Amazon Connect
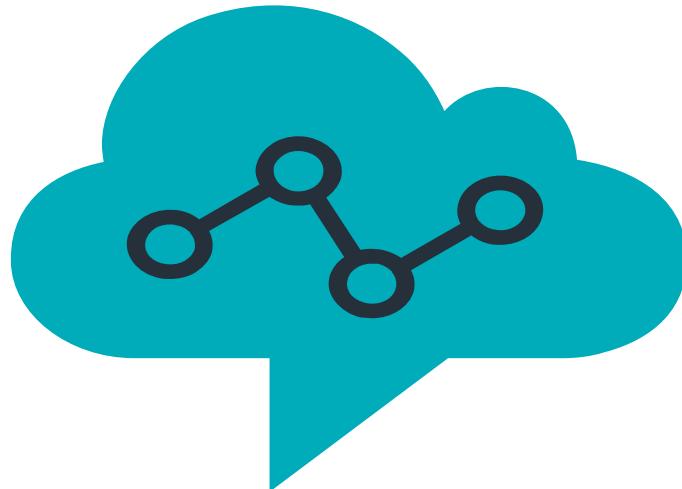## Telecoms Country Coverage Guide

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Notices

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	All commercial regions	-	Partner BETA
Albania	Toll-free	✓	X	X	X	X	X	All commercial regions		Partner BETA
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
Argentina	Shared Cost	✓	X	X	✓	✓	X	All commercial regions	-	GA
Argentina	Toll-free	✓	X	X	✓	✓	X	All commercial regions	-	GA
Argentina	UIFN	✓	X	X	✓	X	X	All commercial regions	-	GA
Australia	DID	✓	✓	✓	✓	✓	X	All commercial regions	ap-southeast-2	GA
Australia	Toll-free	✓	X	X	✓	✓	X	All commercial regions	ap-southeast-2	GA
Australia	UIFN	✓	X	X	✓	X	X	All commercial regions	ap-southeast-2	GA
Austria	DID	✓	✓	✓	✓	✓	✓	All commercial regions	-	GA
Austria	Toll-free	✓	✓	X	✓	✓	✓	All commercial regions	-	GA
Austria	UIFN	✓	X	X	✓	X	X	All commercial regions	-	GA
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	✓	✓	✓	✓	✓	✓	All commercial regions	eu-central-1, eu-west-2	GA
Belgium	Toll-free	✓	✓	X	✓	✓	✓	All commercial regions	eu-central-1, eu-west-2	GA
Belgium	UIFN	✓	X	X	✓	X	X	All commercial regions	eu-central-1, eu-west-2	GA

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	✓	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	All commercial regions		
	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	UIFN	✓	X	X	✓	X	X	All commercial regions	-	GA
Burkina Faso	DID	✓	X	✓	X	X	X	All commercial regions	-	Partner BETA
Cambodia	DID	✓	X	✓	X	X	X	All commercial regions	-	**Testing**
	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 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			
China	UIFN	✓	X	X	✓	X	X	All commercial regions	-	GA
Colombia	DID	✓	✓ (1)	✓	X	✓	X	All commercial regions	-	GA
	UIFN	✓	X	X	✓	X	X			
	Toll-free	✓	X	X	X	✓	X			

(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
Costa Rica	DID	✓	✓	✓	✗	✓	✗	All commercial regions	-	GA
	Toll-free	✓	✓	✗	✗	✓	✗	All commercial regions		
	UIFN	✓	✗	✗	✓	✗	✗	All commercial regions		
Croatia	UIFN	✓	✗	✗	✓	✗	✗	All commercial regions		GA
Cuba	Toll-free	✓	✗	✓	✗	✗	✗	All commercial regions	-	Partner BETA
Curaçao	DID	✓	✓	✓	✗	✗	✗	All commercial regions	-	GA
Cyprus	DID	✓	✓	✓	✓	✗	✗	All commercial regions	-	GA
	Toll-free	✓	✓	✗	✓	✗	✗			
Czech Republic	DID	✓	✓	✓	✓	✗	✓	All commercial regions	-	GA
	Toll-free	✓	✓	✗	✓	✗	✓			
