



8x8

Eclipse Wholesale 8x8 Guide

Wholesale Tariff Guide

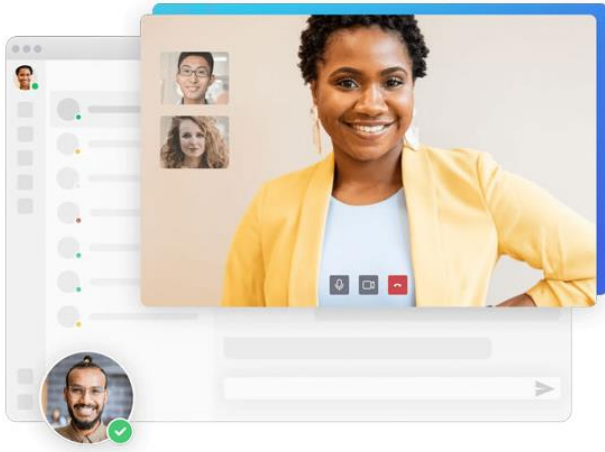


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X Series offers plans which you can mix and match to address a business's diverse needs in the most cost-efficient manner.



A business's communication software is a distinct source of speed for their business. It drives the agility and fidelity of all their employee and customer interactions, leading to less churn and more revenue.

A one-platform solution for communications and contact centre gives one system of engagement and one system of intelligence that lets businesses arm employees with the exact tools they need to communicate, collaborate and access data and experts.

The ability to configure tailored plans across 8 service levels provides the lowest possible total cost of ownership. Enable enterprises to operate at the speed today's businesses require.

Product	Lobby	X1	X2	X4	X6	X7	X8
12 Month Term	£3.60	£8.00	£16.00	£29.00	£68.00	£84.00	£108.00
<i>Recommended Sale Price</i>	<i>£4.00</i>	<i>£11.00</i>	<i>£20.00</i>	<i>£37.00</i>	<i>£100.00</i>	<i>£115.00</i>	<i>£145.00</i>

IMPORTANT 8x8 BILLING INFORMATION

30-day deferred billing was introduced on 1st September 2021.

All 8x8 licences attract one month's deferred billing. This means your billing start date will be one month from the order date, your contract term begins on your billing start date.

Please be aware deferred billing applies to all new 8x8 licences for new instances only (new PBX orders) from the point of order. This means the billing start date and contract start date are 30 days from the point of order and run for the minimum term specified in the order form. Deferred billing does not apply for additional licences.



8x8 Cloud Telephony X Series Plan Features



Features	Lobby	X1	X2	X4	X6	X7	X8
UC & CC Calling Zone	Internal Calls Only	Unlimited UK	Unlimited calling within 14 countries	Unlimited calling within 47 countries	Unlimited calling within 47 Countries	Unlimited calling within 47 countries	Unlimited calling within 47 countries
Auto Attendant	✓	✓	✓	✓	✓	✓	✓
Phone Number & Extension		✓	✓	✓	✓	✓	✓
HD Voice & Secure Voice	✓	✓	✓	✓	✓	✓	✓
Mobile & Desktop Apps		✓	✓	✓	✓	✓	✓
Team Messaging & Presence		✓	✓	✓	✓	✓	✓
Call Recording		✓	✓	✓	✓	✓	✓
Unlimited Internet Fax			✓	✓	✓	✓	✓
Single Sign-on		✓	✓	✓	✓	✓	✓
Audio & Video Conferencing with Meetings		100 Participants	100 Participants	100 Participants	100 Participants	100 Participants	100 Participants
Salesforce, Zendesk & Netsuite Integration			✓	✓	✓	✓	✓
Operator Switchboard				✓	✓	✓	✓
Standard Analytics		✓	✓	✓	✓	✓	✓
Premium Analytics & Call Quality Reporting				✓	✓	✓	✓
Interactive Voice Response (IVR)					✓	✓	✓
Skill-Based Inbound Voice					✓	✓	✓
Graphical Call Flows / Post-Call Survey					✓	✓	✓
Native CRM & Knowledge Base					✓	✓	✓
Queued & Web Callback					✓	✓	✓
Inbound Chat / Email / Social Channels						✓	✓
Co-Browse						✓	✓
Quality Management & Speech Analytics					Optional	Optional	✓





