

X-Series/VO/VCC Sub-processors

The following sub-processors undertake processing activities to assist 8x8 in providing its services:

8x8 Group Companies

- 8x8, Inc. (USA)
- 8x8 UK Limited (UK)
- 8x8 International SRL (Romania)
- 8x8 International Pte Ltd. (Singapore)
- 8x8 International Pty Ltd. (Australia)

Software Providers/ as a Service Providers

Entity name	Description	Location
Cronofy Limited	Calendar integration for VO meetings	USA, EU
Callstats	Web RTC quality monitoring for VO meetings	USA, UK
Inference	Self service virtual agent that allow 8x8 customers to automate end-customer interactions	USA
WorkRamp, Inc.	Training solution	USA
PCIPAL	Additional Service Plan for VCC	USA, UK
Teleopti	Additional Service Plan for VCC	USA, EU, China
Google	Transcription for VO meetings, Voicemail transcripts	USA
Quintl Limited	Microsoft Teams Integration	USA, UK, Australia
OwnBackup Inc.	Backup solution	USA
Cognigy GmbH	Chatbot Service	EU
Quantum Metric, Inc.	Analytics	USA
Segment.io, Inc.	Analytics	USA
Amplitude, Inc.	Analytics	USA
Treasure Data Inc.	Analytics	USA

IT/technical support/customer support service providers

Entity name	Location
Optimum CX	USA
Sutherland Global Services	Philippines
Ascent Solutions	Singapore
Gainsight, Inc.	USA
Projector.is, Inc.	USA
Salesforce	USA
Google Analytics	USA
Aisera	USA
SlashSupport, Inc. (dba CSS Corp.)	Costa Rica

Infrastructure/cloud service providers/data centres

Entity name	Location
Amazon Web Services, Inc.	US, Canada, Brazil, UK, EU, Singapore, Australia
Bell Canada	Canada
China Mobile Shanghai	China
Cytera dba Centurylink TS	USA
Element Critical	USA
Equinix Australia Pty Ltd	Australia
Equinix DO Brasil SOL EM Tec. EM Informatoca SA	Brazil
Equinix Inc.	USA, UK, EU
Intermap Corp.	Singapore
Intermap Network Services Corp.	Singapore
Interxion Carrier Hotel Ltd.	UK
Oracle America, Inc. (Oracle Cloud Infrastructure)	US, Canada, Brazil, UK, EU, India, Australia
Reliance	India
Sasktel	Canada
Telehouse	USA
Telstra International Limited	Australia
Telstra Services Asia Pacific Com (HK) Ltd.	Hong Kong

Carriers

8x8 uses a range of carriers in providing its services. We do not believe such carriers would be classed as subprocessors, but further details can be provided on request if desired

CPaaS Sub-processors

Entity name	Description	Location
Achemer (fka SurveyGizmo)	End user surveys	USA
Mode Analytics	Analytics	USA

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