

8x8 Virtual Office for Government



As budgets and resources are squeezed, government IT departments are looking at more cost-effective ways of deploying and managing their disparate phone systems. Cloud communications solutions are now being adopted by government agencies as viable, cost-effective alternatives to complex, on-premises systems that require capital expense along with knowledgeable staff.

8x8, Inc., a leader in IP voice and video technology, provides a cloud-based IP PBX solution that not only meets the critical performance requirements of government agencies, but enables capabilities, such as distributed deployments, that premises-based systems cannot cost-effectively manage.

With 8x8 Virtual Office, agencies get all the advanced features of a traditional PBX (without the capital expense), while enjoying significant savings compared to traditional analog or TDM solutions.

Expect more from your communications solution:

- Reduce and control communications costs
- Scale quickly as needs evolve
- Unite multiple locations and disparate employees under the same system
- Get more with a robust, enterprise-class feature set
- Improve collaboration
- Improve mobility with softphones, IP phones and smartphone apps
- Simple to manage and use
- Forklift upgrades never required

8x8 cloud communications deliver the scalability, redundancy, security and reliability government agencies demand.



8x8 Virtual Office Unified Communications

Enterprise Features

- Unlimited local and long distance calling on select plans
- Auto attendant for dial-by-name, extension and company directory
- Simple online administration and online billing
- Message/Music on Hold
- Ring groups
- Extension dialing
- Call logs/call detail records
- Keep existing business, toll-free and fax numbers

User Features

- Direct phone numbers
- Business-class voicemail
- Voicemail-to-email notification
- Softphone
- Android and iPhone apps
- Conference bridge
- 3-way calling
- Advanced call forwarding
- Video chat with coworkers
- Presence management
- Call transfers, call park, intercom
- High definition voice
- Enhanced 911 (E911)
- Caller ID/Caller name display
- Integration with Salesforce, Outlook, ACT! and NetSuite

Options Include

- 8x8 Virtual Office Pro bundle with Internet fax, call recording and web conferencing
- Virtual Contact Center
- Virtual Room Video Conferencing
- Call Queuing
- Receptionist Switchboard Application
- Fax Services
- Domestic and international toll-free and virtual numbers

We Speak Cloud

8x8 is a highly experienced provider of cloud communication solutions. Transform every communication into a highly productive interaction with cloud-based 8x8 Virtual Office. 8x8 cloud solutions eliminate the need for expensive on-site PBX equipment or costly maintenance contracts. By delivering all features and voice service over the Internet, multiple locations and remote employees are seamlessly connected under the same phone system. Employees are only an extension away from each other, even when they are a world apart or working from home.

Everything You Need and More

Great communications begin with great phone service. 8x8 Virtual Office includes the advanced features required by government entities. But it doesn't stop there. It also includes unified communications features such as private chat, presence detection and softphones with video that improve employee collaboration. Add on even more functionality with our Virtual Office Pro bundle: web conferencing, call recording and Internet fax. 8x8 also offers cloud-based contact center services and video conferencing to address the full range of government communication requirements.

Flexibility and Mobility

8x8 offers high quality Polycom and Cisco phones with high definition voice technology. Extensions come with a softphone included so employees can make and take calls from their computer. And iPhone, iPad and Android apps bring the power of the Virtual Office extension to the smartphone so mobile employees are always in touch.



Agile Cloud Communications

Scalability

8x8 Virtual Office is based on VoIP technology and scales to as many sites and users as needed. Add or reassign users quickly and easily. Features and voice service are delivered over the Internet connection at each location.

Security and Privacy

8x8 is FISMA compliant, providing assurance that 8x8 has implemented all the data security and monitoring processes necessary to ensure the privacy and security demanded by government agencies. Working with our partners, 8x8 can also provide private, secure IP (MPLS) connections independent of the public Internet.

Reliability, Availability, Redundancy

8x8 Virtual Office services are designed to deliver 99.99% availability. Because 8x8 operates two geographically diverse data centers, 8x8 Virtual Office has no single points of failure. It is designed to provide uninterrupted service even if a server, cluster of servers, a database or an entire data center goes down.

The 8x8 network infrastructure consists of multiple independent links from the two data centers to the PSTN, and multiple separate links to tier 1 IP providers. Each link is capable of handling the entire traffic load. All servers, routers and switches are also redundant, and include dual power supplies.

