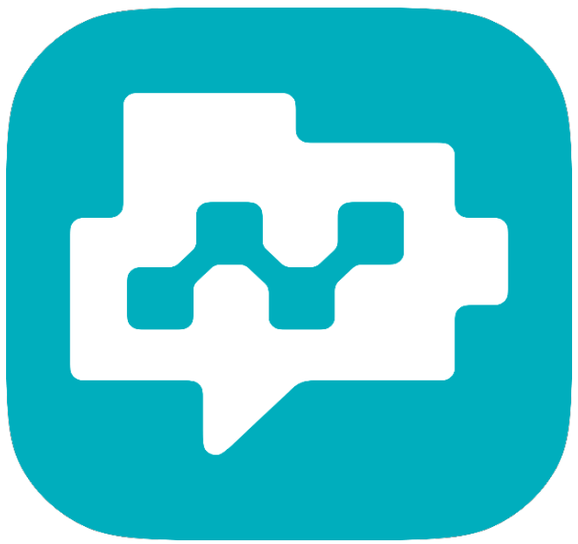
Amazon Connect
Telecoms Country Coverage Guide



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How to use this Document

The Telephony coverage guide helps customers understand the features and capabilities of Amazon Connect Customer

Definitions:

Country:- Many countries have local "Know Your Customer" telecoms regulations requiring Connect Customer to collect documentation from our customers, before we can assign a phone number. Please click the link to determine what documentation is required for the country. Note, these requirements may include your company having a physical presence in the country, business registration documents, and/or proof of ID.

Service Type:- Whether the country supports Inbound numbers (DID), Inbound Toll-free numbers (Toll-free), Universal International Freephone Number (UIFN) or whether only Outbound calls are supported for this country. (Yellow ticks indicate use case criteria checks)

Number Availability:- Confirms number types available for the country. DID (National, Geo, or in some countries Mobile) or Toll-free (ITFN). Connect Customer does not provide Shared cost or Premium rate numbers.

National Outbound:- Describes whether Connect Customer provides outbound calling within the country using a local Caller ID (CLID). For example, calling from a US number to a US number (+1-455-555-1212 to +1-800-555-1212). Green tick indicates Connect telephony providers guarantee delivery of outbound calls with properly displayed CLID at the destination, yellow tick indicates support for use in outbound but not guarentee CLI will be delivered to end users

International Outbound:- Describes whether Connect Customer provides calling to another country using the number as CLID. For example, calling from a US number to a UK number (+1-455-555-1212 to +4477711223344). If checked, international outbound provides best effort to present the CLID of the number claimed in Amazon Connect number to the destination recipient.

Porting Available:- Indicates that we are able to port numbers for this country. By default this is limited to DIDs (Geographic, National and in a small number of countries Mobile numbers) and TollFree numbers. Premium Rate, Shared cost and special services are not supported by Amazon Connect Customer (Yellow Ticks indicate support is limited to certain numbers).

Multi Carrier:- Connect Customer offers multi carrier configurations as default in most countries. The green check indicates where it is possible to claim multiple DIDs or TollFree Numbers from different carriers. The * on US Toll Free indicates the presence of the US RespOrg configuration, where multi carrier is default. For Outbound countries a green check indicates that Connect routes outbound via multiple carriers for resilience.

Custom CallerID:- Connect Customer allows you to provide us with proof of ownership of a number not listed on Amazon Connect Customer, and present this as your outbound caller ID.

Status:- Confirms whether the country is General Availability (GA), in Early Access or BETA where we customers can request early access (Production Traffic is not recommended) or Test (testing only), or Restricted (where additional validation of the use case is required)**.**

Region:- The AWS Region(s) where a country's phone numbers can be claimed or managed in the Amazon Connect Customer console.

Pricing:- Amazon Connect Customer provides pay as you go blended pricing to provide you the easiest access to global telecoms

Call Quality:- Customers should be aware that they must folllow best practise when setting up routing outside of the home region

