Amazon Connect
Telecoms Country Coverage Guide

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How to use this Document

The Amazon Connect Telephony coverage guide helps customers review the features Amazon Connect

Definitions:

Country:- Many countries have local "Know Your Customer" telecoms regulations requiring Amazon Connect 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). Amazon Connect does not provide Shared cost or Premium rate numbers.

National Outbound:- Describes whether Amazon Connect 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 Amazon 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 Amazon Connect 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.services are not included in Amazon Connect's porting services. (Yellow Ticks indicate support is limited to certain numbers)

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

Status:- Confirms whether the country is General Availability (GA), in Early Access 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:- Default region provides numbers in the Console via Support Ticket **(Raise a Special number request)**

Pricing:-   Amazon Connect 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	eu-central-1, ap-southeast-1	-	Partner BETA
	Toll-free	✔	X	X	X	X	X			
Armenia	DID	✔	✔	✔	X	X	X	eu-central-1, ap-southeast-1		Partner BETA
Algeria	Outbound	X	X	✔	X	✔	X	All regions	-	GA
Angola	DID	✔	✔	✔	X	X	X	eu-central-1, ap-southeast-1	-	Partner BETA
Anguilla	DID	✔	✔	✔	✔	X	X	us-east-1, us-west-2	-	GA
Antigua and Barbuda	DID	✔	✔	✔	✔	X	X	us-east-1, us-west-2	-	GA
Argentina	DID	✔	✔	✔	✔	✔	X	us-east-1, us-west-2	-	GA
	Shared Cost	✔	X	X	✔	✔	X			
	Toll-free	✔	X	X	✔	✔	X			
	UIFN	✔	X	X	✔	X	X	All except ca-central-1,us-gov-west-1		
Australia	DID	✔	✔	✔	✔	✔	X	All commercial regions	ap-southeast-2	GA
	Toll-free	✔	X	X	✔	✔	X			
	UIFN	✔	X	X	✔	X	X	All except ca-central-1,us-gov-west-1		
Austria	DID	✔	✔	✔	✔	✔	✔	All commercial regions	-	GA
	Toll-free	✔	✔	X	✔	✔	✔			
	UIFN	✔	X	X	✔	X	X	All except ca-central-1,us-gov-west-1		
Azerbaijan	Outbound	X	X	✔	X	✔	X	All regions		GA
Bahrain	DID	✔1	X	✔	X	X	X	eu-central-1, ap-southeast-1		Partner BETA
Bahamas	DID	✔	✔	✔	✔	X	X	us-east-1, us-west-2	-	GA
Bangladesh	DID	✔	X	✔	X	X	X	eu-central-1, ap-southeast-1		Partner BETA
Barbados	DID	✔	✔	✔	✔	X	X	us-east-1, us-west-2	-	GA
Belarus	Toll-free	✔	X	X	X	X	X	eu-central-1, ap-southeast-1	-	Partner BETA
Belgium	DID	✔	✔	✔	✔	✔	✔	All commercial regions	eu-central-1, eu-west-2	GA
	Toll-free	✔	✔	X	✔	✔	✔			
	UIFN	✔	X	X	✔	X	X	All except ca-central-1,us-gov-west-1		