Denmark	DID	✓	✓	✓	✓	✓	✓	All commercial regions	eu-central-1, eu-west-2	GA
	Toll-free	✓	✓	✗	✓	✓	✓			
	UIFN	✓	✗	✗	✓	✗	✗			
Dominica	DID	✓	✓	✓	✗	✗	✗	All commercial regions	-	Partner BETA
	Toll-free	✓	✗	✗	✗	✗	✗			
Dominican Republic	DID	✓	✓	✓	✓	✓	✗	All commercial regions	-	GA
	Toll-free	✓	✗	✗	✗	✗	✗			
Ecuador	DID	✓	✓	✗	✗	✓	✗	All commercial regions	-	GA
	Toll-free	✓	✗	✗	✗	✗	✗			
Egypt	DID	✓	✗	✗	✗	✗	✗	All commercial regions	-	GA - Via Partner
	Toll-free	✓	✗	✗	✗	✗	✗			
El Salvador	DID	✓	✓	✓	✓	✓	✗	All commercial regions	-	GA
	Toll-free	✓	✗	✗	✗	✓	✗			
Estonia	DID	✓	✓	✓	✓	✗	✓	All commercial regions	-	GA
	UIFN	✓	✗	✗	✓	✗	✗			
	Toll-free	✓	✓	✗	✓	✗	✓			
Ethiopia	DID	✓	✗	✗	✗	✗	✗	All commercial regions	-	Partner BETA
Finland	DID	✓	✓	✓	✓	✓	✗	All commercial regions	-	GA
	Toll-free	✓	✓	✗	✓	✓	✗			
Fiji	Toll-free	✓	✗	✗	✗	✗	✗	All commercial regions	-	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
France	DID	✓	✓	✓	✓	✓	✓	All commercial regions	eu-central-1, eu-west-2	GA
	Toll-free	✓	✓	X	✓	✓	✓			
	UIFN	✓	X	X	✓	X	X			
French Guiana	UIFN	✓	X	X	✓	X	X	All commercial regions	-	GA
Georgia	DID	✓	X	✓	X	✓	X	All commercial regions	-	GA
Germany	DID	✓	✓	✓	✓	✓	✓		eu-central-1, eu-west-2	GA
	Toll-free	✓	✓	X	✓	✓	✓			
	UIFN	✓	X	X	✓	X	X	All commercial regions		
Ghana	DID	✓	✓	✓	X	X	X		-	Partner BETA
	Toll-free	✓	X	X	X	X	X	All commercial regions	-	
Greece	DID	✓	✓	✓	✓	✓	✓		-	GA
	Toll-free	✓	✓	X	✓	✓	✓			
	UIFN	✓	X	X	✓	X	X	All commercial regions		
Grenada	Toll-free	✓	X	X	X	X	X	All commercial regions	-	Partner BETA
Guadeloupe	UIFN	✓	X	X	✓	X	X	All commercial regions	-	GA
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		-	GA
	Toll-free	✓	✓	X	X	X	X	All commercial regions		GA
Hong Kong	DID	✓	✓ (1)	✓	✓	✓	X		-	GA
	Toll-free	✓	X	X	✓	✓	X	All commercial regions		
	UIFN	✓	X	X	✓	X	X	All commercial regions		
Hungary	DID	✓	✓	✓	✓	X	✓	All commercial regions	-	GA
	Toll-free	✓	✓	X	✓	X	✓	All commercial regions		
	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 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
Iceland	DID	✓	✗	✓	✗	✗	✗	All commercial regions	-	GA
	Toll-free	✓	✗	✗	✗	✗	✗			
	UIFN	✓	✗	✗	✓	✗	✗	All commercial regions		
India	DID	✓	✗	✗	✗	✗	✗		-	Partner BETA
	Toll-free	✓	✗	✗	✗	✗	✗	All commercial regions	-	
Indonesia	DID	✓	✗	✓	✗	✓	✗	All commercial regions	-	GA
	Toll-free	✓	✗	✗	✗	✓	✗			
	DID	✓	✓	✓	✗	✗	✗	All commercial regions		GA - Via Partner