Country	Service Type	Number availability	National Outbound	International Outbound	Porting Available	Multi-Carrier Available	Custom Caller ID	Region Availability	Outbound Campaign Regions	Status
Albania	DID	✓	✓	✓	X	X	X	All commercial regions	-	Partner BETA
	Toll-free	✓	X	X	X	X	X			
Armenia	DID	✓	✓	✓	X	X	X	All commercial regions	-	Partner BETA
Algeria	Outbound	X	X	✓	X	✓	X	All regions	-	GA
Angola	DID	✓	✓	✓	X	X	X	All commercial regions	-	Partner BETA
Anguilla	DID	✓	✓	✓	X	X	X	All commercial regions	-	GA
Antigua and Barbuda	DID	✓	✓	✓	X	X	X	All commercial regions	-	GA
Argentina	DID	✓	✓	✓	✓	✓	X	All commercial regions	-	GA
	Shared Cost	✓	X	X	✓	✓	X			
	Toll-free	✓	X	X	✓	✓	X			
	UIFN	✓	X	X	✓	X	X	All commercial regions		
Australia	DID	✓	✓	✓	✓	✓	X	All regions	ap-southeast-2	GA
	Toll-free	✓	X	X	✓	✓	X		-	
	UIFN	✓	X	X	✓	X	X	All commercial regions		
Austria	DID	✓	✓	✓	✓	✓	✓	All regions	-	GA
	Toll-free	✓	✓	X	✓	✓	✓	All commercial regions		
	UIFN	✓	X	X	✓	X	X	All commercial regions		
Azerbaijan	Outbound	X	X	✓	X	✓	X	All regions	-	GA
Bahrain	DID	✓(1)	X	✓	X	X	X	All commercial regions	-	Partner BETA
Bahamas	DID	✓	✓	✓	X	X	X	All commercial regions	-	GA
Bangladesh	DID	✓	X	✓	X	X	X	All commercial regions		Partner BETA
Barbados	DID	✓	✓	✓	X	X	X	All commercial regions	-	GA
Belarus	Toll-free	✓	X	X	X	X	X	All commercial regions	-	Partner BETA
Belgium	DID (mobile)	✓	✓	✓	✓	X	X	All regions	-	GA
	DID	✓	✓	✓	✓	✓	✓		eu-central-1, eu-west-2	
	Toll-free	✓	✓	X	✓	✓	X		-	
	UIFN	✓	X	X	✓	X	X	All commercial regions		

(1) - When calling Bahrain, a mandatory welcome message is played to customers to enforce regulatory requirements

Country	Service Type	Number availability	National Outbound	International Outbound	Porting Available	Multi-Carrier Available	Custom Caller ID	Region Availability	Outbound Campaign Regions	Status
Belize	DID	✓	✓	✓	X	X	X	All commercial regions	-	Partner BETA
	Toll-free	✓	X	X	X	X	X			
Benin	DID	✓	X	✓	X	X	X	All commercial regions	-	Partner BETA
Bermuda	Toll-free	✓	X	X	X	X	X	All commercial regions	-	Partner BETA
Bonaire	DID	✓	✓	✓	X	X	X	All commercial regions	-	GA
Bolivia	DID	✓ (1)	X	✓	X	X	X	All commercial regions	-	GA
Bosnia and Herzegovina	DID	✓	✓	✓	X	X	X	All commercial regions	-	Partner BETA
	Toll-free	✓	X	X	X	X	X		-	
Botswana	Toll-free	✓	X	X	X	X	X	All commercial regions	-	Partner BETA
Brazil	DID	✓	✓	✓	✓	✓	X	All commercial regions	us-east-1, us-west-2	GA - Via Partner
	Toll-free	✓	X	X	✓	✓	X		-	
	UIFN	✓	X	X	✓	X	X	All commercial regions		GA
British Virgin Islands	Outbound	X	X	✓	X	✓	X	All regions	-	GA
Brunei	Toll-free	✓	X	X	X	X	X	All commercial regions	-	GA
Bulgaria	Outbound	X	X	✓	X	✓	X	All regions	-	
	UIFN	✓	X	X	✓	X	X	All commercial regions		
Burkina Faso	DID	✓	X	✓	X	X	X	All commercial regions	-	Partner BETA
Cambodia	Outbound	X	X	✓	X	✓	X	All regions	-	GA
	Toll-free	✓	X	✓	X	X	X	All commercial regions	-	Partner BETA
Cameroon	DID	✓	X	X	X	X	X	All commercial regions	-	Partner BETA
Canada	DID	✓	✓	✓	✓	✓	✓	All commercial regions	ca-central-1	GA
	Toll-free	✓	✓	X	✓	✓	✓			
	UIFN	✓	X	X	✓	X	X		-	
Cayman Islands	DID	✓	✓	✓	X	X	X	All commercial regions	-	Partner BETA
Chile	DID	✓	✓	✓	✓	✓	X	All commercial regions	-	GA
	Toll-free	✓	X	X	✓	✓	X			

(1) - Bolivia DID numbers in our offering are designed for domestic inbound use. International reachability is not guaranteed