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	✔	✔	✔	✗	✗	✗	eu-central-1, ap-southeast-1	-	Partner BETA
	Toll-free	✔	✗	✗	✗	✗	✗			
Benin	DID	✔	✗	✔	✗	✗	✗	eu-central-1, ap-southeast-1	-	Partner BETA
Bermuda	Toll-free	✔	✗	✗	✗	✗	✗	eu-central-1, ap-southeast-1	-	Partner BETA
Bonaire	DID	✔	✔	✔	✔	✗	✗	us-east-1, us-west-2	-	GA
Bolivia	DID	✔	✗	✔	✗	✗	✗	us-east-1, us-west-2	-	GA
Bosnia and Herzegovina	DID	✔	✔	✔	✗	✗	✗	eu-central-1, ap-southeast-1	-	Partner BETA
	Toll-free	✔	✗	✗	✗	✗	✗		-	
Botswana	Toll-free	✔	✗	✗	✗	✗	✗	eu-central-1, ap-southeast-1	-	Partner BETA
Brazil	DID	✔	✔	✔	✔	✔	✗	us-east-1, us-west-2		GA - Via Partner
	Toll-free	✔	✔	✗	✔	✔	✗		-	
	UIFN	✔	✗	✗	✔	✗	✗	All except ca-central-1,us-gov-west-1		GA
British Virgin Islands	Outbound	✗	✗	✔	✗	✔	✗	All	-	GA
Brunei	Toll-free	✔	✗	✗	✗	✗	✗	eu-central-1, eu-west-2	-	GA
Bulgaria	UIFN	✔	✗	✗	✔	✗	✗	All except ca-central-1,us-gov-west-1	-	GA
Burkina Faso	DID	✔	✗	✔	✗	✗	✗	eu-central-1, ap-southeast-1	-	Partner BETA
Cambodia	DID	✔	✗	✔	✗	✗	✗	ap-southeast-1	-	**Testing**
	Toll-free	✔	✗	✗	✗	✗	✗	eu-central-1, ap-southeast-1	-	Partner BETA
Cameroon	DID	✔	✗	✗	✗	✗	✗	eu-central-1, ap-southeast-1	-	Partner BETA
Canada	DID	✔	✔	✔	✔	✔	✔	us-east-1, us-west-2, ca-central-1, eu-central-1, eu-west-2, us-gov-west-1	ca-central-1	GA
	Toll-free	✔	✔	✗	✔	✔	✔			
	UIFN	✔	✗	✗	✔	✗	✗	All except ca-central-1,us-gov-west-1		
Cayman Islands	DID	✔	✔	✔	✗	✗	✗	eu-central-1, ap-southeast-1	-	Partner BETA
Chile	DID	✔	✔	✔	✔	✔	✗	us-east-1, us-west-2	-	GA
	Toll-free	✔	✗	✗	✔	✔	✗			
China	UIFN	✔	✗	✗	✔	✗	✗	All except ca-central-1,us-gov-west-1	-	GA

Country	Service Type	Number availability	National Outbound	International Outbound	Porting Available	Multi-Carrier Available	Custom Caller ID	Region Availability	Outbound Campaign Regions	Status
Colombia	DID	✔	✔ (1)	✔	✗	✔	✗	us-east-1, us-west-2	-	GA
	UIFN	✔	✗	✗	✔	✗	✗	All except ca-central-1,us-		
	Toll-free	✔	✗	✗	✗	✔	✗	us-east-1, us-west-2		
Costa Rica	DID	✔	✔	✔	✗	✔	✗		-	GA
	Toll-free	✔	✔	✗	✗	✔	✗	us-east-1, us-west-2		
	UIFN	✔	✗	✗	✔	✗	✗	All except ca-central-1,us-gov-west-1		
Croatia	UIFN	✔	✗	✗	✔	✗	✗	All except ca-central-1,us-gov-west-1		GA
Cuba	Toll-free	✔	✗	✔	✗	✗	✗	eu-central-1, ap-southeast-1	-	Partner BETA
Curaçao	DID	✔	✔	✔	✔	✗	✗	us-east-1, us-west-2	-	GA
Cyprus	DID	✔	✔	✔	✔	✗	✗		-	GA
	Toll-free	✔	✔	✗	✔	✗	✗	eu-central-1, eu-west-2		
Czech Republic	DID	✔	✔	✔	✔	✗	✔		-	GA
	Toll-free	✔	✔	✗	✔	✗	✔	eu-central-1, eu-west-2		
Denmark	DID	✔	✔	✔	✔	✔	✔		eu-central-1, eu-west-2	GA
	Toll-free	✔	✔	✗	✔	✔	✔	All commercial regions		
	UIFN	✔	✗	✗	✔	✗	✗	All except ca-central-1,us-gov-west-1		
Dominica	DID	✔	✔	✔	✗	✗	✗	eu-central-1, ap-southeast-1	-	Partner BETA
	Toll-free	✔	✗	✗	✗	✗	✗	eu-central-1, ap-southeast-1		
Dominican Republic	DID	✔	✔	✔	✗	✔	✗		-	GA
	Toll-free	✔	✗	✗	✗	✗	✗	All commercial regions		
Ecuador	DID	✔	✔	✔	✗	✔	✗		-	GA
	Toll-free	✔	✗	✗	✗	✗	✗	All commercial regions		
Egypt	DID	✔	✗	✗	✗	✗	✗		-	GA - Via Partner
	Toll-free	✔	✗	✗	✗	✗	✗	eu-central-1, ap-southeast-1		
El Salvador	DID	✔	✗	✔	✗	✔	✗		-	GA
	Toll-free	✔	✗	✗	✗	✔	✗	us-east-1, us-west-2		

