on quality calls, reliability, and robust security
- Superior customer experience delivered through local PSTN services in over 55 countries
- Expanded local virtual presence with inbound number support in over 100 countries
- Supported globally by 10 multilingual customer support teams positioned strategically worldwide

1 global cloud platform

Communications across the globe

59 countries

Full PSTN replacement services

100+ countries

Local number support

200+ destinations

Outbound dialing

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

8x8 X Series 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. For out-of-plan calls, we offer competitive metered calling rates to over 200 world-wide destinations.

Consistent experience, globally

8x8 service plans provide a localized experience for office-based or roaming users alike. 8x8 Work, our cloud-based app, brings telephony, video meetings, and team messaging capabilities to your chosen device.

8x8 Work is a simple-to-use solution for voice, video, SMS and team messaging collaboration. It is secure, built for business and offers unlimited meetings and minutes. During meetings on 8x8 Work, remote users can join with video or 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 with 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 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 carriers and PSTN-based services, we can provide a gateway-based alternative, including full implementation support.

Global implementation and support

8x8 deployment teams are located in 11 technical support centers to provide effective local support. 8x8 provides 24x7x365, follow-the-sun support with 10 multilingual customer support teams, strategically located around the world.

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.

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 Experience 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.



For more information, call +1 866 879 8647 or +44 (0)333 043 8888 or visit [8x8.com](https://www.8x8.com).