

Effective May 1, 2023, the following international outbound calling rates change. There are both increases and decreases in the outbound calling rates.

All the outbound calling rates are available in the [Genesys Cloud Voice pricing](#) article in the Genesys Cloud Resource Center.

Pricing Destination	NEW RATES	Change
Afghanistan	\$0.3458	Increase
Afghanistan Mobile	\$0.3315	Increase
Albania	\$0.3237	Increase
Albania Tirane	\$0.3237	Increase
Algeria	\$0.1339	Increase
Algeria mobile	\$1.0400	Increase
American Samoa	\$0.0975	Increase
American Samoa Mobile	\$0.0975	Increase
Andorra	\$0.0546	Increase
Andorra mobile	\$0.3770	Increase
Angola	\$0.4238	Increase
Angola Mobile	\$0.4238	Increase
Anguilla	\$0.4537	Increase
Anguilla Mobile	\$0.5525	Increase
Antarctica	\$3.9000	Increase
Antigua & Barbuda	\$0.4979	Increase
Antigua & Barbuda Mobile	\$0.5031	Increase
Argentina mobile	\$0.2730	Decrease
Armenia	\$0.3549	Increase
Armenia Mobile	\$0.5590	Increase
Aruba	\$0.4797	Increase
Aruba Mobile	\$0.5772	Increase
Australia Mobile	\$0.0761	Decrease
Austria	\$0.0520	Increase
Austria mobile	\$0.1820	Decrease
Azerbaijan	\$0.3874	Increase
Azerbaijan Mobile	\$0.5434	Increase
Bahrain	\$0.2054	Increase
Bahrain Mobile	\$0.2340	Increase
Bangladesh	\$0.0429	Decrease
bangladesh mobile	\$0.0832	Increase
Barbados	\$0.2704	Decrease
Barbados Mobile	\$0.6500	Increase
Belarus	\$0.8723	Increase
Belarus Mobile	\$0.8736	Increase
Belgium	\$0.1521	Increase
Belgium Mobile	\$0.5460	Increase
Belize	\$0.5083	Increase
Belize Mobile	\$0.4849	Increase
Benin	\$0.5135	Increase
Benin Mobile	\$0.5408	Increase
Bermuda mobile	\$0.0910	Increase
Bhutan	\$0.1235	Increase

Bhutan Mobile	\$0.1235	Increase
Bolivia	\$0.2496	Increase
Bolivia Cities	\$0.2496	Increase
Bolivia Rural	\$0.2496	Increase
Bosnia & Herzegovina	\$0.4225	Increase
Bosnia & Herzegovina Mobile	\$0.8788	Increase
Botswana	\$0.2951	Increase
Botswana Mobile	\$0.4459	Increase
Brazil mobile	\$0.2145	Decrease
British Virgin Islands	\$0.4875	Increase
British Virgin Islands Mobile	\$0.8710	Increase
Brunei	\$0.0689	Increase
Brunei Mobile	\$0.0689	Increase
Burkina Faso	\$0.9555	Increase
Burkina Faso Mobile	\$1.0257	Increase
Burundi	\$1.1817	Increase
Burundi Mobile	\$1.1817	Increase
Cambodia	\$0.1313	Increase
cambodia mobile	\$0.0923	Decrease
Cameroon	\$0.6006	Increase
Cameroon Mobile	\$0.6786	Increase
Cape Verde	\$0.2574	Decrease
Cape Verde Mobile	\$0.6175	Increase
Cayman Islands	\$0.2847	Increase
Cayman Islands Mobile	\$0.4238	Increase
Central African Republic	\$1.4209	Increase
Central African Republic Mobile	\$1.4469	Increase
Chad	\$1.2155	Increase
Chad Mobile	\$1.2623	Increase
Chile mobile	\$0.0644	Decrease
Chile Rural	\$1.3273	Increase
China	\$0.1469	Increase
China mobile	\$0.1469	Increase
Colombia	\$0.0598	Decrease
Colombia Cities	\$0.0598	Decrease
Colombia mobile	\$0.0364	Decrease
Comoros	\$1.2909	Increase
Comoros Mobile	\$1.5392	Increase
Congo	\$1.3572	Increase
Congo Dem. Rep.	\$1.3572	Increase
Congo Dem. Rep. Mobile	\$1.0114	Increase
Congo Mobile	\$1.2870	Increase
Cook Islands	\$3.0446	Increase
Cook Islands Mobile	\$3.0446	Increase
Costa Rica	\$0.0351	Decrease
Costa Rica Mobile	\$0.0832	Decrease
Cuba	\$1.6107	Increase