(1) - Columbia we have one of our two networks in country, if you need National outbound please ensure you specify this on your request

Country	Service Type	Number availability	National Outbound	International Outbound	Porting Available	Multi-Carrier Available	Custom Caller ID	Region Availability	Outbound Campaign Regions	Status
Estonia	DID	✔	✔	✔	✔	✗	✔	eu-central-1, eu-west-2	-	GA
	UIFN	✔	✗	✗	✔	✗	✗	All except ca-central-1,us-gov-west-1		
	Toll-free	✔	✔	✗	✔	✗	✔	eu-central-1, eu-west-2		
Ethiopia	DID	✔	✗	✗	✗	✗	✗	eu-central-1, ap-southeast-1	-	Partner BETA
Finland	DID	✔	✔	✔	✔	✔	✗	us-east-1, us-west-2, ca-central-1, eu-central-1, eu-west-2	-	GA
	Toll-free	✔	✔	✗	✔	✔	✗			
Fiji	Toll-free	✔	✗	✗	✗	✗	✗	eu-central-1, ap-southeast-1	-	Partner BETA
France	DID	✔	✔	✔	✔	✔	✔	us-east-1, us-west-2, ca-central-1,eu-central-1, eu-west-2, af-south-1	eu-central-1, eu-west-2	GA
	Toll-free	✔	✔	✗	✔	✔	✔			
	UIFN	✔	✗	✗	✔	✗	✗	All except ca-central-1,us-gov-west-1		
French Guiana	UIFN	✔	✗	✗	✔	✗	✗	All except ca-central-1,us-gov-west-1	-	GA
Georgia	DID	✔	✗	✔	✗	✔	✗	eu-central-1, eu-west-2	-	GA
Germany	DID	✔	✔	✔	✔	✔	✔	us-east-1, us-west-2, ca-central-1, eu-central-1, eu-west-2	eu-central-1, eu-west-2	GA
	Toll-free	✔	✔	✗	✔	✔	✔			
	UIFN	✔	✗	✗	✔	✗	✗	All except ca-central-1,us-gov-west-1		
Ghana	DID	✔	✔	✔	✗	✗	✗		-	Partner BETA
	Toll-free	✔	✗	✗	✗	✗	✗	eu-central-1, ap-southeast-1	-	
Greece	DID	✔	✔	✔	✔	✔	✔	us-east-1, us-west-2, ca-central-1, eu-central-1, eu-west-2	-	GA
	Toll-free	✔	✔	✗	✔	✔	✔			
	UIFN	✔	✗	✗	✔	✗	✗	All except ca-central-1,us-gov-west-1		
Grenada	Toll-free	✔	✗	✗	✗	✗	✗	eu-central-1, ap-southeast-1	-	Partner BETA

Country	Service Type	Number availability	National Outbound	International Outbound	Porting Available	Multi-Carrier Available	Custom Caller ID	Region Availability	Outbound Campaign Regions	Status
Guadeloupe	UIFN	✔	X	X	✔	X	X	All except ca-central-1,us-gov-west-1	-	GA
Guatemala	DID	✔	X	✔	X	X	X	us-east-1, us-west-2,	-	GA
Guam	Toll-free	✔	X	X	X	X	X	eu-central-1, ap-southeast-1	-	Partner BETA
Honduras	DID	✔	✔	✔	X	X	X	us-east-1, us-west-2,	-	GA
	Toll-free	✔	✔	X	X	X	X			GA
Hong Kong	DID	✔	✔ (1)	✔	✔	✔	X	ap-southeast-2, ap-southeast-1, ap-northeast-1	-	GA
	Toll-free	✔	X	X	✔	✔	X			
	UIFN	✔	X	X	✔	X	X	All except ca-central-1,us-gov-west-1		
Hungary	DID	✔	✔	✔	✔	X	✔	eu-central-1, eu-west-2	-	GA
	Toll-free	✔	✔	X	X	X	✔			
	UIFN	✔	X	X	✔	X	X	All except ca-central-1,us-gov-west-1		
Iceland	DID	✔	X	✔	X	X	X	eu-central-1, eu-west-2	-	GA
	Toll-free	✔	X	X	X	X	X			
	UIFN	✔	X	X	✔	X	X	All except ca-central-1,us-gov-west-1		
India	DID	✔	X	X	X	X	X	eu-central-1, ap-southeast-1	-	Partner BETA
	Toll-free	✔	X	X	X	X	X		-	
Indonesia	DID	✔	X	✔	X	✔	X	ap-southeast-2, ap-southeast-1, ap-northeast-1	-	GA
	Toll-free	✔	X	X	X	✔	X			
	DID	✔	✔	✔	X	X	X	eu-central-1, ap-southeast-1		Partner BETA
Ireland	DID	✔	✔	✔	✔	✔	✔	us-east-1, us-west-2, ca-central-1, eu(Frankfurt),eu-	eu-central-1, eu-west-2	GA
	Toll-free	✔	✔	X	✔	✔	✔			
Israel	DID	✔	✔	✔	✔	X	X	eu-central-1, ap-southeast-1	-	GA - Via Partner
	Toll-free	✔	X	X	✔	X	X		-	
	UIFN	✔	X	X	✔	X	X	All except ca-central-1,us-gov-west-1		GA
	Outbound	X	X	✔	X	✔	X	All		