Country	Service Type	Number availability	National Outbound	International Outbound	Porting Available	Multi-Carrier Available	Custom Caller ID	Region Availability	Outbound Campaign Regions	Status
China	Outbound	X	X	✓ (1)	X	X	X	All regions	-	GA
	UIFN	✓	X	X	✓	X	X	All commercial regions		
Colombia	DID	✓	✓ (2)	✓	X	✓	X	All commercial regions	-	GA
	Toll-free	✓	X	X	X	✓	X			
	UIFN	✓	X	X	✓	X	X			
Costa Rica	DID	✓	✓	✓	X	✓	X	All commercial regions	-	GA
	Toll-free	✓	X	X	X	✓	X			
	UIFN	✓	X	X	✓	X	X			
Croatia	Outbound	X	X	✓	X	✓	X	All regions		GA
	UIFN	✓	X	X	✓	X	X	All commercial regions		
Cuba	Toll-free	✓	X	✓	X	X	X	All commercial regions	-	Partner BETA
Curaçao	DID	✓	✓	✓	X	X	X	All commercial regions	-	GA
Cyprus	DID	✓	✓	✓	✓	X	X	All commercial regions	-	GA
	Toll-free	✓	✓	X	✓	X	X			
Czech Republic	DID	✓	✓	✓	✓	X	✓	All commercial regions	-	GA
	Toll-free	✓	✓	X	✓	X	✓			
Denmark	DID (mobile)	✓	✓	✓	✓	X	X	All regions	-	GA
	DID	✓	✓	✓	✓	✓	✓		eu-central-1, eu-west-2	
	Toll-free	✓	✓	X	✓	✓	✓			
	UIFN	✓	X	X	✓	X	X	All commercial regions	-	
Dominica	DID	✓	✓	✓	X	X	X	All commercial regions	-	Partner BETA
	Toll-free	✓	X	X	X	X	X			
Dominican Republic	DID	✓	✓	✓	✓	✓	X	All commercial regions	-	GA
	Toll-free	✓	X	X	X	X	X			
Ecuador	DID	✓	✓	✓	X	✓	X	All commercial regions	-	GA
	Toll-free	✓	X	X	X	X	X			
Egypt	DID	✓	X	X	X	X	X	All commercial regions	-	GA - Via Partner
	Toll-free	✓	X	X	X	X	X			
El Salvador	DID	✓	X	✓	✓	✓	X	All commercial regions	-	GA
	Toll-free	✓	X	X	X	✓	X			
Estonia	DID	✓	✓	✓	✓	X	✓	All commercial regions	-	GA
	UIFN	✓	X	X	✓	X	X			
	Toll-free	✓	✓	X	✓	X	✓			
Ethiopia	DID	✓	X	X	X	X	X	All commercial regions	-	Partner BETA

(1) - China has international outbound call restrictions

(2) - Colombia we have one of our two networks in country, if you need National outbound please ensure you specify this

Country	Service Type	Number availability	National Outbound	International Outbound	Porting Available	Multi-Carrier Available	Custom Caller ID	Region Availability	Outbound Campaign Regions	Status
Finland	DID	✓	✓	✓	✓	✓	X	All commercial regions	-	GA
	Toll-free	✓	✓	X	✓	✓	X			
Fiji	Toll-free	✓	X	X	X	X	X	All commercial regions	-	Partner BETA
France	DID	✓	✓	✓	✓	✓	✓	All regions	eu-central-1, eu-west-2	GA
	Toll-free	✓	✓	X	✓	✓	✓			
	UIFN	✓	X	X	✓	X	X	All commercial regions	-	
French Guiana	Outbound	X	X	✓	X	✓	X	All regions	-	GA
	UIFN	✓	X	X	✓	X	X	All commercial regions		
Georgia	DID	✓	X	✓	X	X	X	All commercial regions	-	GA
Germany	DID	✓	✓	✓	✓	✓	✓	All commercial regions	eu-central-1, eu-west-2	GA
	Toll-free	✓	✓	X	✓	✓	✓			
	UIFN	✓	X	X	✓	X	X		-	
Ghana	DID	✓	✓	✓	X	X	X	All commercial regions	-	Partner BETA
	Toll-free	✓	X	X	X	X	X			
Greece	DID	✓	✓	✓	✓	✓	✓	All commercial regions	-	GA
	Toll-free	✓	✓	X	✓	✓	✓			
	UIFN	✓	X	X	✓	X	X			
Grenada	Toll-free	✓	X	X	X	X	X	All commercial regions	-	Partner BETA
Guadeloupe	Outbound	X	X	✓	X	✓	X	All regions	-	GA
	UIFN	✓	X	X	✓	X	X	All commercial regions		
Guatemala	DID	✓	✓	✓	X	X	X	All commercial regions	-	GA
Guam	Toll-free	✓	X	X	X	X	X	All commercial regions	-	Partner BETA
Honduras	DID	✓	✓	✓	X	X	X	All commercial regions	-	GA
	Toll-free	✓	X	X	X	X	X			GA
Hong Kong	DID	✓	✓ (1)	✓	✓	✓	X	All commercial regions	-	GA
	Toll-free	✓	X	X	✓	✓	X			
	UIFN	✓	X	X	✓	X	X	All commercial regions		
Hungary	DID	✓	✓	✓	✓	X	✓	All commercial regions	-	GA
	Toll-free	✓	✓	X	✓	X	✓			
	UIFN	✓	X	X	✓	X	X	All commercial regions		

