

# Number purchase and inbound usage charges in euros

## Revision history

Modified date (YYYY-MM-DD)	Revision
2024-01-10	Added DID and toll-free number pricing for Italy.
2023-09-06	Added DID and toll-free number pricing for eight EMEA countries and eight APAC countries: <ul style="list-style-type: none"><li>Croatia, Cyprus, Czech Republic, Greece, Hungary, Israel, Romania, and South Africa</li><li>Australia, Hong Kong, Indonesia, Japan, New Zealand, Singapore, South Korea, and Thailand</li></ul>
2023-03-08	Added DID and toll-free number pricing for the following: USA, USA Alaska, USA Hawaii, Canada, American Samoa, Guam, N. Mariana Islands, Puerto Rico, and US Virgin Islands.
2022-07-13	Added DID and toll-free number pricing for five LATAM countries: Chile, Dominican Republic, El Salvador, Panama, and Peru.
2022-06-29	Added DID and toll-free number pricing for four LATAM countries: Argentina, Brazil, Colombia, and Mexico.
2021-11-17	Updated the details on the charge for a short duration call.
2020-12-02	Added prices for Portugal. Removed coming soon flag for Austria and Poland indicating general availability.
2020-06-10	Changed the article title. Updated prices.

Modified date (YYYY-MM-DD)	Revision
2019-08-07	Genesys Cloud Voice DDI inbound usage fees and Monthly Recurring Charge (MRC) price decrease.
2019-07-03	Added prices for Denmark, Austria, Norway, and Poland. Genesys Cloud Voice availability for Austria, Norway, and Poland coming soon.
2019-06-05	Added prices for Spain and Switzerland.
2019-04-17	Added prices for Belgium, Finland, and Sweden.
2019-01-16	Inbound call rates are now, on average, 6% lower than they were before.
2017-01-08	Added article.

## Outbound usage charges in euros

### *Revision history*

Modified date (YYYY-MM-DD)	Revision
2023-03-29	International outbound calling rates are changing effective from May 1, 2023. There are both increases (295) and decreases (32) in the outbound calling rates. A list of outbound calling rates that changed is available <a href="#">here</a> . Previous outbound calling rates applicable prior to this revision, are available <a href="#">here</a> .
2021-11-17	Added details on the charge for a short duration call.
2020-06-10	Changed the article title.

Modified date (YYYY-MM-DD)	Revision
2019-01-16	Several outbound call rates are lower than they were before.
2017-01-08	Added article.

## Number purchase and inbound usage charges in British pounds

### *Revision history*

Modified date (YYYY-MM-DD)	Revision
2024-01-10	Added DID and toll-free number pricing for Italy.
2023-09-06	<p>Added DID and toll-free number pricing for eight EMEA countries and eight APAC countries:</p> <ul style="list-style-type: none"> <li>• Croatia, Cyprus, Czech Republic, Greece, Hungary, Israel, Romania, and South Africa</li> <li>• Australia, Hong Kong, Indonesia, Japan, New Zealand, Singapore, South Korea, and Thailand</li> </ul>
2023-03-08	Added DID and toll-free number pricing for the following: USA, USA Alaska, USA Hawaii, Canada, American Samoa, Guam, N. Mariana Islands, Puerto Rico, and US Virgin Islands.
2022-07-13	Added DID and toll-free number pricing for five LATAM countries: Chile, Dominican Republic, El Salvador, Panama, and Peru.
2022-06-29	Added DID and toll-free number pricing for four LATAM countries: Argentina, Brazil, Colombia, and Mexico.
2021-11-17	Updated the details on the charge for a short duration call.

Modified date (YYYY-MM-DD)	Revision
2020-12-02	<p>Added prices for Portugal.</p> <p>Removed coming soon flag for Austria and Poland indicating general availability.</p>
2020-06-10	<p>Changed the article title.</p> <p>Updated prices.</p>
2019-08-07	Genesys Cloud Voice DDI inbound usage fees and Monthly Recurring Charge (MRC) price decrease.
2019-07-03	<p>Added prices for Denmark, Austria, Norway, and Poland.</p> <p>Genesys Cloud Voice availability for Austria, Norway, and Poland coming soon.</p>
2019-06-05	Added prices for Spain and Switzerland.
2019-04-17	Added prices for Belgium, Finland, and Sweden.
2019-01-16	Added article.

## Outbound usage charges in British pounds

### *Revision history*

Modified date (YYYY-MM-DD)	Revision
2023-03-29	International outbound calling rates are changing effective from May 1, 2023. There are both increases (295) and decreases (32) in the outbound calling rates. A list of outbound calling rates that changed is available <a href="#">here</a> . Previous outbound calling rates applicable prior to this revision, are available <a href="#">here</a> .
2021-11-17	Added details on the charge for a short duration call.

Modified date (YYYY-MM-DD)	Revision
2020-06-10	Changed the article title.
2019-01-16	Added article.