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

Country	Service Type	Number availability	National Outbound	International Outbound	Porting Available	Multi-Carrier Available	Custom Caller ID	Region Availability	Outbound Campaign Regions	Status
Italy	DID	✔	✔	✔	✔	✔	✔	us-east-1, us-west-2, ca-central-1, eu-central-1, eu-west-2, AWS af-south-1	eu-central-1, eu-west-2	GA
	Toll-free	✔	✔	✘	✔	✔	✔			
	UIFN	✔	✘	✘	✔	✘	✘	All except ca-central-1,us-gov-west-1		
Ivory Coast	DID	✔	✘	✘	✘	✘	✘		-	Partner BETA
	Toll-free	✔	✘	✘	✘	✘	✘	eu-central-1, ap-southeast-1	-	
Jamaica	DID	✔	✔	✔	✔	✘	✘	us-east-1, us-west-2	-	GA
Japan	DID	✔	✔	✔	✔1	✔	✘	ap-northeast-1	-	GA
	DID	✔	✔	✔	✘	✘	✘	ap-southeast-2, ap-southeast-1,us-east-1, us-west-2, eu-central-1, eu-west-2, ap-northeast-2		
	Toll-free	✔	✔	✘	✔1	✔	✘	ap-northeast-1		
	Toll-free	✔	✔	✘	✘	✔	✘	ap-southeast-2, ap-southeast-1,us-east-1, us-west-2, eu-central-1, eu-west-2,		
	UIFN	✔	✘	✘	✔	✘	✘	All except ca-central-1,us-gov-west-1		
Jordan	DID	✔	✘	✔	✘	✘	✘		-	Partner BETA
	Toll-free	✔	✘	✘	✘	✘	✘	eu-central-1, ap-southeast-1	-	
Kazakhstan	DID	✔	✔	✔	✘	✘	✘		-	Partner BETA
	Toll-free	✔	✘	✘	✘	✘	✘	eu-central-1, ap-southeast-1	-	
Kyrgyzstan	Outbound	✘	✘	✔	✘	✔	✘	All	-	GA
Kenya	DID	✔	✔	✔	✘	✘	✘		-	Partner BETA
	Toll-free	✔	✘	✘	✘	✘	✘	eu-central-1, ap-southeast-1	-	
Kosovo	DID	✔	✘	✔	✘	✘	✘	eu-central-1, ap-southeast-1	-	Partner BETA
Kuwait	DID	✔	✔	✔	✘	✘	✘	eu-central-1, ap-southeast-1	-	Partner BETA
Laos	DID	✔	✔	✔	✘	✘	✘	eu-central-1,ap-southeast-1	-	Partner BETA