Ireland	DID	✓	✓	✓	✓	✓	✓		eu-central-1, eu-west-2	GA
	Toll-free	✓	✓	✗	✓	✓	✓	All commercial regions		
Israel	DID	✓	✓	✓	✓	✗	✗		-	GA - Via Partner
	Toll-free	✓	✗	✗	✓	✗	✗		-	
	UIFN	✓	✗	✗	✓	✗	✗	All commercial regions		GA
	Outbound	✗	✗	✓	✗	✓	✗	All		
Italy	DID	✓	✓	✓	✓	✓	✓		eu-central-1, eu-west-2	GA
	Toll-free	✓	✓	✗	✓	✓	✓			
	UIFN	✓	✗	✗	✓	✗	✗	All commercial regions		
Ivory Coast	DID	✓	✗	✗	✗	✗	✗		-	Partner BETA
	Toll-free	✓	✗	✗	✗	✗	✗	All commercial regions	-	
Jamaica	DID	✓	✓	✓	✗	✗	✗	All commercial regions	-	GA
Japan	DID	✓1	✓	✓	✓1	✓	✗	AP-Northeast-1	AP-Northeast-1	GA
	DID	✓	✓	✓	✗	✗	✗	All commercial regions		
	Toll-free	✓	✓	✗	✓1	✓	✗	All commercial regions		
	Toll-free	✓	✓	✗	✗	✓	✗	All commercial regions		
	UIFN	✓	✗	✗	✓	✗	✗	All commercial regions		
Jordan	DID	✓	✗	✓	✗	✗	✗		-	Partner BETA
	Toll-free	✓	✗	✗	✗	✗	✗	All commercial regions	-	
Kazakhstan	DID	✓	✓	✓	✗	✗	✗		-	Partner BETA
	Toll-free	✓	✗	✗	✗	✗	✗	All commercial regions	-	

1- 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	✗	✗	✓	✗	✓	✗	All commercial regions	-	GA
Kenya	DID	✓	✓	✓	✗	✗	✗		-	Partner BETA
	Toll-free	✓	✗	✗	✗	✗	✗	All commercial regions	-	
Kosovo	DID	✓	✗	✓	✗	✗	✗	All commercial regions	-	Partner BETA
Kuwait	DID	✓	✓	✓	✗	✗	✗	All commercial regions	-	Partner BETA
Laos	DID	✓	✓	✓	✗	✗	✗	All commercial regions	-	Partner BETA
Latvia	DID	✓	✓	✓	✓	✓	✗		-	GA
	Toll-free	✓	✓	✗	✓	✓	✗			
	UIFN	✓	✗	✗	✓	✗	✗	All commercial regions		
Lebanon	Outbound	✗	✗	✓	✗	✓	✗	All regions	-	GA
Lesotho	Toll-free	✓	✗	✗	✗	✗	✗	All commercial regions	-	Partner BETA
Lichtenstein	Toll-free	✓	✓	✗	✗	✗	✗	All commercial regions	-	Partner BETA
Lithuania	DID	✓	✓	✓	✓	✓	✗		-	GA
	Toll-free	✓	✓	✗	✓	✗	✗			
	UIFN	✓	✗	✗	✓	✗	✗	All commercial regions		
Luxembourg	DID	✓	✓	✓	✓	✗	✗		-	GA
	Toll-free	✓	✓	✗	✓	✗	✗			
	UIFN	✓	✗	✗	✗	✗	✗	All commercial regions		
Macao	Outbound	✗	✗	✓	✗	✓	✗	All Regions	-	GA
	UIFN	✓	✗	✗	✓	✗	✗	All commercial regions		
Macedonia	Outbound	✗	✗	✓	✗	✓	✗	All Regions	-	GA
	UIFN	✓	✗	✗	✓	✗	✗	All commercial regions		
Malaysia	DID	✓	✓	✓	✗	✓	✗		AP-SouthEast-1	GA
	Toll-free	✓	✗	✗	✗	✗	✗	All commercial regions		GA
Malta	DID	✓	✓	✗	✓	✗	✗		-	Partner BETA
	Toll-free	✓	✗	✓	✗	✗	✗	All commercial regions	-	
Martinique	Outbound	✗	✗	✓	✗	✓	✗	All Regions	-	GA
	UIFN	✓	✗	✗	✓	✗	✗	All commercial regions		
Mauritius	DID	✓	✗	✓	✗	✗	✗		-	Partner BETA
	Toll-free	✓	✗	✗	✗	✗	✗	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