(1) - Hong Kong we have one of our two networks in country, if you need National outbound please ensure you specify this

Country	Service Type	Number availability	National Outbound	International Outbound	Porting Available	Multi-Carrier Available	Custom Caller ID	Region Availability	Outbound Campaign Regions	Status
Iceland	DID	✓	X	✓	X	X	X	All commercial regions	-	GA
	Toll-free	✓	X	X	X	X	X			
	UIFN	✓	X	X	✓	X	X	All commercial regions		
India	DID	✓	X	X	X	X	X	All commercial regions	-	Partner BETA
	Toll-free	✓	X	X	X	X	X			
Indonesia	DID	✓	X	✓	X	✓	X	All commercial regions	-	GA
	DID	✓	✓	✓	X	X	X	All commercial regions	-	GA - Via Partner
Ireland	DID	✓ (1)	✓	✓	✓	✓	✓	All commercial regions	eu-central-1, eu-west-2	GA
	Toll-free	✓	✓	X	✓	✓	✓			
Israel	DID	✓	✓	✓	✓	X	X	All commercial regions	-	GA - Via Partner
	Toll-free	✓	X	X	✓	X	X			
	UIFN	✓	X	X	✓	X	X			GA
Italy	DID	✓	✓	✓	✓	✓	✓	All regions	eu-central-1, eu-west-2	GA
	Toll-free	✓	✓	X	✓	✓	X		-	
	UIFN	✓	X	X	✓	X	X	All commercial regions		
Ivory Coast	DID	✓	X	X	X	X	X	All commercial regions	-	Partner BETA
	Toll-free	✓	X	X	X	X	X			
Jamaica	DID	✓	✓	✓	X	X	X	All commercial regions	-	GA
Japan	DID	✓ (2)	✓	✓	✓1	✓	X	ap-northeast-1	ap-northeast-1	GA
	DID	✓	✓	✓	X	X	X	All commercial regions		
	Toll-free	✓	✓	X	✓	✓	X			
	UIFN	✓	X	X	✓	X	X		-	
Jordan	DID	✓	X	✓	X	X	X	All commercial regions	-	Partner BETA
	Toll-free	✓	X	X	X	X	X			
Kazakhstan	DID	✓	✓	✓	X	X	X	All commercial regions	-	Partner BETA
	Toll-free	✓	X	X	X	X	X			

(1) - National Numbers in Ireland do not support Outbound Campaigns

(2) - Local Numbers and Porting in Japan is only possible on specific numbers

Country	Service Type	Number availability	National Outbound	International Outbound	Porting Available	Multi-Carrier Available	Custom Caller ID	Region Availability	Outbound Campaign Regions	Status
Kyrgyzstan	Outbound	X	X	✓	X	✓	X	All commercial regions	-	GA
Kenya	DID	✓	✓	✓	X	X	X	All commercial regions	-	Partner BETA
	Toll-free	✓	X	X	X	X	X			
Kosovo	DID	✓	X	✓	X	X	X	All commercial regions	-	Partner BETA
Kuwait	DID	✓	✓	✓	X	X	X	All commercial regions	-	Partner BETA
Laos	DID	✓	✓	✓	X	X	X	All commercial regions	-	Partner BETA
Latvia	DID	✓	✓	✓	✓	✓	X	All commercial regions	-	GA
	Toll-free	✓	✓	X	✓	✓	X			
	UIFN	✓	X	X	✓	X	X			
Lebanon	Outbound	X	X	✓	X	✓	X	All regions	-	GA
Lesotho	Toll-free	✓	X	X	X	X	X	All commercial regions	-	Partner BETA
Liechtenstein	Toll-free	✓	✓	X	X	X	X	All commercial regions	-	Partner BETA
Lithuania	DID	✓	✓	✓	✓	X	X	All commercial regions	-	GA
	Toll-free	✓	✓	X	✓	X	X			
	UIFN	✓	X	X	✓	X	X			
Luxembourg	DID	✓	✓	✓	✓	X	X	All commercial regions	-	GA
	Toll-free	✓	✓	X	✓	X	X			
	UIFN	✓	X	X	✓	X	X			
Macao	Outbound	X	X	✓	X	✓	X	All regions	-	GA
Macedonia	Outbound	X	X	✓	X	✓	X	All regions	-	GA
	UIFN	✓	X	X	✓	X	X	All commercial regions		
Malaysia	DID	✓	✓	✓	X	✓	X	All commercial regions	ap-southeast-1	GA
	Toll-free	✓	X	X	X	X	X		-	GA
Malawi	Outbound	X	X	✓	X	✓	X	All regions	-	GA
Malta	DID	✓	✓	✓	✓	X	X	All commercial regions	-	Partner BETA
	Toll-free	✓	X	✓	X	X	X			
Martinique	Outbound	X	X	✓	X	✓	X	All regions	-	GA
	UIFN	✓	X	X	✓	X	X	All commercial regions		
Mauritius	DID	✓	X	✓	X	X	X	All commercial regions	-	Partner BETA
	Toll-free	✓	X	X	X	X	X			