1- 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
Latvia	DID	✔	✔	✔	✔	✔	✘	eu-central-1 eu-west-2	-	GA
	Toll-free	✔	✔	✘	✔	✔	✘			
	UIFN	✔	✘	✘	✔	✘	✘	All except ca-central-1,us-gov-west-1		
Lebanon	Outbound	✘	✘	✔	✘	✔	✘	All	-	GA
Lesotho	Toll-free	✔	✘	✘	✘	✘	✘	eu-central-1, ap-southeast-1	-	Partner BETA
Lichtenstein	Toll-free	✔	✔	✘	✘	✘	✘	eu-central-1, ap-southeast-1	-	Partner BETA
Lithuania	DID	✔	✔	✔	✔	✘	✘	eu-central-1 eu-west-2	-	GA
	Toll-free	✔	✔	✘	✔	✘	✘			
	UIFN	✔	✘	✘	✔	✘	✘	All except ca-central-1,us-gov-west-1		
Luxembourg	DID	✔	✔	✔	✔	✘	✘	eu-central-1 eu-west-2	-	GA
	Toll-free	✔	✔	✘	✔	✘	✘			
	UIFN	✔	✘	✘	✔	✘	✘	All except ca-central-1,us-gov-west-1		
Macao	Outbound	✘	✘	✔	✘	✔	✘	All	-	GA
Macedonia	Outbound	✘	✘	✔	✘	✔	✘	All	-	GA
	UIFN	✔	✘	✘	✔	✘	✘	All except ca-central-1,us-gov-west-1		
Malaysia	DID	✔	✔	✔	✘	✔	✘	eu-central-1, eu-west-2, ap-southeast-2, ap-southeast-1, ap-northeast-1, ap-northeast-2	-	GA
	Toll-free	✔	✘	✘	✘	✘	✘		-	GA
Malta	DID	✔	✔	✘	✔	✘	✘	eu-central-1, ap-southeast-1	-	Partner BETA
	Toll-free	✔	✘	✔	✘	✘	✘		-	
Martinique	Outbound	✘	✘	✔	✘	✔	✘	All	-	GA
	UIFN	✔	✘	✘	✔	✘	✘	All except ca-central-1,us-gov-west-1	-	
Mauritius	DID	✔	✘	✔	✘	✘	✘	eu-central-1, ap-southeast-1	-	Partner BETA
	Toll-free	✔	✘	✘	✘	✘	✘		-	

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	-	GA
	UIFN	✔	X	X	✔	X	X	All except ca-central-1,us-gov-west-1		
Mexico	DID	✔	✔	✔	✔	X	X	us-east-1, us-west-2	-	GA
	Toll-free	✔	✔	X	✔	X	X			
Moldova	DID	✔	X	X	X	X	X	eu-central-1, ap-southeast-1	-	Partner BETA
	Toll-free	✔	X	X	X	X	X		-	
Monaco	Toll-free	✔	X	X	X	X	X	eu-central-1, ap-southeast-1	-	GA
	UIFN	✔	X	X	✔	X	X	All except ca-central-1,us-gov-west-1		
Mongolia	Toll-free	✔	X	X	X	X	X	eu-central-1, ap-southeast-1	-	Partner BETA
Montenegro	DID	✔	✔	✔	X	X	X	eu-central-1, ap-southeast-1	-	Partner BETA
Montserrat	Toll-free	✔	X	✔	X	X	X	eu-central-1, ap-southeast-1	-	Partner BETA
Morocco	DID	✔	✔	✔	X	X	X	eu-central-1, ap-southeast-1	-	Partner BETA
Mozambique	DID	✔	✔	✔	X	X	X	eu-central-1, ap-southeast-1	-	Partner BETA
Myanmar	DID	✔	✔	✔	X	X	X	eu-central-1, ap-southeast-1	-	Partner BETA
Nepal	DID	✔	✔	✔	X	X	X	eu-central-1, ap-southeast-1	-	Partner BETA
Netherlands	DID	✔	✔	✔	✔	✔	✔	us-east-1, us-west-2, ca-central-1, eu-central-1, eu-west-2, af-south-1	eu-central-1, eu-west-2	GA
	Toll-free	✔	✔	X	✔	✔	✔			
	UIFN	✔	X	X	✔	X	X	All except ca-central-1,us-		
New Zealand	DID	✔	✔	✔	✔	✔	✔	ap-southeast-2, ap-southeast-1, ap-northeast-1, us-east-1,	ap-southeast-2	GA
	Toll-free	✔	✔	X	✔	✔	✔			
	UIFN	✔	X	X	✔	X	X	All except ca-central-1,us-gov-west-1		
Nicaragua	DID	✔	✔	✔	X	✔	X	us-east-1, us-west-2	-	GA
Nigeria	DID	✔	✔	✔	X	X	X	af-south-1	-	**Testing**
Norway	DID	✔	✔	✔	✔	✔	✔	us-east-1, us-west-2, ca-central-1, eu-central-1, eu-	-	GA
	Toll-free	✔	✔	✔	✔	✔	✔			

