8x8 Earns Microsoft Certification to Simplify Global Calling with 8x8 Voice for Microsoft Teams

November 2, 2026

A cloud communications provider with Microsoft-certified session border controller technology supporting both Direct Routing and Operator Connect delivers calling in 57 countries without third-party gateways or added middleware costs

CAMPBELL, Calif.--(BUSINESS WIRE)--Nov. 2, 2026-- 8x8, Inc. (NASDAQ: EGHT), a leading global business communications platform provider, has earned Microsoft certification for its session border controller (SBC) technology for both Direct Routing and Operator Connect. 8x8 runs this SBC infrastructure itself, with no third-party infrastructure provider. The certification simplifies global Microsoft Teams calling and strengthens 8x8's ability to deliver competitive pricing and attractive partner economics, and will increase the quality and reliability of its voice for Teams solutions.

Teams is where hundreds of millions of people work. Fragmented carrier arrangements, added middleware costs, and complex provisioning can stand in the way.

8x8 makes that connection simpler. Combining Microsoft-certified SBC technology, direct Tier 1 carrier interconnections, and licensed public switched telephone network (PSTN) replacement services in over 50 countries, 8x8 delivers Teams calling through Direct Routing or Operator Connect with one global contract, one bill, and one management experience.

That connectivity brings conversations with customers, partners, and others outside the enterprise into Teams, where Microsoft Copilot can capture insights, identify next steps, and preserve context, extending its intelligence to more of the conversations that drive the business.

Certified technology, more competitive economics

8x8 is one of the only native cloud communications providers with Microsoft-certified SBC technology enabling both calling options. By providing the SBC technology and carrier connectivity directly, 8x8 eliminates the need for a third-party infrastructure between a customer's Teams environment and the public telephone network, along with the additional middleware margins built into the cost of calling. Greater control over the technology and service delivery gives 8x8 more flexibility to compete on price while supporting partner profitability.

"Microsoft has been an outstanding partner, and we're grateful for the opportunity to bring world-class collaboration to market on Microsoft Teams," said Samuel Wilson, Chief Executive Officer at 8x8, Inc. "Teams is where work happens. Our job is to connect it to customers, partners, and the rest of the world. Certification of our SBC technology lets us deliver that connection directly, removing an unnecessary technology layer and its added costs. For customers, that means simpler global calling. For partners, it means a more competitive offer and a greater opportunity to bring external calling to the millions of Teams users who do not have it today."

"Customers want reliable global calling that fits naturally into the way they work in Microsoft Teams," said Mahendra Sekaran, Corporate Vice President at Microsoft. "8x8's certified technology and global voice services give customers and partners more choice in connecting Teams to the public telephone network."

Built for the Microsoft channel

Unlike providers that attach voice to Teams as a bridge to their own collaboration suites, 8x8 designed this offering for the Microsoft ecosystem and the partners who serve it. Microsoft CSPs, VARs, MSPs, and distributors can now deliver:

- **Certified connectivity without added gateways.** 8x8 SBC technology and direct Tier 1 carrier interconnections support Direct Routing and Operator Connect without assembling a separate gateway stack;
- **Global reach through one provider.** Licensed PSTN replacement services in 57 countries, with local regulatory requirements, emergency calling, and number management handled by 8x8;
- **Simpler deployment and management.** Ordering, provisioning, number-porting visibility, and tenant management through a unified experience; and
- **An expanded foundation for AI.** Every phone-enabled seat becomes a surface for Microsoft Copilot and the new generation of AI-powered calling experiences in Teams.

"Partners need global calling they can put their brand on, sell simply, and trust at enterprise scale," said Stephen Hamill, Chief Revenue Officer at 8x8, Inc. "We deliver the calling infrastructure while they lead the customer relationship and retain their Microsoft licensing business. With one global contract and no third-party gateway costs, we make it easier for partners to build a competitive, profitable Microsoft Teams calling offer."

Partners retain their Microsoft licensing relationship and lead the customer relationship, while 8x8 delivers the underlying voice connectivity.

The certified services are available to channel partners today, with partner onboarding expanding through the fourth quarter of 2026. Interested partners can contact their 8x8 Channel Account Manager or visit https://www.8x8.com/products/8x8-for-microsoft-teams.

About 8x8, Inc.

8x8, Inc. (NASDAQ: EGHT) connects people and organizations through seamless communication on one of the industry's most integrated platforms for Customer Experience, combining Contact Center, Unified Communications, and CPaaS solutions. The 8x8® Platform for CX integrates AI to enable personalized customer journeys, drive operational excellence and insights, and facilitate team collaboration. As a business communications leader, the company helps customer experience and IT leaders around the world become the heartbeat of their organizations, empowering them to

unlock the potential of every interaction. For additional information, visit www.8x8.com, or follow 8x8 on LinkedIn, X, and Facebook.

Caution Concerning Forward-Looking Statements

This press release contains forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995. These statements include, but are not limited to, statements regarding the expected availability and functionality of certain 8x8 products and services, including certain features and their ability to connect with or support third party technology. Forward-looking statements involve risks and uncertainties that may cause actual results to differ materially from those expressed or implied, including 8x8's ability to provide access to its products and services as well as support the promised functionality. For a more complete description of these and other risk factors, please refer to 8x8's filings with the Securities and Exchange Commission. 8x8 undertakes no obligation to update these statements to reflect events occurring after the date of this press release, except as required by law.

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Microsoft Copilot capabilities require appropriate Microsoft licenses and configuration.

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