

Cisco WebEx Audio Coverage

Product overview

Cisco WebEx[®] Audio provides Public Switched Telephone Network (PSTN) dial-in and call-me services to attendees in Cisco WebEx meetings, events, trainings, and teams.

The audio options available with Cisco WebEx products promote efficient discussions among participants by providing a fully integrated experience. As a cloud-based PSTN audio option, Cisco WebEx Audio provides a broad coverage footprint with toll dial-in, toll-free dial-in, and call-me capabilities for local and global connections. It operates on a wide variety of devices, including cell phones, IP phones, and softphones, and supports the ability to enable telephony attendees as well as attendees and devices that use Voice over IP (VoIP) to all collaborate in the same session.

Cost-effective conferencing solution with audio

Cisco WebEx offers a flexible, high-performance platform of products for organizations of any size that want to deploy online meetings with audio conferencing. Cisco WebEx Audio is designed to attach to a Cisco WebEx meeting product purchased from Cisco; it is not available as standalone product. Table 1 outlines the features and benefits of Cisco WebEx Audio.

Table 1. Features and benefits

Feature	Benefit
Global access	<ul style="list-style-type: none"> • 45-country access for toll call-in • 72-country access for toll-free call-in • 198-country access for call-me • VoIP available where regulators allow
Scalability	Total audio capacities are 1000 total participants in a single meeting: up to 500 on phones and up to 1,000 on VoIP.
Conference management	<p>The solution offers powerful conference control for management of active conferences, allowing moderators to:</p> <ul style="list-style-type: none"> • Use the active talker indicator for positive identification of the speaker • Add or drop participants in a conference • Mute audio from a selected participant • Use the conference lock feature • Terminate a conference
Audio on entry and exit	<ul style="list-style-type: none"> • Optionally announce name, play beep, or allow silent entry and exit • Optionally mute participants on entry
Compatibility	<ul style="list-style-type: none"> • Works with all Cisco WebEx services • Supports mobility clients • Supports Network-Based Recording (NBR) and tracking codes
Support for phone-only users	As controlled by Cisco WebEx site policies, users may choose to start or join meetings from the phone, with or without starting a Cisco WebEx client application.

Important information regarding audio services

Availability for sale: Cisco WebEx Audio is not available for sale to customers with billing addresses in the following countries: Algeria, Armenia, Bahrain, China, Georgia, Jordan, Kuwait, Kyrgyzstan, Lebanon, Oman, Russia, Tajikistan, Turkey, Turkmenistan, Uzbekistan, and Yemen. Customers based in these locations can purchase integrated audio from an authorized Cisco WebEx Cloud Connected Audio Service Provider (CCA-SP) or Telephony Service Provider (TSP) partner.

Integrated VoIP: Customers with billing addresses in the following countries will not be provisioned with Cisco WebEx VoIP capabilities: India, Algeria, Kuwait, Lebanon, and Yemen. We advise that VoIP should not be used by users from within these countries. However, Cisco WebEx is not aware of the location of each user, and hence Cisco WebEx does not (cannot) specifically prevent VoIP from working based on location.

Country coverage: Due to rapidly changing and unpredictable global telecommunications laws and regulations, availability of certain Cisco WebEx Audio services and related offerings may become restricted.

While Cisco WebEx routinely monitors applicable telecommunications law and regulations in an attempt to readily adapt to changing legal environments, Cisco WebEx reserves the right to modify its [Country Coverage Listing](#) for all affected Cisco WebEx Audio offerings, without notice, as necessary to meet all country legal requirements.