Country	Service Type	Number availability	National Outbound	International Outbound	Porting Available	Multi-Carrier Available	Custom Caller ID	Region Availability	Outbound Campaign Regions	Status
Northern Mariana	Toll-free	✔	✗	✔	✗	✗	✗	eu-central-1, ap-southeast-1	-	Partner BETA
Oman	Toll-free	✔	✗	✗	✗	✗	✗	eu-central-1, ap-southeast-1	-	Partner BETA
Pakistan	DID	✔	✔	✔	✗	✗	✗		-	Partner BETA
Pakistan	Toll-free	✔	✗	✗	✗	✗	✗	eu-central-1, ap-southeast-1	-	
Panama	DID	✔	✔	✔	✔	✔	✗	us-east-1, us-west-2	-	GA
Panama	Toll-free	✔	✔	✗	✔	✔	✗		-	
Papua New Guinea	Toll-free	✔	✗	✗	✗	✗	✗	eu-central-1, ap-southeast-1	-	Partner BETA
Paraguay	DID	✔	✔	✔	✗	✗	✗		-	Partner BETA
Paraguay	Toll-free	✔	✗	✗	✗	✗	✗	eu-central-1, ap-southeast-1	-	
Peru	DID	✔	✔	✔	✔	✔	✗	us-east-1, us-west-2	-	GA
Peru	Toll-free	✔	✗	✗	✔	✔	✗			
Peru	UIFN	✔	✗	✗	✔	✗	✗	All except ca-central-1,us-gov-west-1		
Philippines	DID	✔	✔	✔	✔	✔	✗	ap-southeast-1	-	Partner BETA
Philippines	Toll-free	✔	✗	✗	✔	✔	✗			
Philippines	UIFN	✔	✗	✗	✔	✗	✗	All except ca-central-1,us-gov-west-1		GA
Poland	DID	✔	✔	✔	✔	✔	✔	us-east-1, us-west-2, ca-central-1, eu-central-1, eu-	-	GA
Poland	Toll-free	✔ (yellow)	✗	✗	✔	✔	✗			
Portugal	DID	✔	✔	✔	✔	✔	✔	us-east-1, us-west-2, ca-central-1, eu-central-1, eu-	eu-central-1, eu-west-2	GA
Portugal	Toll-free	✔	✔	✗	✔	✔	✔			
Portugal	UIFN	✔	✗	✗	✔	✗	✗	All except ca-central-1,us-gov-west-1		
Puerto Rico	DID	✔	✔	✔	✔	✔	✔	us-east-1, us-west-2, ca-central-1,	-	GA
Puerto Rico	Toll-free	✔	✔	✗	✔	✔	✔			
Qatar	DID	✔	✗	✔	✗	✗	✗		-	Partner BETA
Qatar	Toll-free	✔	✗	✗	✗	✗	✗	eu-central-1, ap-southeast-1	-	
Reunion	Outbound	✗	✗	✔	✗	✔	✗	All	-	GA
Reunion	UIFN	✔	✗	✗	✔	✗	✗	All except ca-central-1,us-gov-west-1		