Country	Service Type	Number availability	National Outbound	International Outbound	Porting Available	Multi-Carrier Available	Custom Caller ID	Region Availability	Outbound Campaign Regions	Status
Mayotte	Outbound	X	X	✓	X	✓	X	All regions	-	GA
	UIFN	✓	X	X	✓	X	X	All commercial regions		
Mexico	DID	✓	✓	✓	✓	X	X	All commercial regions	us-east-1, us-west-2	GA
	Toll-free	✓	X	X	✓	X	X		-	
Moldova	DID	✓	X	X	X	X	X	All commercial regions	-	Partner BETA
	Toll-free	✓	X	X	X	X	X			
Monaco	Toll-free	✓	X	X	X	X	X	All commercial regions	-	GA
	UIFN	✓	X	X	✓	X	X			
Mongolia	Toll-free	✓	X	X	X	X	X	All commercial regions	-	Partner BETA
Montenegro	DID	✓	✓	✓	X	X	X	All commercial regions	-	Partner BETA
Montserrat	Toll-free	✓	X	✓	X	X	X	All commercial regions	-	Partner BETA
Morocco	DID	✓	✓	✓	X	X	X	All commercial regions	-	Partner BETA
Mozambique	DID	✓	✓	✓	X	X	X	All commercial regions	-	Partner BETA
Myanmar	DID	✓	✓	✓	X	X	X	All commercial regions	-	Partner BETA
Nepal	Outbound	X	X	✓	X	✓	X	All regions	-	GA
Netherlands	DID	✓	✓	✓	✓	✓	✓	All regions	eu-central-1, eu-west-2	GA
	Toll-free	✓	✓	X	✓	✓	✓			
	UIFN	✓	X	X	✓	X	X	All commercial regions	-	
New Zealand	DID	✓	✓	✓	✓	✓	✓	All commercial regions	ap-southeast-2	GA
	Toll-free	✓	✓	X	✓	✓	✓			
	UIFN	✓	X	X	✓	X	X	All commercial regions	-	
Nicaragua	DID	✓	✓	✓	X	✓	X	All commercial regions	-	GA
Nigeria	DID	✓	✓	✓	X	X	X	All regions	-	**Testing**
Norway	DID	✓	✓	✓	✓	✓	X	eu-central-1, eu-west-2	-	GA
	Toll-free	✓	✓	✓	✓	✓	X			
Northern Mariana	Toll-free	✓	X	✓	X	X	X	All commercial regions	-	Partner BETA
Oman	Toll-free	✓	X	X	X	X	X	All commercial regions	-	Partner BETA
Pakistan	DID	✓	✓	✓	X	X	X	All commercial regions	-	Partner BETA
	Toll-free	✓	X	X	X	X	X			

