

# EMEA Customer Notification

---

If you are a Genesys Cloud Voice Customer in the EMEA region, this notification is to inform you of **upcoming changes in your International outbound calling rates**. The new rates will be available in the [Genesys Cloud Voice pricing](#) article in the Genesys Cloud Resource Center.

**If you accept these changes and would like to continue using the Genesys Cloud Voice Service, you do not need to take any action.** The changes in your International outbound calling rates will be reflected in your billing statement starting in May 2023. Your previous outbound calling rates applicable prior to this revision will be available to view in the Revision history sections of the [Outbound usage charges in US dollars](#), [Outbound usage charges in Canadian dollars](#), [Outbound usage charges in euros](#), and [Outbound usage charges in British pounds](#) articles.

**Any customers with prices locked in a committed discount or fixed rate cards are NOT impacted by this change** and existing contractual discounts will continue to apply.

It is recommended to regularly review your dial plan and streamline services in use.

If your agents do not make international calls, disable international outbound calling. Alternatively, only allow calling to specific international destinations that are required:

- Remove the international classification from your outbound call routes. For more information, see [Create an outbound route](#).
- If some international calling is required for specific destinations, update your number plan(s) to ensure that only valid destinations are available. For more information, see [Number plan information](#).

If, however, you do not wish to continue to use the Genesys Cloud Voice service following these price changes, you may provide us with notice in writing to terminate your agreement for the Genesys Cloud Voice service, without any penalty or compensation being due, until one (1) month after the entry into force of the modifications, and receive a refund of fees from us for any Genesys Cloud Voice services paid for but not received at the date of such termination.

We value your business and hope that you will continue to choose Genesys Cloud Voice as your service provider. If you have any questions or concerns regarding these changes, please do not hesitate to contact your account team or CSM.