Cuba Mobile	\$1.6185	Increase
Cyprus	\$0.1274	Decrease
Cyprus Mobile	\$0.1521	Increase
Cyprus NGN	\$0.1274	Decrease
Denmark mobile	\$0.1625	Increase
Diego Garcia	\$4.1613	Increase
Djibouti	\$0.7280	Increase
Djibouti Mobile	\$0.7319	Increase
Dominica	\$0.4836	Increase
Dominica Mobile	\$0.5096	Increase
Dominican Republic	\$0.1326	Decrease
Dominican Republic Mobile	\$0.1690	Decrease
East Timor	\$1.8213	Increase
East Timor Mobile	\$1.8213	Increase
Ecuador	\$0.2210	Increase
Ecuador ETAPA	\$0.2223	Increase
Egypt	\$0.1521	Increase
Egypt Mobile	\$0.2002	Increase
El Salvador	\$0.3068	Increase
El Salvador Mobile	\$0.3055	Decrease
Equatorial Guinea	\$1.0257	Increase
Equatorial Guinea Mobile	\$1.0400	Increase
Eritrea	\$0.4680	Increase
Eritrea Mobile	\$0.4680	Increase
Estonia	\$0.2041	Increase
estonia mobile	\$1.3260	Increase
Ethiopia	\$0.5564	Increase
Ethiopia Mobile	\$0.3991	Increase
Falkland Islands	\$5.0518	Increase
Faroe Islands	\$0.1261	Increase
Faroe Islands Mobile	\$0.0442	Increase
Fiji Islands Mobile	\$0.5759	Increase
Finland	\$0.1807	Increase
finland mobile	\$0.2340	Increase
France	\$0.0611	Increase
France Mobile	\$0.1391	Increase
France NGN	\$0.1794	Increase
French Guiana	\$0.0286	Increase
French Guiana Mobile	\$0.3302	Increase
French Polynesia	\$0.4056	Increase
French Polynesia Mobile	\$0.5369	Increase
Gabon	\$2.1606	Increase
Gabon Mobile	\$1.8941	Increase
Gambia	\$1.6640	Increase
Gambia Mobile	\$1.6341	Increase
Georgia	\$0.4498	Increase
Georgia Mobile	\$0.4810	Decrease

Germany Mobile	\$0.1820	Increase
Ghana	\$0.5681	Increase
Ghana Mobile	\$0.4992	Increase
Gibraltar	\$0.0689	Increase
Gibraltar Mobile	\$0.2600	Increase
Global Mobile Ellipso	\$15.3816	Increase
Global Mobile Globalstar	\$8.7152	Increase
Global Mobile Iridium	\$11.0253	Increase
Global Mobile Other	\$15.8340	Increase
Greece	\$0.0598	Decrease
Greece mobile	\$0.0910	Decrease
Greenland	\$0.9347	Increase
Greenland Mobile	\$0.9724	Increase
Grenada	\$0.4875	Increase
Grenada mobile	\$0.6019	Increase
Guadeloupe	\$0.0325	Increase
Guadeloupe mobile	\$0.1547	Increase
Guadeloupe Mobile Digicel	\$0.1547	Increase
Guinea	\$1.4482	Increase
Guinea Mobile	\$0.6903	Increase
Guinea-Bissau	\$1.5483	Increase
Guinea-Bissau Mobile	\$1.5483	Increase
Guyana	\$0.5278	Increase
Guyana Mobile	\$0.3926	Increase
Guyana Mobile Digicel	\$0.4784	Increase
Haiti	\$1.7537	Increase
Honduras	\$0.2405	Increase
Honduras Mobile	\$0.2691	Decrease
Hong Kong	\$0.0416	Increase
Hong Kong Mobile	\$0.0878	Increase
Hungary	\$0.1001	Increase
Hungary mobile	\$0.1014	Increase
Iceland	\$0.0332	Increase
Iceland mobile	\$0.0351	Decrease
Indonesia	\$0.0689	Increase
Indonesia mobile	\$0.0728	Increase
Intl Networks 882 DTAG	\$19.6040	Increase
Intl Networks 882 ELLIPSO	\$19.6040	Increase
Intl Networks 882 EMSAT	\$19.6040	Increase
Intl Networks 882 GNS	\$21.9986	Increase
Intl Networks 882 INTERMATICA	\$19.6040	Increase
Intl Networks 882 JASPER	\$19.6040	Increase
Intl Networks 882 Jersey Telecom	\$21.9986	Increase
Intl Networks 882 MARITIME	\$19.6040	Increase
Intl Networks 882 ORATION	\$21.9986	Increase
Intl Networks 882 OTHER	\$19.6040	Increase
Intl Networks 882 THURAYA	\$19.6040	Increase