Currently, the Cisco WebEx Audio services for committed and uncommitted billing, fixed-monthly-rate audio, and shared meeting audio subscriptions that may be affected under these circumstances are:

- Bridge country/domestic toll call-in
- Bridge country/domestic toll-free call-in
- Bridge country/domestic callback/call-me
- Global toll-free call-in
- Global toll call-in
- Global callback/call-me
- Toll user, toll plus user, and toll plus international user fixed-monthly-rate offers
- Toll audio included in Flex offers and fixed-rate add-ons
- Toll user and toll plus user shared-audio offers
- Integrated VoIP

Bridge country is defined based on the customer's provisioned Cisco WebEx site locale, which is normally based on the customer's billing address and time zone. There are four Cisco WebEx Audio bridge countries: United States, United Kingdom, Singapore, and India. Cisco WebEx Audio services are provided and billed at the bridge country rates for each of these countries as follows:

- **United States:** For customers that are provisioned in the United States, bridge country services and rates apply to U.S. toll and toll-free dial-in and to the United States and Canada for callback.
- **United Kingdom:** For customers that are provisioned in the United Kingdom, bridge country services and rates apply to U.K. toll and toll-free dial-in and to the U.K. for callback.
- **Singapore:** For customers that are provisioned in Singapore, bridge country services and rates apply to Singapore toll and toll-free dial-in, to U.S. toll and toll-free dial-in, and to Singapore for callback.
- **India:** Bridge country services and rates apply to India toll and toll-free dial-in and to India for callback.

Please note that provisioning to the India bridge is restricted to customers located in India that are served by the Cisco India sales team and that Cisco WebEx Audio served from India has separate pricing from audio served from the U.S., U.K., and Singapore.

Refer to Tables 2 through 6 for the supported country coverage for each service.

Table 2. Country coverage for global toll call-in and global toll-free call-in (per minute)

This table applies to Cisco WebEx Audio global toll call-in service and global toll-free call-in service, available for committed and uncommitted billing models. Services marked with an asterisk (*) are available only to customers purchasing Cisco WebEx Audio on the Annuity billing platform, with availability beginning April 2016.

Table 2: Country coverage for global toll call-in and global toll-free call-in (per minute)		
Country	Toll	Toll-Free
Argentina	Yes*	Yes*
Australia	Yes	Yes
Austria	Yes	Yes
Bahrain	No	Yes*
Belarus	No	Yes*
Belgium	Yes	Yes
Brazil	Yes*	Yes
Bulgaria	No	Yes
Canada	Yes	Yes
Chile	Yes*	Yes*
China	No	Yes (toll-free and "400 service" premium toll)
Colombia	Yes*	Yes*
Costa Rica	No	Yes*
Croatia	Yes*	Yes
Czech Republic	Yes	Yes
Cyprus	No	Yes*
Denmark	Yes	Yes
Dominican Republic	Yes*	Yes*
Ecuador	No	Yes*
Egypt	No	Yes*
Estonia	Yes*	Yes
Finland	Yes	Yes
France	Yes	Yes
Germany	Yes	Yes
Greece	Yes	Yes
Hong Kong	Yes	Yes
Hungary	Yes	Yes
Iceland	No	Yes
India	Yes*	Yes
Indonesia	No	Yes
Ireland	Yes	Yes
Israel	Yes*	Yes
Italy	Yes	Yes

Table 2: Country coverage for global toll call-in and global toll-free call-in (per minute)		
Country	Toll	Toll-Free
Japan	Yes	Yes
Jordan	No	Yes*
Kenya	No	Yes*
Latvia	Yes*	Yes
Lithuania	Yes*	Yes
Luxembourg	Yes	Yes
Malaysia	Yes*	Yes
Mexico	Yes*	Yes
Netherlands	Yes	Yes
New Zealand	Yes	Yes
Norway	Yes	Yes
Pakistan	No	Yes* (premium toll)
Panama	Yes*	Yes*
Philippines	No	Yes*
Poland	Yes	Yes
Portugal	No	Yes
Puerto Rico	No	Yes*
Qatar	No	Yes*
Romania	No	Yes
Russia	Yes	Yes
Saudi Arabia	No	Yes*
Singapore	Yes	Yes
Slovakia	Yes*	Yes
Slovenia	Yes*	Yes*
South Africa	Yes	Yes
South Korea	Yes*	Yes
Spain	Yes	Yes
Sweden	Yes	Yes
Switzerland	Yes	Yes
Taiwan	No	Yes
Thailand	No	Yes
Turkey	No	Yes* (toll free and premium toll)
Ukraine	No	Yes*
United Arab Emirates	No	Yes*
United Kingdom	Yes	Yes
USA	Yes	Yes
Uruguay	No	Yes*
Venezuela	No	Yes*
Vietnam	No	Yes*