[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			
[Moldova](#)	DID	✓	X	X	X	X	X		-	Partner BETA
	Toll-free	✓	X	X	X	X	X	All commercial regions	-	
[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	DID	✓	✓	✓	X	X	X	All commercial regions	-	Partner BETA
[Netherlands](#)	DID	✓	✓	✓	✓	✓	✓		eu-central-1, eu-west-2	GA
	Toll-free	✓	✓	X	✓	✓	✓			
	UIFN	✓	X	X	✓	X	X	All commercial regions		
[New Zealand](#)	DID	✓	✓	✓	✓	✓	✓		ap-southeast-2	GA
	Toll-free	✓	✓	X	✓	✓	✓	All commercial regions		
	UIFN	✓	X	X	✓	X	X	All commercial regions		
[Nicaragua](#)	DID	✓	✓	✓	X	✓	X		-	GA
	Toll-free	✓	X	✓	X	✓	X	All commercial regions		
Nigeria	DID	✓	✓	✓	X	X	X	All commercial regions	-	**Testing**
[Norway](#)	DID	✓	✓	✓	✓	✓	✓	us-east-1, us-west-2, ca-central-1, eu-central-1, eu-west-2	-	GA
	Toll-free	✓	✓	✓	✓	✓	✓			
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		-	Partner BETA
	Toll-free	✓	X	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
Panama	DID	✓	✓	✓	✓	✓	✗	All commercial regions	-	GA
	Toll-free	✓	✓	✗	✓	✓	✗			
Papua New Guinea	Toll-free	✓	✗	✗	✗	✗	✗	All commercial regions	-	Partner BETA
Paraguay	DID	✓	✓	✓	✗	✗	✗		-	Partner BETA
	Toll-free	✓	✗	✗	✗	✗	✗	All commercial regions	-	
Peru	DID	✓	✓	✓	✓	✓	✗			GA
	Toll-free	✓	✗	✗	✓	✓	✗	All commercial regions	-	
	UIFN	✓	✗	✗	✓	✗	✗			
Philippines	DID	✓	✓	✓	✗	✗	✗			
	TFN	✓	✗	✗	✗	✗	✗	AP-SouthEast-1	AP-SouthEast-1	Preview
	UIFN	✓	✗	✗	✓	✗	✗			GA
Poland	DID	✓	✓	✓	✓	✓	✓	All commercial regions	eu-central-1, eu-west-2	GA
	Toll-free	✓	✗	✗	✓	✓	✗			
Portugal	DID	✓	✓	✓	✓	✓	✓		eu-central-1, eu-west-2	GA
	Toll-free	✓	✓	✗	✓	✓	✓	All commercial regions		
	UIFN	✓	✗	✗	✓	✗	✗			
Puerto Rico	DID	✓	✓	✓	✓	✓	✓	All commercial regions	-	GA
	Toll-free	✓	✓	✗	✓	✓	✓			
Qatar	DID	✓	✗	✓	✗	✗	✗		-	Partner BETA
	Toll-free	✓	✗	✗	✗	✗	✗	All commercial regions	-	
Reunion	Outbound	✗	✗	✓	✗	✓	✗	All Regions	-	GA
	UIFN	✓	✗	✗	✓	✗	✗	All commercial regions		
Romania	DID	✓	✓	✓	✓	✓	✗		-	GA
	Toll-free	✓	✗	✗	✓	✗	✗	All commercial regions		
	UIFN	✓	✗	✗	✓	✗	✗			
Russia	DID	✓	✗	✓	✗	✗	✗		-	**Restricted**
	Toll-free	✓	✗	✗	✗	✗	✗	All commercial regions		
Rwanda	DID	✓	✗	✓	✗	✗	✗	All commercial regions	-	Partner BETA
Saba	DID	✓	✓	✓	✗	✗	✗	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	TFN	✓	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	DID	✓	✓	X	X	X	X	All commercial 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	✓	✓	✓	✓	✓	X	af-south-1	af-south-1	GA