Intl Networks 882 VODAFONE	\$19.6040	Increase
Intl Networks 883 OTHER	\$19.6040	Increase
Intl Networks 883 VOXBONE	\$19.6040	Increase
Iran	\$0.3328	Increase
Iran Mobile	\$0.3445	Increase
Iraq	\$0.3302	Increase
Iraq Mobile	\$0.3367	Increase
Ireland Universal Access	\$0.3419	Increase
Israel	\$0.0221	Increase
Italy mobile	\$0.1586	Increase
Ivory Coast	\$0.7371	Increase
Ivory Coast Mobile	\$0.8697	Increase
Jamaica	\$0.4212	Increase
Jamaica Mobile	\$0.4355	Increase
Japan	\$0.0299	Decrease
Japan mobile	\$0.1222	Increase
Japan Tokyo	\$0.0299	Decrease
Jordan	\$0.3094	Increase
Jordan Mobile	\$0.3133	Increase
Kazakhstan	\$0.3575	Increase
Kazakhstan Mobile	\$0.3094	Increase
Kenya	\$0.4212	Increase
Kenya Mobile	\$0.3835	Increase
Kiribati	\$4.1717	Increase
Kiribati Mobile	\$3.9234	Increase
Korea North	\$2.4206	Increase
Korea North Mobile	\$2.4271	Increase
Korea South	\$0.0247	Increase
Kosovo	\$0.6058	Increase
Kosovo Mobile	\$1.0335	Increase
Kuwait mobile	\$0.0767	Decrease
Kyrgyzstan	\$0.3913	Increase
Kyrgyzstan Mobile	\$0.7176	Increase
Laos	\$0.1323	Increase
Latvia	\$0.7735	Increase
Latvia Mobile	\$0.6422	Increase
Lebanon	\$0.1859	Increase
Lebanon Mobile	\$0.2847	Increase
Lesotho	\$0.8567	Increase
Lesotho Mobile	\$1.3260	Increase
Liberia	\$1.0712	Increase
Liberia Mobile	\$0.9074	Increase
Libya	\$0.7527	Increase
Libya Mobile	\$0.6708	Increase
Liechtenstein	\$0.2639	Increase
Liechtenstein Mobile	\$1.0621	Increase
Liechtenstein Special Services	\$0.2639	Increase

