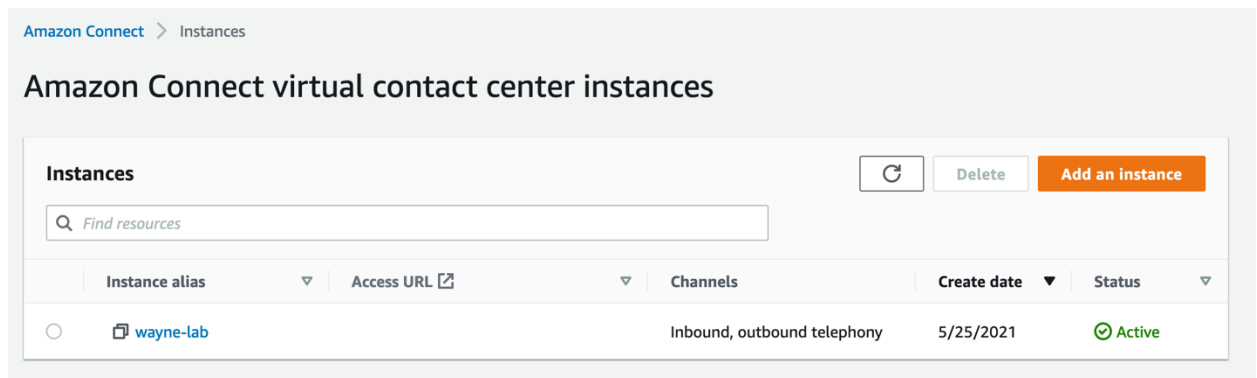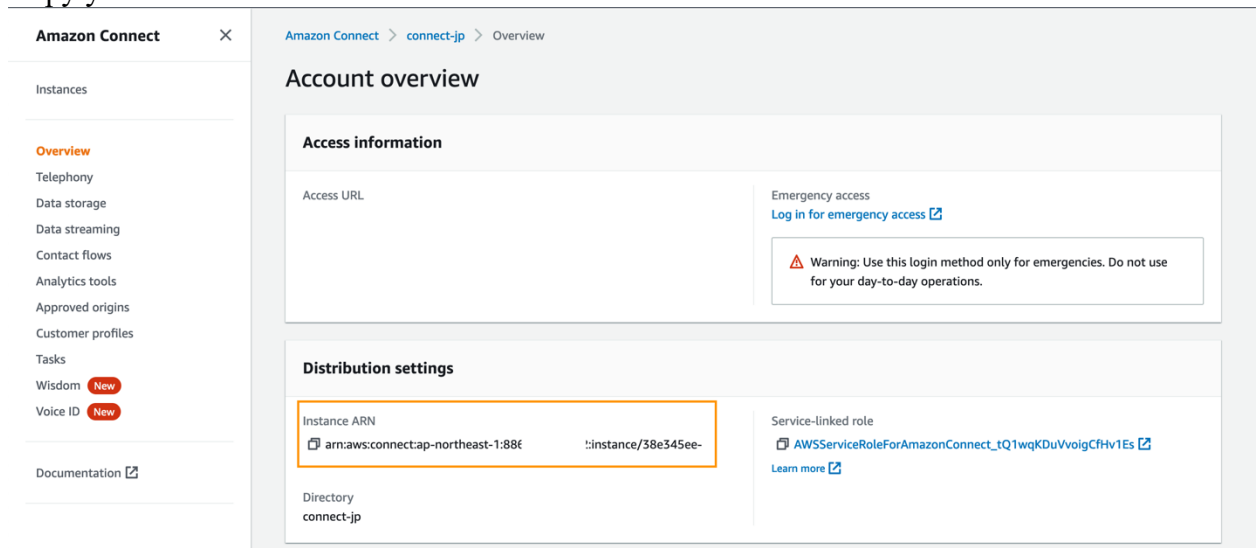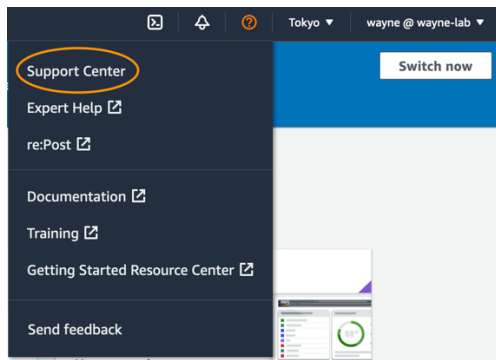1. Now Taiwan phone number is only provided on **Sydney**, **Singapore**, and **Tokyo** region. If customers want to test Taiwan DID/Toll-free, they **MUST** create their Connect Instance on these regions.

