

# Contact Center Voice Credits

## Rate Card



A quantity of Contact Center Voice Credits is included with certain Services as set forth on the applicable Order Form. Contact Center Voice Credits must be used before the Order End Date set forth in the Usage Details table on the Order Form and no rollover will be permitted. Customer consumes Contact Center Voice Credits at the applicable multiplier rate based on the Usage Type identified below.

Usage Type	Country	Phone Number Type	Multiplier
Telephony Minutes - Outbound	US	US States (excluding HI & AK)	0.5
Telephony Minutes - Outbound	US	Hawaii & Alaska	0.5
Telephony Minutes - Outbound	US	Toll Free	0.5
Telephony Minutes - Outbound	CAN	Local	1
Telephony Minutes - Outbound	CAN	Toll Free	1
Telephony Minutes - Inbound	US	US States (excluding HI & AK)	1
Telephony Minutes - Inbound	US	Hawaii & Alaska	1.5
Telephony Minutes - Inbound	US	Toll Free	1.5
Telephony Minutes - Inbound	CAN	Local	1.5
Telephony Minutes - Inbound	CAN	Toll Free	2

\* Usage Types and associated multipliers may be updated from time to time.

Use of any pilot features in conjunction with the Services may consume Contact Center Voice Credits to the extent expressly referenced in the applicable pilot terms agreed to by Customer for such pilot.

Additional information about usage types can be found at [Agentforce Service Billable Usage Types](#).

Updated as of June 16, 2026. Technical restrictions may apply.

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