Lithuania Mobile	\$0.7826	Increase
Luxembourg	\$0.4069	Increase
Luxembourg Mobile	\$0.3172	Increase
Macau	\$0.2080	Increase
Macau - Mobile	\$0.2080	Increase
Macedonia	\$0.5551	Increase
Macedonia Mobile	\$0.8164	Increase
Madagascar	\$1.3897	Increase
Madagascar Mobile	\$1.5067	Increase
Malawi	\$0.9477	Increase
Malawi Mobile	\$0.9880	Increase
Malaysia	\$0.1170	Increase
Malaysia mobile	\$0.1170	Increase
Maldives	\$1.9695	Increase
Maldives Mobile	\$1.9383	Increase
Mali	\$0.7800	Increase
Mali Mobile	\$0.7800	Increase
Malta	\$0.3562	Increase
Malta Mobile	\$0.3562	Increase
Marshall Islands	\$0.5213	Increase
Martinique	\$0.0624	Increase
Martinique Mobile	\$0.1339	Increase
Martinique Mobile Digicel	\$0.4342	Increase
Martinique Mobile Other	\$0.4342	Increase
Mauritania	\$1.1180	Increase
Mauritania Mobile	\$1.1596	Increase
Mauritius	\$0.2847	Increase
Mauritius Mobile	\$0.2717	Increase
Micronesia	\$1.2701	Increase
Moldova	\$0.5980	Increase
Moldova Mobile	\$0.6643	Increase
Monaco	\$0.1586	Increase
Monaco Mobile	\$0.7449	Increase
Mongolia	\$0.0312	Decrease
mongolia mobile	\$0.5252	Increase
Montenegro	\$0.6110	Increase
Montenegro Mobile	\$1.0725	Increase
Montserrat	\$0.8359	Increase
Montserrat mobile	\$0.5096	Increase
Morocco	\$0.4446	Increase
Morocco Mobile	\$1.0621	Increase
Mozambique	\$0.4758	Increase
Mozambique Mobile	\$1.0192	Increase
Myanmar	\$0.5265	Increase
Myanmar Mobile	\$0.3185	Decrease
Namibia	\$0.1755	Increase
Namibia Mobile	\$0.2301	Increase

Nauru Islands	\$4.4226	Increase
Nauru Islands Mobile	\$4.4226	Increase
Nepal	\$0.2470	Increase
Nepal Mobile	\$0.2470	Increase
Netherlands	\$0.2184	Increase
Netherlands mobile	\$0.3133	Increase
New Caledonia	\$0.7267	Increase
New Zealand	\$0.0247	Increase
New Zealand Mobile	\$0.0650	Increase
Nicaragua	\$0.2782	Increase
Nicaragua Mobile	\$0.4849	Increase
Niger	\$0.7670	Increase
Niger Mobile	\$0.6110	Increase
Nigeria	\$0.2353	Increase
Nigeria Mobile	\$0.2223	Increase
Niue Islands Mobile	\$5.7499	Increase
Norfolk Islands	\$4.3706	Increase
Northern Mariana Islands	\$0.1430	Increase
Norway	\$0.0780	Increase
Norway mobile	\$0.0780	Decrease
Oman	\$0.3354	Increase
Oman Mobile	\$0.4537	Increase
Pakistan	\$0.0832	Increase
Pakistan Mobile	\$0.0767	Increase
Palau	\$0.6227	Increase
Palestine	\$0.3991	Increase
Palestine mobile	\$0.4004	Increase
Panama	\$0.0572	Decrease
Panama mobile	\$0.1807	Decrease
Papua New Guinea	\$2.5831	Increase
Papua New Guinea Mobile	\$2.6767	Increase
Paraguay	\$0.0897	Increase
Peru	\$0.0247	Increase
Peru Lima	\$0.0247	Increase
Peru mobile	\$0.0585	Increase
Peru Rural	\$0.5499	Increase
Philippines	\$0.2079	Increase
Poland	\$0.0845	Increase
Poland Other	\$0.0975	Increase
Portugal mobile	\$0.6695	Increase
Qatar	\$0.3380	Increase
Qatar Mobile	\$0.4043	Increase
Reunion Islands	\$0.3393	Increase
Reunion Islands Mobile	\$0.7982	Increase
Romania	\$0.0338	Increase
Romania mobile	\$0.0910	Increase
Russia	\$0.1807	Increase