8x8 Cloud Telephony X Series Detailed Feature Matrix



Features	Lobby	X1	X2	X4	X6	X7	X8
Unlimited Global Calling for Phone & Contact Centre		UK	14 Countries	47 Countries			
Tier 1 Phone Number & Extension	✓	✓	✓	✓	✓	✓	✓
HD Quality Voice	✓	✓	✓	✓	✓	✓	✓
Secure Voice Calls (TLS & SRTP)	✓	✓	✓	✓	✓	✓	✓
Voicemail		✓	✓	✓	✓	✓	✓
UC Call Recording		✓	✓	✓	✓	✓	✓
Web Browser Click-to-Dial		✓	✓	✓	✓	✓	✓
Power Key (Busy Lamp Field)		✓	✓	✓	✓	✓	✓
Mobile & Desktop Apps		✓	✓	✓	✓	✓	✓
Operator Switchboard				✓	✓	✓	✓
Barge / Monitor / Whisper				✓	✓	✓	✓
Hot Desking	✓	✓	✓	✓	✓	✓	✓
Caller ID	✓	✓	✓	✓	✓	✓	✓
Number Porting (Self-Service or Managed)	✓	✓	✓	✓	✓	✓	✓
Call Waiting / Call Transfer	✓	✓	✓	✓	✓	✓	✓
Extension-to-Extension Calling	✓	✓	✓	✓	✓	✓	✓
Call Park	✓	✓	✓	✓	✓	✓	✓
Phone Paging (Polycom Devices Only)	✓	✓	✓	✓	✓	✓	✓
Music on Hold	✓	✓	✓	✓	✓	✓	✓
UC Media Storage (For Meetings & Call Recording)		Hot Storage – 30* Days Cold Storage – 1-10 Years		Hot Storage – 130 Days Cold Storage – 1-10 Years		Hot Storage – 30* Days Cold Storage – 1-10 Years	



Lobby

Internal Calling Only



X1

Unlimited UK
Including landlines (01, 02, & 03 & UK mobiles)

X2

Unlimited Calling within 14 countries:
UK, United States, Canada, Australia*, France*, Germany*, Italy*, Ireland*, Netherlands*, New Zealand*, Puerto Rico, Spain*, Sweden* & Switzerland*.

X4 / X6 / X7 & X8

Unlimited Calling within 47 countries: Australia, Argentina*, Belgium, Brazil*, Canada, China, Chile, Cyprus*, Denmark, Dominican Republic, Finland, France, Germany, Greece, Guam, Hong Kong, Hungary, India, Indonesia, Ireland, Israel, Italy*, Japan*, Luxembourg*, Malaysia, Malta, Mexico, Netherlands, New Zealand, Norway, Peru, Poland*, Portugal*, Puerto Rico, Romania, Singapore, Slovakia, South Africa, South Korea, Spain, Sweden, Switzerland*, Taiwan*, Thailand, Turkey*, UK & United States.

* Landline only. Excludes Mobile, Special and Premium Numbers.

PLEASE NOTE: Toll-free usage is charged separately.

Additional Items

Item	Set Up Fees	Wholesale Rental	Notes
UK Virtual Number / DDI	N/A	£1.00	
UK Toll-Free Virtual Number	N/A	£3.00	
International Virtual Number	£8.00	£6.00	For all international numbers, a registered address in each specific country will be required. Additional Info: Singapore & Germany need utility bills & local address proof / Netherlands requires a Dutch VAT number.
International Toll-Free Virtual Number	N/A	£6.00	
International Virtual Fax Number	£8.00	£6.00	Address requirements for most countries. Additional Info: Singapore utility bill & Germany local address proof / Netherlands requires a Dutch VAT number.
PLEASE NOTE: We cannot provision a Virtual International Number without a Registered Address in that specific country.			

