

A photograph showing three people in a modern office setting. A woman with long dark hair is seen from the back, looking towards two other people. A woman with dark hair and a red top is looking at a man with glasses and a beard who is sitting at a desk with a laptop. The office has large windows and modern decor.

# 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

## 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.



## 8x8 Global Presence - Inbound Numbers

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

\* Limited availability

## 8x8 Global Presence - Outbound Plans

Unlimited International Calling - X Series		
<b>X1</b>	Domestic calling	UK, Ireland, USA, Canada, Australia, New Zealand (pick one+)
<b>X2</b>	International calling (14 countries)	United States, Canada, Australia*, France, Germany*, Italy*, Ireland*, Netherlands*, New Zealand*, Puerto Rico, Spain*, Sweden*, Switzerland*, United Kingdom
<b>X3</b>	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*
<b>X4+</b>	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



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

## 8x8 Global Presence

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+			■	■
Czech Republic		■	■	■	■
Denmark	X3	■	■	■	■
Dominica					■
Dominican Republic	X4+			■	■
Ecuador			■	■	■

## 8x8 Global Presence

Country	Unlimited Calling	Number Porting	Full PSTN	DID / Local Number	Toll Free
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			■	■	■
Kenya				■	■
Kyrgyzstan				■	
Latvia		■	■	■	■
Lithuania		■	■	■	■
Luxembourg	X3	■	■	■	■
Macau					
Macedonia				■	■
Madagascar					
Malaysia	X4+		■	■	■
Mali					



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## 8x8 Global Presence

Country	Unlimited Calling	Number Porting	Full PSTN	DID / Local Number	Toll Free
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			■	■	■
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	■	■	■	■



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## 8x8 Global Presence

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



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## Unsupported Countries

Country	Reason
<b>Cuba</b>	US Sanctions
<b>Iran</b>	US Sanctions
<b>North Korea</b>	US Sanctions
<b>Syria</b>	US Sanctions

## Restricted availability of new numbers

The following countries are represented by a gray box in the 8x8 Global Presence tables above.

Country	Reason
<b>Bulgaria</b>	Regulatory Changes
<b>Russia</b>	International Conflict

## Countries that block VoIP services

(although it may be possible to provide in-country DID's or TF numbers)

The following countries are represented by a gray box in the 8x8 Global Presence tables above.

Country	Number Options
<b>United Arab Emirates</b>	TF only
<b>Qatar</b>	
<b>Oman</b>	
<b>Saudi Arabia</b>	TF only
<b>Sri Lanka</b>	DID and TF
<b>Kuwait</b>	
<b>Egypt</b>	TF only