Country	Service Type	Number availability	National Outbound	International Outbound	Porting Available	Multi-Carrier Available	Custom Caller ID	Region Availability	Outbound Campaign Regions	Status
Panama	DID	✓	✓	✓	✓	X	X	All commercial regions	-	GA
	Toll-free	✓	X	X	✓	✓	X			
Papua New Guinea	Toll-free	✓	X	X	X	X	X	All commercial regions	-	Partner BETA
Paraguay	DID	✓	✓	✓	X	X	X	All commercial regions	-	Partner BETA
	Toll-free	✓	X	X	X	X	X			
Peru	DID	✓	✓	✓	✓	✓	X	All commercial regions	-	GA
	Toll-free	✓	X	X	✓	✓	X			
	UIFN	✓	X	X	✓	X	X			
Philippines	DID	✓	✓	✓	X	X	X	ap-southeast-1	ap-southeast-1	Preview
	Toll-free	✓	X	X	X	X	X		-	
	UIFN	✓	X	X	✓	X	X	All commercial regions		GA
Poland	DID	✓	✓	✓	✓	✓	✓	All commercial regions	eu-central-1, eu-west-2	GA
	Toll-free	✓	X	X	✓	✓	X		-	
Portugal	DID	✓	✓	✓	✓	✓	✓	All commercial regions	eu-central-1, eu-west-2	GA
	Toll-free	✓	✓	X	✓	✓	✓			
	UIFN	✓	X	X	✓	X	X		-	
Puerto Rico	DID	✓	✓	✓	✓	✓	✓	All commercial regions	us-east-1, us-west-2	GA
	Toll-free	✓	✓	X	✓	✓	✓		-	
Qatar	DID	✓	X	✓	X	X	X	All commercial regions	-	Partner BETA
	Toll-free	✓	X	X	X	X	X			
Reunion	Outbound	X	X	✓	X	✓	X	All regions	-	GA
	UIFN	✓	X	X	✓	X	X	All commercial regions		
Romania	DID	✓	✓	✓	✓	✓	X	All commercial regions	-	GA
	Toll-free	✓	X	X	✓	X	X			
	UIFN	✓	X	X	✓	X	X			
Russia	Outbound	X	X	✓	X	✓	X	All regions	-	GA
Rwanda	DID	✓	X	✓	X	X	X	All commercial regions	-	Partner BETA
Saba	DID	✓	✓	✓	X	X	X	All commercial regions	-	GA

Country	Service Type	Number availability	National Outbound	International Outbound	Porting Available	Multi-Carrier Available	Custom Caller ID	Region Availability	Outbound Campaign Regions	Status
Saint Kitts and Nevis	DID	✓	✓	✓	X	X	X	All commercial regions	-	Partner BETA
	Toll-free	✓	X	X	X	X	X			
Saint Lucia	DID	✓	✓	✓	X	X	X	All commercial regions	-	GA
Saint Martin	DID	✓	✓	✓	X	X	X	All commercial regions	-	GA
Saint Pierre and Miquelon	Outbound	X	X	✓	X	✓	X	All regions	-	GA
	UIFN	✓	X	X	✓	X	X	All commercial regions		
Saint Vincent Grenadines	DID	✓	✓	✓	X	X	X	All commercial regions	-	Partner BETA
	Toll-free	✓	X	X	X	X	X			
Saudi Arabia	Toll-free	✓	X	✓	X	X	X	All commercial regions	-	GA - Via Partner
Sint Eustatius	DID	✓	✓	✓	X	X	X	All commercial regions	-	GA
Sint Maarten	DID	✓	✓	✓	X	X	X	All commercial regions	-	GA
Serbia	DID	✓	X	✓	X	X	X	All commercial regions	-	GA
	Toll-free	✓	X	X	X	X	X			
Seychelles	Outbound	X	X	✓	X	✓	X	All regions	-	GA
Sierra Leone	Outbound	X	X	✓	X	✓	X	All regions	-	GA
Singapore	DID	✓	✓	✓	✓	✓	X	All commercial regions	ap-southeast-1	GA
	Toll-free	✓	X	X	✓	✓	X		-	
	UIFN	✓	X	X	✓	X	X			
Slovakia	DID	✓	✓	✓	✓	X	✓	All commercial regions	-	GA
	Toll-free	✓	X	X	✓	X	✓			
	UIFN	✓	X	X	✓	X	X			
Slovenia	DID	✓	✓	✓	✓	✓	✓	All commercial regions	-	GA
	Toll-free	✓	✓	X	✓	✓	✓			
South Africa	DID (mobile)	✓	✓	✓	✓	X	X	All regions	-	GA
	DID	✓	✓	✓	✓	✓	X		af-south-1	
	Toll-free	✓	✓	X	✓	✓	X			
	Shared Cost	✓	X	X	✓	✓	X		-	
	UIFN	✓	X	X	✓	X	X	All commercial regions		