## Number purchase and inbound usage charges in US dollars

### Revision history

Modified date (YYYY-MM-DD)	Revision
2024-01-10	Added DID and toll-free number pricing for Italy.
2023-09-06	Added DID and toll-free number pricing for eight EMEA countries and eight APAC countries: <ul style="list-style-type: none"> <li>Croatia, Cyprus, Czech Republic, Greece, Hungary, Israel, Romania, and South Africa</li> <li>Australia, Hong Kong, Indonesia, Japan, New Zealand, Singapore, South Korea, and Thailand</li> </ul>
2022-07-13	Added DID and toll-free number pricing for five LATAM countries: Chile, Dominican Republic, El Salvador, Panama, and Peru.
2022-06-29	Added DID and toll-free number pricing for four LATAM countries: Argentina, Brazil, Colombia, and Mexico.
2021-12-22	Added DID and toll-free number pricing for 15 EMEA countries: Austria, Belgium, Denmark, Finland, France, Germany, Ireland, Netherlands, Norway, Poland, Portugal, Spain, Sweden, Switzerland, and United Kingdom.
2021-12-06	Rate decrease for Alaska and Hawaii – DID and toll free – Landline and Mobile

Modified date (YYYY-MM-DD)	Revision
2020-06-10	Changed the article title.
2020-04-29	Changed the article title.
2019-10-23	Added US West (Oregon) AWS region.
2019-01-16	Regions column removed from tables.
2018-02-14	U.S. rate decrease for the following call types: <ul style="list-style-type: none"> <li>U.S. Inbound toll-free: \$0.015 per minute (previously \$0.02)</li> <li>U.S. Inbound DID: \$0.009 per minute (previously \$0.015)</li> <li>U.S. Outbound DID (local): \$0.0125 cents per minute (previously \$0.015)</li> </ul>
2017-01-08	Added article.

## Outbound usage charges in US dollars

### *Revision history*

Modified date (YYYY-MM-DD)	Revision
2023-03-29	International outbound calling rates are changing effective from May 1, 2023. There are both increases (387) and decreases (36) in the outbound calling rates. A list of outbound calling rates that changed is available <a href="#">here</a> . Previous outbound calling rates applicable prior to this revision, are available <a href="#">here</a> .
2021-12-06	Decreased the price for Alaska.
2020-06-10	Changed the article title.
2020-04-29	Changed the article title.

Modified date (YYYY-MM-DD)	Revision
2019-10-23	Added US West (Oregon) AWS region.
2019-01-16	Several outbound call rates in EMEA are lower than they were before.
2018-05-12	Updated table format adding rows per page, sorting, and search features.
2017-01-08	Added article.

## Number purchase and inbound usage charges in Canadian dollars

### *Revision history*

Modified date (YYYY-MM-DD)	Revision
2024-01-10	Added DID and toll-free number pricing for Italy.
2023-09-06	<p>Added DID and toll-free number pricing for eight EMEA countries and eight APAC countries:</p> <ul style="list-style-type: none"> <li>• Croatia, Cyprus, Czech Republic, Greece, Hungary, Israel, Romania, and South Africa</li> <li>• Australia, Hong Kong, Indonesia, Japan, New Zealand, Singapore, South Korea, and Thailand</li> </ul>
2022-07-13	Added DID and toll-free number pricing for five LATAM countries: Chile, Dominican Republic, El Salvador, Panama, and Peru.
2022-06-29	Added DID and toll-free number pricing for four LATAM countries: Argentina, Brazil, Colombia, and Mexico.

Modified date (YYYY-MM-DD)	Revision
2021-12-22	Added DID and toll-free number pricing for 15 EMEA countries: Austria, Belgium, Denmark, Finland, France, Germany, Ireland, Netherlands, Norway, Poland, Portugal, Spain, Sweden, Switzerland, and United Kingdom.
2021-12-06	Rate decrease for Alaska and Hawaii – DID and toll free – Landline and Mobile
2020-06-10	Changed the article title.
2020-04-29	<ul style="list-style-type: none"> <li>• Updated the toll-free pricing – Changes to Landline and Mobile prices went into effect on April 15.</li> <li>• DID pricing – no change in prices.</li> <li>• Changed the article title.</li> </ul>
2019-01-16	Regions column removed from tables.
2017-01-08	Added article.

## Outbound usage charges in Canadian dollars

### *Revision history*

Modified date (YYYY-MM-DD)	Revision
2023-03-29	International outbound calling rates are changing effective from May 1, 2023. There are both increases (387) and decreases (36) in the outbound calling rates. A list of outbound calling rates that changed is available <a href="#">here</a> . Previous outbound calling rates applicable prior to this revision, are available <a href="#">here</a> .
2021-12-06	Decreased the price for Alaska.
2020-06-10	Changed the article title.

Modified date (YYYY-MM-DD)	Revision
2020-04-29	Changed the article title.
2019-01-16	Several outbound call rates in EMEA are lower than they were before.
2018-04-24	Updated table format adding rows per page, sorting, and search features.
2017-01-08	Added article

## Number purchase and inbound usage charges in Brazilian real

### *Revision history*

Modified date (YYYY-MM-DD)	Revision
2023-11-15	Added article.

## Outbound usage charges in Brazilian real

### *Revision history*

Modified date (YYYY-MM-DD)	Revision
2023-11-15	Added article.