Country	Service Type	Number availability	National Outbound	International Outbound	Porting Available	Multi-Carrier Available	Custom Caller ID	Region Availability	Outbound Campaign Regions	Status
Romania	DID	✔	✔	✔	✔	✔	✗	eu-central-1, eu-west-2	-	GA
	Toll-free	✔	✗	✗	✔	✗	✗			
	UIFN	✔	✗	✗	✔	✗	✗	All except ca-central-1,us-gov-west-1		
Russia	DID	✔	✗	✔	✗	✗	✗	eu-central-1, eu-west-2	-	**Restricted**
	Toll-free	✔	✗	✗	✗	✗	✗			
Rwanda	DID	✔	✗	✔	✗	✗	✗	eu-central-1, ap-southeast-1	-	Partner BETA
Saba	DID	✔	✔	✔	✔	✗	✗	us-east-1, us-west-2		GA
Saint Kitts and Nevis	DID	✔	✔	✔	✗	✗	✗	eu-central-1, ap-southeast-1	-	Partner BETA
	Toll-free	✔	✗	✗	✗	✗	✗		-	
Saint Lucia	DID	✔	✔	✔	✔	✗	✗	us-east-1, us-west-2	-	GA
Saint Martin	DID	✔	✔	✔	✔	✗	✗	us-east-1, us-west-2	-	GA
Saint Pierre and Miquelon	Outbound	✗	✗	✔	✗	✔	✗	All	-	GA
	UIFN	✔	✗	✗	✔	✗	✗	All except ca-central-1,us-gov-west-1		
Saint Vincent Grenadines	DID	✔	✔	✔	✗	✗	✗	eu-central-1, ap-southeast-1	-	Partner BETA
	Toll-free	✔	✗	✗	✗	✗	✗		-	
Saudi Arabia	DID	✔	✗	✔	✗	✗	✗	eu-central-1, ap-southeast-1	-	GA - Via Partner
Sint Eustatius	DID	✔	✔	✔	✔	✗	✗	us-east-1, us-west-2	-	GA
Sint Maarten	DID	✔	✔	✔	✔	✗	✗	us-east-1, us-west-2	-	GA
Serbia	DID	✔	✗	✔	✗	✗	✗	eu-central-1, eu-west-2	-	GA
	Toll-free	✔	✗	✗	✗	✗	✗			
Seychelles	DID	✔	✔	✗	✗	✗	✗	eu-central-1, ap-southeast-1	-	GA
Sierra Leone	Outbound	✗	✗	✔	✗	✔	✗	All	-	GA
Singapore	DID	✔	✔	✔	✔	✔	✗	ap-southeast-1	-	GA
	DID	✔	✗	✔	✔	✔	✗	ap-southeast-2 ap-northeast-1, ap-northeast-2 eu-central-1 eu-west-2, ap-southeast-1		GA
	Toll-free	✔	✗	✗	✗	✔	✗			
	UIFN	✔	✗	✗	✔	✗	✗	All except ca-central-1,us-gov-west-1	-	

Country	Service Type	Number availability	National Outbound	International Outbound	Porting Available	Multi-Carrier Available	Custom Caller ID	Region Availability	Outbound Campaign Regions	Status
Slovakia	DID	✔	✔	✔	✔	✖	✔	us-east-1, us-west-2, ca-central-1, eu-central-1, eu-	-	GA
	Toll-free	✔	✖	✖	✔	✖	✔			
	UIFN	✔	✖	✖	✔	✖	✖	All except ca-central-1,us-		
Slovenia	DID	✔	✔	✔	✔	✔	✔	us-east-1, us-west-2, ca-central-1, eu-central-1, eu-	-	GA
	Toll-free	✔	✔	✖	✔	✔	✔			
South Africa	DID	✔	✔	✔	✔	✔	✖	af-south-1	-	GA
	Toll-free	✔	✔	✖	✔	✔	✖			
	Shared Cost	✔	✖	✖	✔	✔	✖			
	UIFN	✔	✖	✖	✔	✖	✖	All except ca-central-1,us-gov-west-1		
South Korea	DID	✔ (2)	✔	✔	✔	✖	✖	ap-northeast-2	-	GA
	Toll-free	✔	✖	✖	✔	✖	✖			
	Representative	✔	✔	✖	✔	✖	✖			
	UIFN	✔	✖	✖	✔	✖	✖	All except ca-central-1,us-		
Spain	DID	✔	✔	✔	✔	✔	✔	us-east-1, us-west-2, Canada, eu-central-1, eu-	eu-central-1, eu-west-2	GA
	Toll-free	✔	✔	✖	✔	✔	✔			
	UIFN	✔	✖	✖	✔	✖	✖	All except ca-central-1,us-gov-west-1		
Sri Lanka	DID	✔	✖	✔	✖	✖	✖	eu-central-1, ap-southeast-1	-	Partner BETA
	Toll-free	✔	✖	✖	✖	✖	✖		-	
Sudan	Outbound	✖	✖	✔	✖	✔	✖	All	-	GA
Sweden	DID	✔	✔	✔	✔	✔	✔	us-east-1, us-west-2, ca-central-1, eu-central-1, eu-	-	GA
	Toll-free	✔	✔	✖	✔	✔	✔			
Switzerland	DID	✔	✔	✔	✔	✔	✔	us-east-1, us-west-2, ca-central-1, eu-central-1, eu-	-	GA
	Toll-free	✔	✔	✖	✔	✔	✔			
	UIFN	✔	✖	✖	✔	✖	✖	All except ca-central-1,us-		