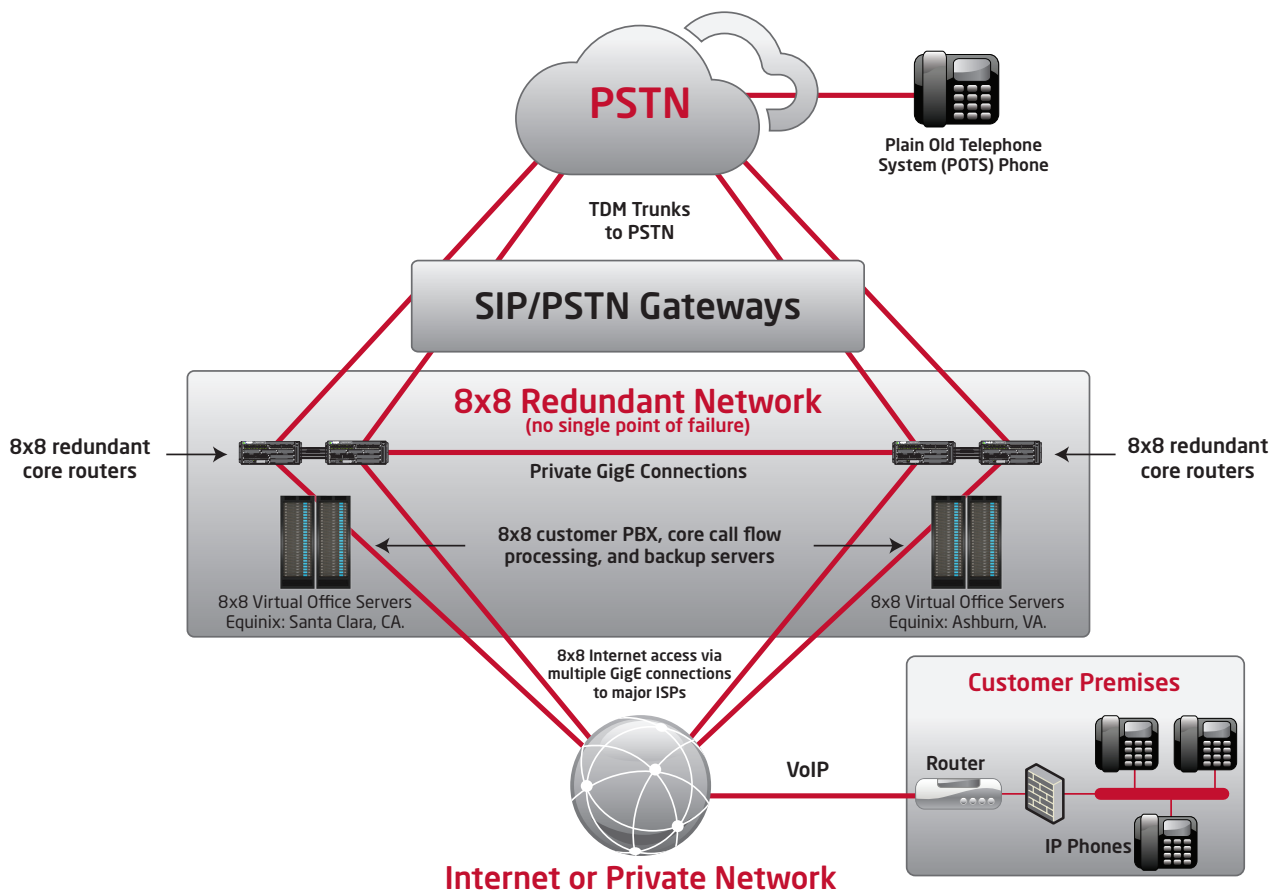
Meeting Government Requirements

Contracts

- WITS 3 through Level 3 as Network Voice Services (NVS)
- Network through Level 3 as Network Enterprise IPTeLs services
- GSA 70
- SEWP IV

Compliances

- E911
- FISMA
- HIPAA*
- Section 508-compliant



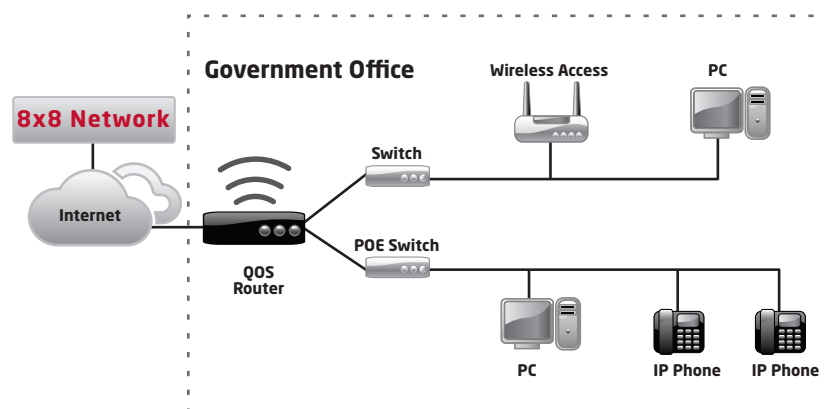
* Expected calendar year 2013

The Cloud Makes It Simple

8x8 makes it easy for authorized administrators to manage and update their whole communications system using the online [8x8 Account Manager](#). Login to make global and user-specific changes, access billing information and run call detail reports (CDRs).

It's also simple for extension users to access and manage their extension online. Using [Virtual Office Online](#), they can use their softphone, access voicemails, change call forwarding rules and more.

Virtual Office enables government offices to quickly and easily add extensions worldwide at any location equipped with broadband Internet access, including home-based or remote locations.



Virtual Office Pro Bundle

Supercharge extensions with this bundle:

- Internet faxing
- Call recording
- Web conferencing

Call Center in the Cloud

With 8x8 Virtual Contact Center, you can deploy and monitor agents anywhere.

Fully integrated with 8x8 Virtual Office.

The Voice of Experience

8x8 is a leader in VoIP and cloud communications technology. With twenty five years of continual communications innovation, including 85 US patents, Virtual Office is based on technology that's built to last.

At 8x8, we develop and own our technology and our network, so we know it inside out. Our California-based customer support team is staffed with experts so we can resolve any issues promptly.

8x8 is committed to providing outstanding service and support that is flexible and responsive to government needs. Technical support is available by telephone, email and chat with dedicated government support personnel. Support is available 24x7x365 through our Network Operations Center.

For more information, contact the 8x8 Government Solutions Team.

Call: 1-866-879-8647 or visit: www.8x8.com/gov



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