8x8, Inc.

8x8 Virtual Contact Center Disaster Recovery Companion Service

8x8 Disaster Recovery Companion Service provides continuity if the data center hosting your primary 8x8 Virtual Contact Center suffers a catastrophic site failure.

Disasters happen: floods. tornados. earthquakes. If the data center that hosts your 8x8 Virtual Contact Center experiences a debilitating catastrophe, you still need to run your business. 8x8 Disaster Recovery Companion Service is your business continuity plan.

A Standby Tenant

The 8x8 Disaster Recovery Companion Service is a second 8x8 Virtual Contact Center tenant hosted in a geographically diverse data center. This disaster recovery tenant is standing by, ready to take over should the need arise.

Usage Allowance

8x8 Disaster Recovery Companion Service is offered at a minimal monthly fee per concurrent agent and can be used as a production contact center for up to 90 days per year. If additional time is required, your pricing reverts to the same fee schedule as your production tenant, and will be pre-billed monthly. The minimum term for 8x8 Disaster Recovery Companion Service is one year.

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.

When disaster strikes, make sure it's business as usual for your 8x8 Virtual Contact Center

Fees

- Monthly recurring fee for each concurrent agent.
- If 8x8 is your carrier, there are no additional carrier services fees.

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.

If you use 8x8 carrier services, you can quickly redirect calls by using the Channel Rerouting tool in the 8x8 online Account Manager. If you do not use 8x8 as your carrier, we will work with you to identify the steps your carrier requires for manually redirecting calls.

For more information, call: 866.913.7684 or visit: www.8x8.com

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