Country	Service Type	Number availability	National Outbound	International Outbound	Porting Available	Multi-Carrier Available	Custom Caller ID	Region Availability	Outbound Campaign Regions	Status
South Korea	DID	✓ (1)	✓	✓	✓	X	X	All commercial regions	ap-northeast-2	GA
	Toll-free	✓	X	X	✓	X	X		-	
	Representative	✓	✓	X	✓	X	X		ap-northeast-2	
Spain	DID 400	✓ (2)	✓	X	X	X	X	eu-central-1, eu-west-2	eu-central-1, eu-west-2	GA
	DID	✓	✓	✓	✓	✓	✓	All regions	-	
	Toll-free	✓	X	X	✓	✓	X			
	UIFN	✓	X	X	✓	X	X	All commercial regions		
Sri Lanka	DID	✓	X	✓	X	X	X	All commercial regions	-	Partner BETA
	Toll-free	✓	X	X	X	X	X			
Sudan	Outbound	X	X	✓	X	✓	X	All regions	-	GA
Sweden	DID (mobile)	✓	✓	✓	✓	X	X	All commercial regions	-	GA
	DID	✓	✓	✓	✓	✓	✓			
	Toll-free	✓	✓	X	✓	✓	X			
Switzerland	DID	✓	✓	✓	✓	✓	✓	All commercial regions	-	GA
	Toll-free	✓	✓	X	✓	✓	✓			
	UIFN	✓	X	X	✓	X	X			
Tanzania	Outbound	X	X	✓	X	✓	X	All regions	-	GA
	Toll-free	✓	X	X	X	X	X	All commercial regions		Partner BETA
Taiwan	Outbound	X	X	✓	X	✓	X	All regions	-	GA
	UIFN	✓	X	X	✓	X	X	All commercial regions		
Thailand	DID	✓	✓ (3)	✓	✓	✓	X	All commercial regions	ap-southeast-1	GA
	Toll-free	✓	X	X	X	✓	X		-	
	UIFN	✓	X	X	✓	X	X			
Trinidad and Tobago	DID	✓	✓	✓	X	X	X	All commercial regions	-	GA
Tunisia	Outbound	X	X	✓	X	✓	X	All regions	-	GA

(1) - New local DID's in Korea need to be physically installed at customer site for 6 months prior to porting

(2) - Spain DID 400 is an outbound only service

(3) - Thailand we have one of our two networks in country, if you need National outbound please ensure you specify this

Country	Service Type	Number availability	National Outbound	International Outbound	Porting Available	Multi-Carrier Available	Custom Caller ID	Region Availability	Outbound Campaign Regions	Status
Turkey	DID	✓	X	X	✓	X	X	All commercial regions	-	Partner GA
	Toll-free	✓	X	X	✓	X	X			
Turks and Caicos	DID	✓	✓	✓	X	X	X	All commercial regions	-	GA
Uganda	DID	✓	✓	✓	X	X	X	All regions	-	GA
	Toll-free	✓	X	X	X	X	X			
Ukraine	DID	✓	✓	✓	X	X	X	All commercial regions	-	Partner GA
	Toll-free	✓	X	X	X	X	X			
United Arab Emirates	DID	✓	X	✓	X	X	X	All commercial regions	-	Partner BETA
	Toll-free	✓	X	X	X	X	X			GA - Via Partner
United Kingdom	DID (mobile)	✓	✓	✓	✓	X	X	All regions	-	GA
	DID	✓	✓	✓	✓	✓	✓		eu-central-1, eu-west-2	
	Toll-free	✓	✓	X	✓	✓	✓			
	UIFN	✓	X	X	✓	X	X	All commercial regions	-	
United States	DID	✓	✓	✓	✓	✓	✓	All regions	us-east-1, us-west-2	GA
	Toll-free	✓	✓	✓	✓	✓	✓			
Uzbekistan	DID	✓	X	✓	X	X	X	All commercial regions	-	Partner BETA
Uruguay	Outbound	X	X	✓	X	✓	X	All regions	-	GA
	UIFN	✓	X	X	✓	X	X	All commercial regions		
Venezuela	DID	✓ (1)	X	✓	X	X	X	All commercial regions	-	GA
	Toll-free	✓	X	✓	X	X	X			
Vietnam	DID	✓	✓	✓	X	X	X	All commercial regions	-	GA - Via Partner
	Toll-free	✓	X	X	X	X	X			
Virgin Islands (UK)	Toll-free	✓	X	X	X	X	X	All commercial regions	-	Partner BETA
Virgin Islands (US)	DID	✓	X	✓	X	X	X	All commercial regions	-	Partner BETA
	Toll-free	✓	X	X	X	X	X			
Zambia	DID	✓	✓	✓	X	X	X	All commercial regions	-	Partner BETA
Zimbabwe	DID	✓	X	✓	X	X	X	All commercial regions	-	Partner BETA