Porting Charges

Event	Fees
Successful Port	FOC
Date Change	£30.00
Order Rejected	£15.00

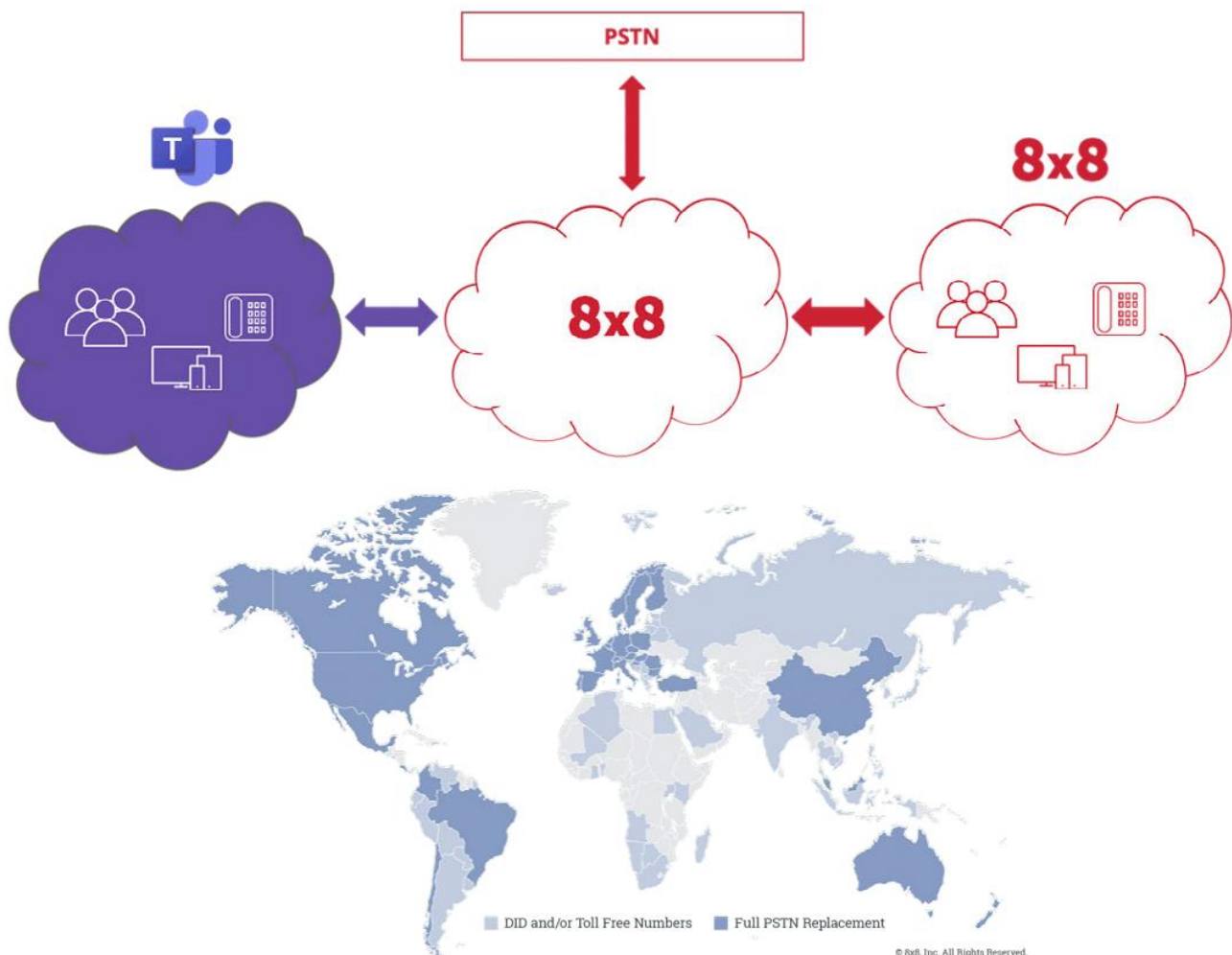


Upfront Implementation Fees

Description	Information	Price
Implementation Plus for 8x8 Voice for MS Teams	For 250 or fewer 8x8 Voice for MS seats	£240.00
Managed Implementation Services for 8x8 Voice for MS Teams	For 251 or more 8x8 Voice for MS seats	£1,200.00

Bolt-On Pricing

Description	Price
Microsoft Teams Bolt-On	FOC





8x8 Cloud Telephony X Series Call & Screen Recording Storage Solutions



Unified Storage & Archiving Solutions

8x8 have introduced a comprehensive storage solution for X Series that enables customers to manage their call, meeting, and screen recording needs across all 8x8 Unified Communications (UC) and Contact Centre (CC) applications.

- The new cloud-based storage solution allows customers to select the optimum combination of instant-access 'hot' storage and deferred-access 'cold' archive storage that matches their organisational requirements for data retention and retrieval.
- Depending upon the X Series license level, either 30 or 130 days' hot storage (for calls & meetings) is now included by default with all new user licenses.

Storage Plan Solution Comparison

	X1	X2	X4
Voice Calls	Time-based Storage		
Hot Storage	30 days*		130 days
Cold Storage	1 to 10 years		

	X6	X7	X8
Voice Calls	Times-based Storage		
Hot Storage	30 days*		
Cold Storage	1 to 10 years		

Meetings	Time-based Storage		
Hot Storage	30 days*		130 days
Cold Storage	1 to 10 years		

Screen Recording	Time-based Storage		
Hot Storage	0 days*		
Cold Storage	1 to 10 years		

X Series Call Recording

Product	Price**
X Series Call Recordings Cold Storage (1 year)	£1.72
