



October 19, 2016

8x8 Continues On Innovation Trail with the Awarding of Four New Cloud Communications Patents

Enterprise Communications-as-a-Service Pioneer Executes like a Market Leader, Innovates like a Startup

SAN JOSE, Calif.--(BUSINESS WIRE)-- [8x8, Inc.](#) (NASDAQ:EGHT), the leading provider of global Enterprise Communications as a Service (ECaaS), today announced that it has been awarded four new patents related to its communications technologies that help customers seamlessly connect, communicate and collaborate globally.

The four 8x8 patents issued by the U.S. Patent and Trademark Office (USPTO) are:

- | United States Patent number [9,401,994](#) titled, "Conferencing and Meeting Implementations with Advanced Features," was awarded on July 26, 2016. It is a continuation of U.S. patent number 8,817,801 awarded to the company on July 8, 2011.
- | United States Patent number [9,426,116](#) titled, "Multiple-Master DNS System," was awarded on August 23, 2016 and is a continuation of patent number 9,294,433, which was awarded on November 2, 2012.
- | United States Patent number [9,432,519](#) titled, "Identifying and Processing of Unreturned Calls in IPBX," was awarded on August 30, 2016.
- | United States Patent number [9,438,736](#) titled, "Limiting Contact in a Networked Contact Center Environment," was awarded on September 6, 2016 and is a continuation of patent 8,243,913.

"Enterprises everywhere are undergoing a digital transformation that involves not only a shift to cloud-based architectures, but also requires the implementation of smarter, more flexible communications systems that help address the needs of a constantly evolving competitive environment," said Bryan Martin, Chairman and CTO of 8x8. "We've long been committed to innovating with and ahead of our customers to help them meet the evolving and complex needs of that transformation. This focus on innovation, combined with our ongoing business execution is a key reason for our leadership in the unified communications and contact center industries."

The patent related to conferencing and meeting implementations with advanced features (#9,401,994) covers an innovation that will help companies manage conferencing of incoming call participants and automatically dial that participant back when there is a trigger event and seamlessly place them into a conference call.

The second patent (#9,426,116) provides a system and methodology for a Domain Name System (DNS) that helps maintain consistency of DNS records between multiple master servers in the event of a connection failure. The technology will also help the master DNS server take the appropriate actions to update and/or recover DNS data when connections are restored.

The technology in patent number 9,432,519 helps companies better manage calls that were routed through the IPBX server but unreturned by the end user. By having a circuit configured to evaluate call summary metrics from missed calls and correlate that data with secondary data sources, the IPBX server can help identify which missed and unreturned calls are of higher priority.

Finally, U.S. patent #9,438,736 details how to limit interaction with a network contact center that is host to multiple tenants by evaluating the communication through a contact rate value and determine the allowable quantity of contact during a specific time interval.

Since its establishment, 8x8 has been awarded 125 United States patents covering a variety of voice and video communications, signaling, processing, and storage technologies.

[Enterprise Communications as a Service](#)

8x8's innovative ECaaS solution brings all real-time communications and contact center services together into one integrated cloud platform, delivering continuous communications experiences from desktop to mobile. These solutions enable companies of all sizes to solve critical business needs and modernize their infrastructure with world-class business

communications, contact center solutions, conferencing, collaboration and advanced analytics.

About 8x8, Inc.

8x8, Inc. (NASDAQ:EGHT) is the trusted provider of secure and reliable enterprise cloud communications solutions to more than 45,000 businesses operating in over 100 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, www.8x8.com/UK or connect with 8x8 on [LinkedIn](#), [Twitter](#), [Google+](#) and [Facebook](#).

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