(1) - Venezuelan DID and Toll-Free Inbound have partial national reachability

Document versions

Date	Description
28th January 2022	Original Document release
30th March 2022	Updated revision with improvements to layout
11th April 2022	Release version
20th April 2022	Updates to Turkey services available
18th May 2022	Announcing Taiwan as a trial country
6th June 2022	Corrections to solve pagination issues
28th Sept 2022	More porting support in Latam countries,
8th November2022	Updates to Malta services available
3rd January 2023	Launch of 20+ Countries, including Caribean, Iceland and Brunei
10th February 2023	Launch of Number Portability in Argentina, Panama. Launch of new Latam countries: Bolivia, Nicaragua. Updates to France availability, and Toll-free outbound support in Europe
7th April 2023	Launch of Honduras and additional of National Outbond & Multi Carrier in Costa Rica, Nicaragua, El Salvador and Panama
13th April 2023	Updates to product use of TFN +65800 numbers in Singapore
14th April 2023	Corrected incorrect X in Portugal Porting
30th April 2023	Updates to provide National Calling in South Korea
1st June 2023	Corrected confirmation that National outbound for Singapore is only available in Singapore Region
19th June 2023	Minor Corrections to a number of countries where regions were not displaying correctly
26th July 2023	Removal of Opt-In regions. Addition of countries supported by outbound campaigns Early access to Dominican Republic and Ecuador DIDs, Removal of Romanian TFN.
15th August 2023	Removed temporary pause on Singapore porting
1st September 2023	1st September 2023 as well as Shared Cost numbers in South Africa
5th September 2023	Corrected missing Seoul Region for Malaysia and Thailand
11th September 2023	Removed International Calling to China
22nd September 2023	Updated UIFN coverage
13th November 2023	Addition of Uganda, Ecuador and Dominican Republic Toll Free numbers
29th March 2024	GA launch of Venezuela
2nd April 2024	Update to show TFN support for France
7th June 2024	Changes to support shared cost in Argentina, National Outbound in HongKong and Colombia with 1 of the two carriers Launch of Outbound Campaigns in 7 additional European Countries
30th July 2024	GA launch of Vietnam, including National Calling
30th August 2024	Partner Launch of callforwarding for 58 more complex regulatory countries
5th September 2024	Correction of minor formatting errors. No change to country listings
29th October 2024	Launch of Romania Toll Free
19th November 2024	Expansion of Malaysia to support Malaysia entities, expansion of porting in Thailand and removal of TFN presentation for Poland
9th January 2025	Removal of Taiwan due to regulation changes requiring direct to local carrier registration only & Partner GA for Indonesia

21st February 2025	National calling in Chile and Peru, reinstatement of Taiwan UIFN, Poland TFN improvements, South Africa OB Campaigns
10th March 2025	Launch of the Amazon Connect Global Telecoms network, enabling regulatory permitted countries to all regions
6th May 2025	Addition of support for outbound campaigns in Poland, corrected Saudi Arabia to correctly indicate TFN rather than DID support
8th May 2025	Update to support GA status of Partner configuration in Turkey and Ukraine
20th June 2025	Launch of Preview for Philippines (DID, TFN and National Outbound)
30th June 2025	Launch of Outbound Campaigns in 7 Asia countries (Korea, Japan, Vietnam, Malaysia, Thailand, Singapore, Philippines)
18th August 2025	Updated porting support for Singapore, Dominican Republic, El Salvador, and Caribbean Countries
6th March 2026	Added DID (mobile) support for Belgium, Denmark, South Africa, Sweden, United Kingdom.
6th May 2026	Added Venezuela TF, removed Indonesia TF, Russia DID and Toll Free
18th June 2026	Added support for outbound campaigns in Puerto Rico Removed multi-carrier support for Georgia and Panama DID Added international outbound support for Malta DID Updated availability for Norway Added note about international reachability for Bolivia Updated Amazon Connect Customer logo
31st July 2026	Updated UIFN Region Availability to All commercial regions Added 9 Outbound countries: Bulgaria, Croatia, Guadeloupe, French Guiana, Malawi, Taiwan, Tanzania, Tunisia, China Launch of Vietnam GA via Partner (DID and TFN)
31st August 2026	Added support for national outbound in Guatemala
1st October 2026	Removed Cambodia DID (Testing) and Nepal DID (Partner BETA)
28th October 2026	Added Spain DID 400 Removed Norway Customer Caller ID and Macao UIFN
2nd November 2026	Updated South Africa to support all commercial regions
24th November 2026	Removed South Korea UIFN Added af-south-1 Region for Australia, Austria, Belgium, Denmark, France, Italy, Netherlands, Nigeria, Spain, Uganda, United Kingdom