	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	✓ (2)	✓	✓	✓	X	X	ap-northeast-2	AP-northeast-2	GA
	Toll-free	✓	X	X	✓	X	X			
	Representative	✓	✓	X	✓	X	X			
	UIFN	✓	X	X	✓	X	X	All commercial regions	-	
Spain	DID	✓	✓	✓	✓	✓	✓		eu-central-1, eu-west-2	GA
	Toll-free	✓	X	X	✓	✓	✓		-	
	UIFN	✓	X	X	✓	X	X	All commercial regions	-	
Sri Lanka	DID	✓	X	✓	X	X	X		-	Partner BETA
	Toll-free	✓	X	X	X	X	X	All commercial regions	-	
Sudan	Outbound	X	X	✓	X	✓	X	All Regions	-	GA
Sweden	DID	✓	✓	✓	✓	✓	✓		-	GA
	Toll-free	✓	✓	X	✓	✓	✓	All commercial regions		
Switzerland	DID	✓	✓	✓	✓	✓	✓		-	GA
	Toll-free	✓	✓	X	✓	✓	✓			
	UIFN	✓	X	X	✓	X	X	All commercial regions		
Tanzania	Toll-free	✓	X	X	X	X	X	All commercial regions	-	Partner BETA
Taiwan	UIFN	✓	X	X	✓	X	X	All commercial regions	-	GA
Thailand	DID	✓	✓	✓	✓	X	X		AP-SouthEast-1	GA
	Toll-free	✓	X	X	X	✓	X	All commercial regions	-	
	UIFN	✓	X	X	✓	X	X		-	
Trinidad and Tobago	DID	✓	✓	✓	X	X	X	All commercial regions	-	GA
Turkey	DID	✓	X	X	✓	X	X		-	Partner GA
	Toll-free	✓	X	X	✓	X	X	All commercial regions	-	
Turks and Caicos	DID	✓	✓	✓	X	X	X	All commercial regions	-	GA

(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
Uganda	DID	✓	✓	✓	✗	✗	✗	All commercial regions	-	GA
	Toll-free	✓	✗	✗	✗	✗	✗			
Ukraine	DID	✓	✓	✓	✗	✗	✗	All commercial regions	-	Partner GA
	Toll-free	✓	✗	✗	✗	✗	✗		-	
United Arab Emirates	DID	✓	✗	✓	✗	✗	✗	All commercial regions	-	Partner BETA
	Toll-free	✓	✗	✗	✗	✗	✗		-	GA - Via
United Kingdom	DID	✓	✓	✓	✓	✓	✓	All commercial regions	eu-central-1, eu-west-2	GA
	Toll-free	✓	✓	✗	✓	✓	✓			
	UIFN	✓	✗	✗	✓	✗	✗			
United States	DID	✓	✓	✓	✓	✓	✓	All Regions	us-east-1, us-west-2	GA
	Toll-free	✓	✓	✓	✓	✓	✓			
Uzbekistan	DID	✓	✗	✓	✗	✗	✗	All commercial regions	-	Partner BETA
Uruguay	Outbound	✗	✗	✓	✗	✓	✗	All Regions	-	GA
	UIFN	✓	✗	✗	✓	✗	✗	All commercial regions		
Venezuela	DID	✓	✗	✓	✗	✗	✗	All commercial regions	-	GA
Vietnam	DID	✓	✓	✓	✗	✗	✗	All commercial regions	AP-SouthEast-1	GA
	Toll-free	✓	✗	✗	✗	✗	✗	All commercial regions	-	GA - Via
Virgin Islands (UK)	Toll-free	✓	✗	✗	✗	✗	✗	All commercial regions	-	Partner BETA
Virgin Islands (US)	DID	✓	✗	✓	✗	✗	✗	All commercial regions	-	Partner BETA
	Toll-free	✓	✗	✗	✗	✗	✗		-	
Zambia	DID	✓	✓	✓	✗	✗	✗	All commercial regions	-	Partner BETA
Zimbabwe	DID	✓	✗	✓	✗	✗	✗	All commercial regions	-	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
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