Table 3. Country coverage for global call-me/callback coverage (per minute)

This table applies to Cisco WebEx Audio global callback/call-me services, available for committed and uncommitted billing models. Services marked with an asterisk (*) are available only to customers purchasing Cisco WebEx Audio on the Annuity billing platform, with availability beginning April 2016.

Table 3: Country coverage for global call-me/callback coverage (per minute)				
Afghanistan	Croatia	Israel	Niger	Tunisia
Albania	Cyprus	Italy	Norfolk Island	Turkey
American Samoa	Czech Republic	Ivory Coast	Northern Mariana Islands	Turkmenistan
Andorra	Dem. Republic of the Congo	Jamaica	Norway	Turks and Caicos
Angola	Denmark	Japan	Oman	Uganda
Anguilla	Djibouti	Jordan	Pakistan	Ukraine
Antigua (including Barbuda)	Dominica	Kazakhstan	Palau	United Kingdom
Argentina	Dominican Republic	Kenya	Panama	United Arab Emirates*
Armenia	Ecuador	Korea, South	Papua New Guinea	United States of America
Aruba	Egypt outside Cairo	Kyrgyzstan	Paraguay	Uruguay
Australia	El Salvador	Laos	Peru	Uzbekistan
Austria	Equatorial Guinea	Latvia	Philippines	Vanuatu
Azerbaijan	Eritrea	Lesotho	Poland	Vatican City
Bahamas	Estonia	Liberia	Portugal	Venezuela
Bahrain	Ethiopia	Libya	Puerto Rico	Vietnam
Bangladesh	Faeroe Islands	Liechtenstein	Qatar	Western Samoa
Barbados	Fiji Islands	Lithuania	Romania	Zambia
Belarus	Finland	Luxembourg	Russia	Zimbabwe
Belgium	France	Macao	Rwanda	
Belize	French Depts. (Indian Ocean)	Macedonia	Saudi Arabia*	
Benin	French Guiana	Malawi	Serbia	
Bermuda	French Polynesia	Malaysia	St Kitts and Nevis	
Bhutan	Gabon Republic	Maldives	St Lucia	
Bolivia	Gambia	Mali	St Pierre and Miguelon	
Bosnia-Herzegovina	Georgia	Malta	St Vincent	
Botswana	Germany	Marshall Islands	San Marino	
Brazil	Ghana	Mauritania	Senegal Republic	
British Virgin Islands	Gibraltar	Mauritius	Seychelles Islands	
Brunei	Greece	Mayotte Island	Singapore	
Bulgaria	Grenada	Mexico	Slovakia	
Burkina Faso	Guadeloupe	Micronesia	Slovenia	
Burundi	Guatemala	Moldova	South Africa	
Cambodia	Guinea	Monaco	Spain	
Cameroon	Guinea-Bissau	Mongolia	Sri Lanka	
Canada	Guyana	Montserrat	Sudan	
Cape Verde Island	Haiti	Morocco	Suriname	
Cayman Islands	Honduras	Mozambique	Swaziland	
Central African Republic	Hong Kong	Myanmar	Sweden	

Chad Republic	Hungary	Namibia	Switzerland	
Chile	Iceland	Nepal	Syria	
China	India	Netherlands	Taiwan	
Colombia	Indonesia	Netherlands Antilles	Tajikistan	
Comoros	Iran	New Caledonia	Tanzania	
Congo	Iraq	New Zealand	Thailand	
Costa Rica	Ireland	Nicaragua	Trinidad and Tobago	

Table 4. Country coverage for Flex, toll user, and toll shared audio offers

This table is applicable to the Flex “included toll audio,” toll named user, toll employee count user, toll active user, and toll plus shared audio fixed-monthly-rate offers for Cisco WebEx Audio services. Services marked with an asterisk (*) are available only to customers purchasing Cisco WebEx Audio on the Annuity billing platform, with availability beginning April 2016.