X Series Call Recordings Cold Storage (2 year)	£2.16
X Series Call Recordings Cold Storage (3 year)	£2.60
X Series Call Recordings Cold Storage (4 year)	£3.04
X Series Call Recordings Cold Storage (5 year)	£3.43
X Series Call Recordings Cold Storage (6 year)	£3.78
X Series Call Recordings Cold Storage (7 year)	£4.05
X Series Call Recordings Cold Storage (8 year)	£4.31
X Series Call Recordings Cold Storage (9 year)	£4.53
X Series Call Recordings Cold Storage (10 year)	£4.66
X Series Call Recordings Hot Storage (130 Days)	£1.06

Product	Price**
X Series Screen Recordings Cold Storage (1 year)	£8.36
X Series Screen Recordings Cold Storage (2 year)	£15.40
X Series Screen Recordings Cold Storage (3 year)	£18.92
X Series Screen Recordings Cold Storage (4 year)	£22.44
X Series Screen Recordings Cold Storage (5 year)	£25.96
X Series Screen Recordings Cold Storage (6 year)	£29.48
X Series Screen Recordings Cold Storage (7 year)	£33.00
X Series Screen Recordings Cold Storage (8 year)	£36.52
X Series Screen Recordings Cold Storage (9 year)	£40.04
X Series Screen Recordings Cold Storage (10 year)	£43.56
X Series Screen Recordings Hot Storage (30 Days)	£5.72
X Series Screen Recordings Hot Storage (130 Days)	£16.28
Screen Recording Archive	£0.59
Screen Recording Retention (10 Days)	£5.85
Screen Recording Retention (40 Days)	£9.36

*Optional upgrade up to 130 days

**Per licence, per month

Please contact your CBM for further details.





Contact



Contact

Should you have any queries with regards to anything detailed within this Tariff Guide, please don't hesitate to contact your Channel Business Manager directly or contact our service team:

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Email: Partner@eclipsenet.co.uk

