



8x8, Inc.

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8x8 Announces 'Industry First' VoIP SLA Guaranteeing Highest Availability and Call Quality Over the Public Internet

SAN JOSE, Calif.--(BUSINESS WIRE)-- 8x8, Inc. (NASDAQ:EGHT), a leading provider of cloud-based unified communications and contact center solutions, today announced it is offering an unprecedented Service Level Agreement (SLA) to qualified enterprise customers that guarantees the industry's highest levels of service availability and voice quality for calls transmitted over the public Internet.

While typical VoIP SLAs are limited to the service provider's network and not the underlying connection, 8x8's "Performance Assured" SLA is the first of its kind to guarantee end-to-end VoIP service uptime, reliability and call quality over any underlying broadband network the customer chooses, be it the public Internet, an MPLS (Multiprotocol Label Switching) network or a dual MPLS/public Internet connection.

"The ability to deliver and guarantee enterprise grade service availability and voice quality normally reserved for private connections reinforces 8x8's position as a market leader," said Diane Myers, principal analyst, Infonetics Research, part of IHS Inc. "This assurance that 8x8's hosted PBX and unified communications solution meets the quality and reliability requirements of customers, while at the same time delivering valuable benefits, will go a long way in supporting 8x8's push into the midmarket and enterprise segment."

8x8's "Performance Assured" SLA provides guarantees of more than 99.99% uptime in addition to a Mean Opinion Score (MOS) of greater than or equal to 3.0 for at least 98% of all calls carried over the network, including those using compressed codecs such as G.729a which typically exhibit less than toll quality MOS scores even under perfect network conditions.

"8x8 has invested significant engineering and operations resources to perfect the delivery of VoIP over the public Internet," said Mehdi Salour, Senior Vice President of Network Operations and Support at 8x8. "The technologies we have invented and the relentless effort we have made to measure availability and service quality for every call have given us the data we need to provide our customers with this new service level agreement."

The ability to offer these unprecedented service level guarantees over the public Internet is an outcome of many years of internal service and feature utilization analysis which 8x8 has been conducting to help identify problems with customer networks and provide proactive customer service. 8x8 customers who utilize 8x8's recently announced Virtual Office Analytics "Service Quality" solution now have the ability to view individual call and consolidated MOS score detail themselves in real time to enable administrators to manage and isolate any network issues that may be impacting call quality.

About 8x8, Inc.

8x8, Inc. (NASDAQ:EGHT) is the trusted provider of secure and reliable cloud-based unified communications and virtual contact center solutions to more than 40,000 businesses operating in over 40 countries across six continents. 8x8's out-of-the-box cloud solutions replace traditional on-premises PBX hardware and software-based systems with a flexible and scalable Software as a Service (SaaS) alternative, encompassing cloud business phone service, contact center solutions, and conferencing. For additional information, visit www.8x8.com, or www.8x8.com/UK or connect with 8x8 on [Google+](#), [Facebook](#), [LinkedIn](#) and [Twitter](#).

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