8x8 Global Customer Support

Supporting our customers

Your success is our top priority at 8x8. We operationalize our commitment by offering a wide range of support options to all our customers; as well as enhanced options for those needing a different level of support to keep pace with their ever changing business needs. 8x8 offers a full range of support services, from Standard to Premium to fee-based enhanced Customer Support. Each option provides specific service levels and capabilities, from online case submissions to 24/7 phone support and enhanced services that help actualize your goals.

	Standard	Premium	Premium Plus
Included with	Subscription	Subscription	*
24x7 Availability Monitoring	■	■	■
24x7 Online Resources	■	■	■
24x7 Support Portal Access	■	■	■
24x7 Phone Support for S1 Cases	■	■	■
Web Case Submission	■	■	■
Live Chat	■	■	■
Phone Case Submission	Limited*	■	■
Local Business Hours Support	■	■	■
Premium Team	–	■	■
Accelerated Response	–	■	■
Tailored Escalation Channel**	–	■	■
Front of Line Pass	–	–	■
Periodic case review	–	–	■
Customer Engagement Manager	–	–	■
Named Support Engineer	–	–	■

$ User Administration is available across all Support levels

* Contact your Account Manager for complete details

* Limited to 10 cases per year.

** will be presented during the onboarding session

For more information, call 1.866.879.8647 or visit 8x8.com.

Support features

24/7 Availability Monitoring

Proactive platform monitoring to ensure maximum availability and performance.

24/7 Online Resources

Continuous online access to a growing database of technical solutions, product documentation, FAQs and more.

24/7 Support Portal Access

On-demand access to the online 8x8 Support Portal to submit support requests, review case status and browse other resources like our Knowledgebase, News & Alerts, Featured Tips and more.

24/7 Phone Support for S1 Cases

Coverage by phone or online 24 hours/day, 7 days/week for response within SLT's.

Local Business Hours Support

During local business hours, our support engineers will contact you via the best method (including telephone) to help resolve your case.

Front of Line Pass

Expedited handling and priority routing for phone, web, and email cases. Faster SLT response and priority scheduling to speed resolution of your support case. Please see SLT table.

Periodic Case Review

Periodic meetings to review service metrics and key performance reports to help optimize service delivery to your business needs.

Web Case Submission

Support cases may be created directly through our Support Portal at any time, and your request will be routed to our support resources for response within SLTs.

Live Chat Support

Start a live chat session with VO, VCC experts and we'll answer your questions or open a support case.

Phone Case Submission

Access to 8x8 Support Engineers through support hotline for new case submissions.

Accelerated Response

Faster response for your business needs to help with quicker engagement. See SLT table for details.

User Administration

Team of specialists who receive cases for all your end users and help manage your systems by performing configuration related functions.

Premium Team

Team of experts in specific product line handling frontline calls dedicated to premium level customers.

Named Support Engineer

An 8x8 Support Engineer and Premium Team is assigned to gain an understanding of your business needs and provide faster business outcomes. Your Named Support Engineer will be your primary point of contact for managing escalations and running your case reviews.

Customer Engagement Manager

An 8x8 Engagement Manager is your advocate in 8x8 helping you become successful with 8x8 solutions. Whether it is escalation management, prioritization of your requests or best practice discussion your Engagement Manager will take care of it for you .

Service Level Targets (SLT*): Initial Response

Cases Opened with 8x8 Technical Support by Customers

Priority	Standard	Premium, Premium Plus	Severity Definition
S1	1 hour	30 minutes	Production down: Production system, application or business critical feature/function is down.
S2	4 hours	2 hours	Production impaired: A major feature or function is not working correctly and is blocking the full use of the 8x8 system, but basic functions and features are working.
S3	1 business day	4 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 are not Service Level Agreement — there will be no financial penalties if targets are not achieved

Regional Hours of Operation, Contact Information, and Language Support

	Americas	Europe	APAC
Regional Hours of Operation and Contact Information	M-F, 5am-6pm PST Toll Free: +1 888 898 8733 Direct: +1 408 687 4120	M-F, 6:00am-7:00pm GMT UK: +44 2070966060	M-F, 9am-6pm Singapore ANZ: +61 1800648574 Direct: +61 1300088917
Observed Office Holidays	New Year's Day Independence Day Thanksgiving Day The Day After Thanksgiving Christmas Day	New Year's Day Easter Monday Christmas Day St. Stephen's Day / Boxing Day May Day Spring Bank Holiday Summer Bank Holiday	New Year's Day Good Friday Easter Monday ANZAC Day Christmas Day Boxing Day

Global Support

support.8x8.com
Support Portal for case management, Knowledgebase search and chat
Connect with Technical Resources via Live Chat
Questions regarding Support or Community access

What our customers say...

"Each adviser fully explained what was happening in trying to solve my IT issue. I was kept in constant contact, I was listened to which made me feel I mattered. Waqas and Eliot were great, very pleasant and professional."

"My support REP listened to what I asked, and solved my issue QUICKLY, and I wanted to give her a HUG!"

"Fantastic service, went through everything so that we could understand how we needed to configure the system."

"The young lady who helped was very nice and helpful. My case was unique and she was very patient and resolved my issue"

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, but why not talk to us? We can explain your options and how your business will benefit. Please contact your 8x8 Account Manager.

Visit support.8x8.com for online support and visit 8x8.com/8x8-academy for online training.

For more information, call 1.866.879.8647 or visit 8x8.com.

8x8

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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