Country	Toll Dial-In	Call-Me/Callback	Toll-Free Dial-In
Argentina	Yes*	No	No
Australia	Yes	No	No
Austria	Yes	No	No
Belgium	Yes	No	No
Brazil	Yes*	No	No
Canada	Yes	No	No
Chile	Yes*	No	No
Colombia	Yes*	No	No
Croatia	Yes*	No	No
Czech Republic	Yes	No	No
Denmark	Yes	No	No
Dominican Republic	Yes*	No	No
Estonia	Yes*	No	No
Finland	Yes	No	No
France	Yes	No	No
Germany	Yes	No	No
Greece	Yes*	No	No
Hong Kong	Yes	No	No
Hungary	Yes	No	No
India	Yes*	No	No
Ireland	Yes	No	No
Israel	Yes*	No	No
Italy	Yes	No	No
Japan	Yes	No	No
Latvia	Yes*	No	No
Lithuania	Yes*	No	No
Luxembourg	Yes	No	No
Malaysia	Yes*	No	No

Table 4: Country coverage for flex, toll user, and toll shared audio offers			
Country	Toll Dial-In	Call-Me/Callback	Toll-Free Dial-In
Mexico	Yes*	No	No
Netherlands	Yes	No	No
New Zealand	Yes	No	No
Norway	Yes	No	No
Panama	Yes*	No	No
Poland	Yes	No	No
Russia	Yes	No	No
Singapore	Yes	No	No
Slovakia	Yes*	No	No
Slovenia	Yes*	No	No
South Africa	Yes	No	No
South Korea	Yes*	No	No
Spain	Yes	No	No
Sweden	Yes	No	No
Switzerland	Yes	No	No
United Kingdom	Yes	No	No
USA (aka "US/Canada")	Yes	No	No

Table 5. Coverage for toll plus named user and toll plus shared audio offers

This table is applicable to the toll plus named user, toll plus employee count user, toll plus active user, and toll plus shared audio, fixed-monthly-rate offers for Cisco WebEx Audio services. Services marked with an asterisk (*) are available only to customers purchasing Cisco WebEx Audio on the Annuity billing platform, with availability beginning April 2016.

Services marked with a hash (#) denote that callback coverage is available only for the provisioned bridge country, which is ONE of the following: the United States and Canada, or the United Kingdom, or Singapore, or India. Bridge country is defined based on the customer's provisioned Cisco WebEx site locale, which is normally based on the customer's billing address and time zone; please note that provisioning to the India bridge is restricted to customers with headquarters in India.

Table 5: Country coverage for toll plus user and toll plus shared audio offers			
Country	Toll Dial-In	Call-Me/Callback	Toll-Free Dial-In
Argentina	Yes*	No	No
Australia	Yes	No	No
Austria	Yes	No	No
Belgium	Yes	No	No
Brazil	Yes*	No	No
Canada	Yes	Yes#	No
Chile	Yes*	No	No
Colombia	Yes*	No	No
Croatia	Yes*	No	No
Czech Republic	Yes	No	No
Denmark	Yes	No	No
Dominican Republic	Yes*	No	No

