8x8, Inc.

8x8 Virtual Contact Center Disaster Recovery Standalone Service

8x8 Disaster Recovery Standalone Service provides a geographically diverse hosted contact center that can take over if your primary contact center suffers a catastrophic site failure. This allows your company to meet business continuity obligations simply and cost effectively.

Cloud-based Contact Center on Standby

Whether natural or man-made, disasters happen. What would you do if your premises-based call center experienced a debilitating catastrophe? 8x8's Disaster Recovery Service provides you with a cloud-based standby call center ready to take over should the need arise. During a disaster, agents at any location with an Internet connection, web browser and phone or softphone can access the 8x8 Virtual Contact Center Disaster Recovery Service.

The service is offered at a low monthly fee per agent and includes IVR, skills-based routing, monitoring, reporting, VoIP softphone and unlimited call recording with 10 days retention. It can also be used as a temporary contact center capability during planned maintenance of your primary contact center infrastructure, or to provide short term overflow capacity for your primary contact center.

Usage Allowance

8x8 Disaster Recovery Companion Service can be used as a production contact center for up to 90 days per year. If additional use is required, then normal month-to-month fees apply. The minimum term for 8x8 Disaster Recovery Companion Service is one year.

When disaster strikes your premises-based call center, 8x8 Virtual Contact Center keeps you up and running

One Time Fees

- 8x8 JumpStart training as needed.
- Additional professional services may be required if there are unusual carrier disaster recovery requirements, custom integration, or supplemental training apart from the JumpStart package.
- Phone number porting and line activation fees (dependent on carrier).

Recurring Fees

- Monthly recurring fee for each agent seat.

Carrier Charges

- Telecom setup and toll charges are extra.

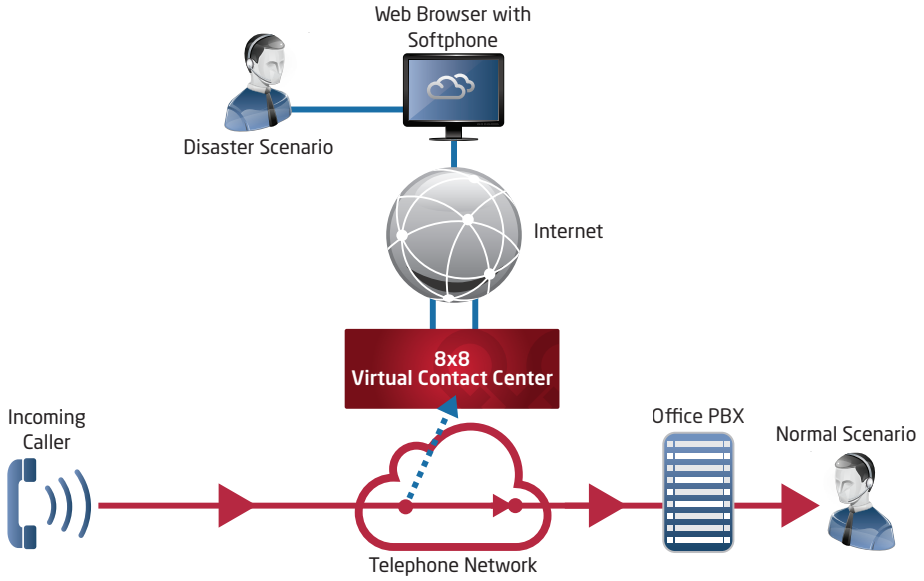
Testing Requirements

An exclusive test phone number is provided with every disaster recovery tenant. You should test this number monthly to confirm the basic configuration and operation of your disaster recovery tenant. 8x8 strongly recommends, and most industry guidelines require, conducting a full disaster recovery failover test at least once per year.

Call Redirection During a Disaster

Because it's impossible to predict exactly when or where disaster will strike, you must manually redirect your voice traffic to your 8x8 disaster recovery tenant. Your service will not automatically failover.

There are several different call redirection methods depending upon your choice of carrier. Some carriers require the 8x8 Disaster Recovery Tenant to use forwarding numbers. Other carriers can redirect both toll-free and local numbers without requiring "forward-to" numbers in the 8x8 Disaster Recovery Tenant configuration. And some carriers offer a customer self-service web portal to redirect your calls to your disaster recovery tenant. 8x8 will work with you to determine the best choices for your business.



For business continuity during a disaster, redirect calls to your 8x8 Virtual Contact Center.

Protect Your Contact Center with 8x8 Disaster Recovery Services

For more information, call: 1.866.913.7684 or visit: www.8x8.com

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