Russia Fixed	\$0.0494	Increase
Russia Mobile	\$0.3848	Increase
Rwanda	\$0.7241	Increase
Rwanda Mobile	\$0.6318	Increase
Samoa	\$3.2942	Increase
Samoa Mobile	\$2.3413	Increase
san marino	\$0.0897	Increase
San Marino Mobile	\$0.6591	Increase
Sao Tome & Principe	\$2.9042	Increase
Sao Tome & Principe Mobile	\$2.3868	Increase
Saudi Arabia	\$0.5850	Increase
Saudi Arabia Mobile	\$0.5850	Increase
Senegal	\$0.7215	Increase
Senegal Mobile	\$0.7800	Increase
Serbia Mobile	\$0.8372	Increase
Seychelles	\$1.7836	Increase
Seychelles Mobile	\$1.7836	Increase
Sierra Leone	\$1.1245	Increase
Sierra Leone Mobile	\$1.1076	Increase
Slovakia Mobile	\$0.1833	Increase
Slovenia	\$0.2925	Increase
Solomon Islands	\$3.1720	Increase
Solomon Islands Mobile	\$3.1720	Increase
somalia	\$1.4729	Increase
Somalia Mobile	\$1.3065	Increase
South Africa	\$0.2860	Increase
South Africa Mobile	\$0.2860	Increase
South Sudan	\$0.9763	Increase
South Sudan MOBILE	\$0.9763	Increase
Spain	\$0.0819	Increase
Spain mobile	\$0.1846	Increase
Spain NGN	\$0.1846	Increase
Sri Lanka	\$0.3172	Increase
Sri Lanka mobile	\$0.2964	Increase
Sri Lanka Mobile Other	\$0.3172	Increase
Sri Lanka SLT	\$0.3172	Increase
St Helena	\$4.8074	Increase
St Kitts & Nevis	\$0.7553	Increase
St IUCIA	\$0.6357	Increase
St Pierre & Miquelon	\$1.3364	Increase
St Pierre & Miquelon Mobile	\$0.9594	Increase
St Vincent & The Grenadines	\$0.6630	Increase
Sudan	\$0.3718	Increase
Sudan Mobile	\$0.3354	Increase
Suriname	\$2.0098	Increase
Suriname Mobile	\$0.8970	Decrease
Swaziland	\$0.4485	Increase

Swaziland Mobile	\$0.4485	Increase
Sweden	\$0.0221	Decrease
Sweden mobile	\$0.1586	Increase
Switzerland	\$0.0286	Decrease
Switzerland mobile	\$0.3510	Increase
Syria Mobile	\$0.7371	Increase
Taiwan	\$0.0351	Increase
Taiwan mobile	\$0.1521	Decrease
Tajikistan	\$0.4043	Increase
Tajikistan Mobile	\$0.2808	Increase
Tanzania	\$0.6942	Increase
Thailand	\$0.0703	Increase
Togo	\$0.8879	Increase
Togo Mobile	\$0.8879	Increase
Tokelau	\$4.4200	Increase
Tonga Mobile	\$2.7924	Increase
Trinidad & Tobago	\$0.3913	Increase
Tunisia	\$1.5990	Increase
Tunisia Mobile	\$1.7966	Increase
Turkey	\$0.0910	Increase
Turkey mobile	\$0.3250	Increase
Turkmenistan	\$0.2808	Increase
Turkmenistan Mobile	\$0.3497	Increase
Turks & Caicos - Mobile	\$0.6500	Increase
Tuvalu	\$4.9010	Increase
Uganda	\$0.8788	Increase
Uganda Mobile	\$0.6799	Increase
Ukraine	\$0.3601	Increase
Ukraine Mobile	\$0.5369	Increase
United arab emirates	\$0.5850	Increase
United arab emirates mobile	\$0.5850	Increase
United Kingdom	\$0.0337	Increase
United Kingdom Mobile	\$0.2600	Increase
United Kingdom NGN	\$0.2600	Increase
United Kingdom NGN2	\$0.2600	Increase
United Kingdom NGN3	\$0.2600	Increase
United Kingdom NGN4	\$0.2600	Increase
Uruguay	\$0.0793	Increase
Uzbekistan	\$0.3302	Increase
Uzbekistan Mobile	\$0.2626	Increase
Vatican City	\$0.0493	Increase
Vietnam	\$0.1424	Increase
Vietnam Mobile	\$0.1424	Increase
Virgin Islands US	\$0.0507	Increase
Wallis & Futuna	\$2.3075	Increase
Yemen	\$0.3523	Increase
Yemen Mobile	\$0.3406	Increase

Zambia	\$0.7397	Increase
Zambia Mobile	\$0.9620	Increase
Zimbabwe	\$0.4706	Increase
Zimbabwe Mobile	\$0.9945	Increase