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

Country	Service Type	Number availability	National Outbound	International Outbound	Porting Available	Multi-Carrier Available	Custom Caller ID	Region Availability	Outbound Campaign Regions	Status
Taiwan	DID	✔1	X	X	X	X	X	ap-southeast-2 ap-southeast-1 ap-northeast-1	-	GA
	UIFN	✔	X	X	✔	X	X			
	Toll-free	✔1	X	X	X	X	X	eu-central-1, ap-southeast-1		Partner BETA
Thailand	DID	✔	✔	✔	✔	✔	X	ap-southeast-1	-	GA
	DID	✔	X	✔	X	✔	X	ap-southeast-2, ap-northeast-1, ap-northeast-2		
	Toll-free	✔	✔	X	✔	✔	X	ap-southeast-1		
	Toll-free	✔	X	X	X	✔	X	ap-southeast-2, ap-northeast-1, ap-northeast-2		
	UIFN	✔	X	X	✔	X	X	All except ca-central-1,us-gov-west-1		
Tanzania	Toll-free	✔	X	X	X	X	X	eu-central-1, ap-southeast-1	-	Partner BETA
Trinidad and Tobago	DID	✔	✔	✔	✔	X	X	us-east-1, us-west-2	-	GA
Tanzania	DID	✔	X	X	X	X	X	eu-central-1, ap-southeast-1	-	Partner BETA
Turkey	DID	✔	X	X	✔	X	X	eu-central-1, ap-southeast-1	-	Partner BETA
	Toll-free	✔	X	X	✔	X	X		-	
Turks and Caicos	DID	✔	✔	✔	✔	X	X	us-east-1, us-west-2	-	GA
Uganda	DID	✔	✔	✔	X	X	X	af-south-1	-	GA
	Toll-free	✔	X	X	X	X	X		-	
Ukraine	DID	✔	✔	✔	X	X	X	eu-central-1, ap-southeast-1	-	Partner BETA
	Toll-free	✔	X	X	X	X	X		-	
United Arab Emirates	DID	✔	X	✔	X	X	X	eu-central-1, ap-southeast-1	-	Partner BETA
	Toll-free	✔	X	X	X	X	X		-	GA - Via
United Kingdom	DID	✔	✔	✔	✔	✔	✔	All commercial regions	eu-west-2	GA
	Toll-free	✔	✔	X	✔	✔	✔			
	UIFN	✔	X	X	✔	X	X	All except ca-central-1,us-gov-west-1		
United States	DID	✔	✔	✔	✔	✔	✔	All	us-east-1, us-west-2	GA
	Toll-free	✔	✔	✔	✔	✔	✔			

(1) - Taiwan service is provided as being reachable only from within Taiwan

Country	Service Type	Number availability	National Outbound	International Outbound	Porting Available	Multi-Carrier Available	Custom Caller ID	Region Availability	Outbound Campaign Regions	Status
Uzbekistan	DID	✔	X	✔	X	X	X	eu-central-1, ap-southeast-1	-	Partner BETA
Uruguay	Outbound	X	X	✔	X	✔	X	All	-	GA
	UIFN	✔	X	X	✔	X	X	All except ca-central-1,us-gov-west-1		
Venezuela	DID	✔	X	✔	X	X	X	us-east-1, us-west-2	-	GA
Vietnam	DID	✔	✔	✔	X	X	X	ap-southeast-2, ap-southeast-1, ap-northeast-1	-	GA
	Toll-free	✔	X	X	X	X	X	eu-central-1, ap-southeast-1	-	GA - Via
Virgin Islands (UK)	Toll-free	✔	X	X	X	X	X	eu-central-1, ap-southeast-1	-	Partner BETA
Virgin Islands (US)	DID	✔	X	✔	X	X	X	eu-central-1, ap-southeast-1	-	Partner BETA
	Toll-free	✔	X	X	X	X	X		-	
Zambia	DID	✔	✔	✔	X	X	X	eu-central-1, ap-southeast-1	-	Partner BETA
Zimbabwe	DID	✔	X	✔	X	X	X	eu-central-1, ap-southeast-1	-	Partner BETA

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 Carribean, 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, Nicuragua, 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 Venezula
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 Columbia 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
12th December 2024	Addition of National outbound in Chile and Peru, removal of Nicuragua TFN and Macau UIFN due to change of local policies