

Amazon Connect Pricing

Amazon Connect is a pay-as-you-go service. There are no required up-front payments, long-term commitments or minimum monthly fees. You pay by the minute for Amazon Connect usage plus any associated telephony services. Amazon Connect usage is determined by the minutes your end-customer is connected to the service. For telephony, you will select a direct inward dial (DID) phone number or toll-free phone number, and additional numbers can be added later. DID and toll-free phone numbers are charged on a per day basis, and there is a per minute charge for any calls based on the type of phone number for inbound calls, and the destination of outbound calls.

Amazon Connect offers DID and toll-free numbers in the US and more than 20 countries worldwide. To check for country specific pricing refer to the tables below. Taxes, surcharges and fees may also apply. For US customers, placing calls to countries outside of the US requires requesting a service limit increase.

AWS Free Usage Tier

As part of the AWS Free Tier, you can get started with Amazon Connect for free. After you deploy your initial Amazon Connect contact center, you receive 90 minutes per month of Amazon Connect service usage, a local direct inward dial (DID) number for the AWS region, 30 minutes per month of local (to the AWS region) inbound DID calls, 30 minutes per month of local (to the AWS region) outbound calls, and for US regions, a US toll-free number for use per month, and 30 minutes per month of US inbound toll-free calls.

Amazon Connect Service Pricing

Service usage	\$0.018 per minute
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