Table 5: Country coverage for toll plus user and toll plus shared audio offers			
Country	Toll Dial-In	Call-Me/Callback	Toll-Free Dial-In
Estonia	Yes*	No	No
Finland	Yes	No	No
France	Yes	No	No
Germany	Yes	No	No
Greece	Yes*	No	No
Hong Kong	Yes	No	No
Hungary	Yes	No	No
India	Yes*	Yes#	No
Ireland	Yes	No	No
Israel	Yes*	No	No
Italy	Yes	No	No
Japan	Yes	No	No
Latvia	Yes*	No	No
Lithuania	Yes*	No	No
Luxembourg	Yes	No	No
Malaysia	Yes*	No	No
Mexico	Yes*	No	No
Netherlands	Yes	No	No
New Zealand	Yes	No	No
Norway	Yes	No	No
Panama	Yes*	No	No
Poland	Yes	No	No
Russia	Yes	No	No
Singapore	Yes	Yes#	No
Slovakia	Yes*	No	No
Slovenia	Yes*	No	No
South Africa	Yes	No	No
South Korea	Yes*	No	No
Spain	Yes	No	No
Sweden	Yes	No	No
Switzerland	Yes	No	No
United Kingdom	Yes	Yes#	No
USA (aka "US/Canada")	Yes	Yes#	No

Table 6. Country coverage for toll plus international user offers

This table is applicable to the toll plus international named user, toll plus international employee count user, and toll plus international active user, fixed-monthly-rate Cisco WebEx Audio services. Services marked with an asterisk (*) are available only to customers purchasing Cisco WebEx Audio on the Annuity billing platform, with availability beginning April 2016.

Table 6: Country coverage for toll plus international user offers			
Albania	No	Yes	No
Argentina	Yes*	Yes	No
Australia	Yes	Yes	No
Austria	Yes	Yes	No
Bahamas	No	Yes	No
Bangladesh	No	Yes	No
Belgium	Yes	Yes	No
Bermuda	No	Yes	No
Brazil	Yes*	Yes	No
Canada	Yes	Yes	No
Chile	Yes*	Yes	No
China	No	Yes	No
Colombia	Yes*	Yes	No
Costa Rica	No	Yes	No
Croatia	Yes*	Yes	No
Cyprus	No	Yes	No
Czech Republic	Yes	Yes	No
Denmark	Yes	Yes	No
Dominican Republic	Yes*	No	No
Estonia	Yes*	Yes	No
Finland	Yes	Yes	No
France	Yes	Yes	No
Georgia	No	Yes	No
Germany	Yes	Yes	No
Greece	Yes*	Yes	No
Hong Kong	Yes	Yes	No
Hungary	Yes	Yes	No
Iceland	No	Yes	No
India	Yes*	Yes	No
Indonesia	No	Yes	No
Iraq	No	Yes	No
Ireland	Yes	Yes	No
Israel	Yes*	Yes	No
Italy	Yes	Yes	No
Japan	Yes	Yes	No
Jordan	No	Yes	No
Kazakhstan	No	Yes	No

Table 6: Country coverage for toll plus international user offers			
Latvia	Yes*	Yes	No
Lithuania	Yes*	Yes	No
Luxembourg	Yes	Yes	No
Malaysia	Yes*	Yes	No
Mexico	Yes*	Yes	No
Moldova	No	Yes	No
Netherlands	Yes	Yes	No
New Zealand	Yes	Yes	No
Norway	Yes	Yes	No
Pakistan	No	Yes	No
Panama	Yes*	Yes	No
Paraguay	No	Yes	No
Peru	No	Yes	No
Poland	Yes	Yes	No
Portugal	No	Yes	No
Puerto Rico	No	Yes	No
Romania	No	Yes	No
Russia	Yes	Yes	No
Singapore	Yes	Yes	No
Slovakia	Yes*	Yes	No
Slovenia	Yes*	Yes	No
South Africa	Yes	Yes	No
South Korea	Yes*	Yes	No
Spain	Yes	Yes	No
Sweden	Yes	Yes	No
Switzerland	Yes	Yes	No
Taiwan	No	Yes	No
Thailand	No	Yes	No
Turkey	No	Yes	No
United Kingdom	Yes	Yes	No
U.S. Virgin Islands	No	Yes	No
United States	Yes	Yes	No
Uzbekistan	No	Yes	No
Venezuela	No	Yes	No
Vietnam	No	Yes	No

Pricing inquiries

Please contact your Cisco reseller or Cisco account team representative for pricing.

For more information

For more information about Cisco WebEx product offerings, please visit <https://www.webex.com/>.

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