2. Prepare your Amazon Connect Instance ID (Amazon Connect service page -> Choose your Amazon Connect Instance)

3. Copy your Instance ARN

4. Create a support ticket on AWS console (AWS Management Console → select Support Center)
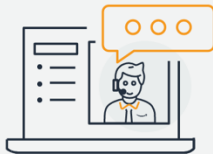
5. Select Create case

6. Select "Service limit increase"

7. Limit type is **Amazon Connect** and paste the **Instance ARN** we get from previous step

Create case Info

Account and billing support ○
Assistance with account and billing-related inquiries

Service limit increase ●
Requests to increase the service limit of your AWS resources

Technical support ○
Service-related technical issues and third-party applications

Case details

Limit type
Amazon Connect ▼

Severity Info
The severity levels available are determined by your support subscription.
Business impairing question ▼

Contact Center Instance ARN - *optional*
Provide this information to help us resolve your case faster
ARN_ID_HERE

Announcement
Service Quota increases are moving to the new Service Quotas dashboard.
You can use the Service Quotas dashboard to view and manage your quotas for AWS services from a central location. Not all services are supported at this time. Learn more.

Service Quotas dashboard ↗

8. Choose the region you deployed your Amazon Connect Instance and **Limit – Phone Numbers per instance.**

Requests

ⓘ To request additional limit increases for the same limit type, choose **Add another request**. To request an increase for a different limit type, create a separate limit increase request.

Request 1   Remove

Region
Asia Pacific (Tokyo) ▼

Limit
Phone Numbers per Instance ▼

New limit value
1

Add another request

9. On the case description, you can tell our support engineer that you want to apply Amazon Connect phone number preview at Taiwan, and choose the phone number type (DID or Toll-Free)

Case description

ⓘ **Follow this guidance to help resolve your case**
Before requesting a number port, please read the section "About Porting Phone Numbers" to understand how the process works:
https://docs.aws.amazon.com/connect/latest/adminguide/port-phone-number.html#about-porting ↗

Porting phone numbers typically takes between two to four weeks after you submit the required information. The amount of time depends on the complexity of the request and your current carrier. Porting toll-free numbers, or requests to port a large quantity of numbers at one time, usually take longer than porting local, direct dial numbers.

Please note that only US phone numbers can be ported at this time. Provide the number to be ported and specify if you want to port a number into Amazon Connect or out to another provider.

Use case description
Do not share any sensitive information in case correspondences, such as credentials, credit cards, signed URLs, or personally identifiable information. Find more information **here** ↗.

> *Tell us about your use-case for this limit increase request.*

Maximum 5000 characters (5000 remaining)

10. Choose the contact methods you like, and submit the ticket

▼ **Contact options**

Preferred contact language
| English ▼ |

Contact methods **Info**

| Web ● | Chat ○ | Phone ○ |
| Via email and Support Center | Chat online with a representative | We call you back at your number |

Additional contacts - *optional* **Info**
When we contact you via email, we will copy the correspondence to the following email addresses

| *Email addresses* |

Use commas or semicolons to separate email addresses - Maximum 10 email addresses (10 remaining) or 300 characters (300 remaining)

Cancel   **Submit**

11. Our support engineer would contact Amazon Connect service team, and may ask customers to provide some legal documents to apply the Taiwan phone number.