# Global Relay App
## US Capability Guide

<table>
<thead>
<tr>
<th></th>
<th>BYOD</th>
<th>Corporate</th>
<th>Landline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Voice</td>
<td>✓</td>
<td>–</td>
<td>–</td>
</tr>
<tr>
<td>Text</td>
<td>✓</td>
<td>✓¹</td>
<td>✓</td>
</tr>
<tr>
<td>WhatsApp</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>IM</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Voice Rec.</td>
<td>✓</td>
<td>–</td>
<td>–</td>
</tr>
<tr>
<td>Search²</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>

### SUMMARY INFORMATION
- Country code +1
- Number porting with customer retaining ownership
- Porting of corporate number to BYOD number available
- Domestic voice & text (default)
- International voice & text
- Carrier (mobile) Data or Wifi enabled
- Messaging API
- Android, iOS, & Desktop

### ADMINISTRATION
- Assign / Reassign phone numbers to employees
- Company Disclaimers
- Client Opt- Out service (GDPR/privacy)
- MDM support

### CORPORATE PHONES
- ¹ Text (SMS) is captured via carrier partners

### ² SEARCH
- Mobile and desktop access to GR App data; all Connector data and corporate email
Global Relay App
UK Capability Guide

<table>
<thead>
<tr>
<th></th>
<th>BYOD</th>
<th>Corporate</th>
<th>Landline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Voice</td>
<td>✓</td>
<td>carrier</td>
<td>–</td>
</tr>
<tr>
<td>Text</td>
<td>✓</td>
<td>✓¹</td>
<td>–</td>
</tr>
<tr>
<td>WhatsApp</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>IM</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Voice Rec.</td>
<td>✓</td>
<td>–</td>
<td>–</td>
</tr>
<tr>
<td>Search²</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>

**SUMMARY INFORMATION**

Country code +44
Number porting with customer retaining ownership
Porting of corporate number to BYOD number available
Domestic voice & text (default)
International voice & text
Carrier (mobile) Data or Wifi enabled
Messaging API
Android, iOS, & Desktop

**ADMINISTRATION**

Assign / Reassign phone numbers to employees
Company Disclaimers
Client Opt- Out service (GDPR/privacy)
MDM support

**CORPORATE PHONES**

¹ Text (SMS) is captured via carrier partners

² SEARCH
Mobile and desktop access to GR App data; all Connector data and corporate email
## Global Relay App
### Puerto Rico Capability Guide

<table>
<thead>
<tr>
<th>Feature</th>
<th>BYOD</th>
<th>Corporate</th>
<th>Landline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Voice</td>
<td>✓</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Text</td>
<td>✓</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>WhatsApp</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>IM</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Voice Rec.</td>
<td>✓</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Search(^1)</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>

### SUMMARY INFORMATION

- Country code +1
- Number porting with customer retaining ownership
- Porting of corporate number to BYOD number available
- Domestic voice & text (default)
- International voice & text
- Carrier (mobile) Data or Wifi enabled
- Messaging API
- Android, iOS, & Desktop

### ADMINISTRATION

- Assign / Reassign phone numbers to employees
- Company Disclaimers
- Client Opt- Out service (GDPR/privacy)
- MDM support

### SEARCH

\(^1\) Mobile and desktop access to GR App data; all Connector data and corporate email
Global Relay App
Canada Capability Guide

<table>
<thead>
<tr>
<th>Feature</th>
<th>BYOD</th>
<th>Corporate</th>
<th>Landline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Voice</td>
<td>✓</td>
<td>carrier</td>
<td>–</td>
</tr>
<tr>
<td>Text</td>
<td>✓</td>
<td>✓¹</td>
<td>✓</td>
</tr>
<tr>
<td>WhatsApp</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>IM</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Voice Rec.</td>
<td>✓</td>
<td>–</td>
<td>–</td>
</tr>
<tr>
<td>Search²</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>

SUMMARY INFORMATION
Country code +1
Number porting with customer retaining ownership
Porting of corporate number to BYOD number available
Domestic voice & text (default)
International voice & text
Carrier (mobile) Data or Wifi enabled
Messaging API
Android, iOS, & Desktop

ADMINISTRATION
Assign / Reassign phone numbers to employees
Company Disclaimers
Client Opt- Out service (GDPR/privacy)
MDM support

CORPORATE PHONES
¹ Text (SMS) is captured via carrier partners

SEARCH
² Mobile and desktop access to GR App data; all Connector data and corporate email
**Global Relay App**  
**Australia Capability Guide**

<table>
<thead>
<tr>
<th></th>
<th>BYOD</th>
<th>Corporate</th>
<th>Landline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Voice</td>
<td>✔</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Text</td>
<td>✔</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>WhatsApp</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>IM</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Voice Rec.</td>
<td>✔</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Search¹</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
</tbody>
</table>

**SUMMARY INFORMATION**

- Country code +61
- Number porting with customer retaining ownership
- Porting of corporate number to BYOD number available
- Domestic voice & text (default)
- International voice & text
- Carrier (mobile) Data or Wifi enabled
- Messaging API
- Android, iOS, & Desktop

**ADMINISTRATION**

- Assign / Reassign phone numbers to employees
- Company Disclaimers
- Client Opt- Out service (GDPR/privacy)
- MDM support

**SEARCH**

¹ Mobile and desktop access to GR App data; all Connector data and corporate email
Global Relay App
Ireland Capability Guide

<table>
<thead>
<tr>
<th></th>
<th>BYOD</th>
<th>Corporate</th>
<th>Landline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Voice</td>
<td>✓</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Text</td>
<td>✓</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>WhatsApp</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>IM</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Voice Rec.</td>
<td>✓</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Search¹</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>

SUMMARY INFORMATION
Country code +353
Number porting with customer retaining ownership
Porting of corporate number to BYOD number available
Domestic voice & text (default)
International voice & text
Carrier (mobile) Data or Wifi enabled
Messaging API
Android, iOS, & Desktop

ADMINISTRATION
Assign / Reassign phone numbers to employees
Company Disclaimers
Client Opt- Out service (GDPR/privacy)
MDM support

SEARCH
¹ Mobile and desktop access to GR App data; all Connector data and corporate email
## Global Relay App
### France Capability Guide

<table>
<thead>
<tr>
<th></th>
<th>BYOD</th>
<th>Corporate</th>
<th>Landline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Voice</td>
<td>✔</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Text</td>
<td>✔</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>WhatsApp</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>IM</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Voice Rec.</td>
<td>✔</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Search¹</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
</tbody>
</table>

### SUMMARY INFORMATION
- Country code +33
- Number porting with customer retaining ownership
- Porting of corporate number to BYOD number available
- Domestic voice & text (default)
- International voice & text
- Carrier (mobile) Data or Wifi enabled
- Messaging API
- Android, iOS, & Desktop

### ADMINISTRATION
- Assign / Reassign phone numbers to employees
- Company Disclaimers
- Client Opt- Out service (GDPR/privacy)
- MDM support

### SEARCH
1 Mobile and desktop access to GR App data; all Connector data and corporate email
# Switzerland Capability Guide

<table>
<thead>
<tr>
<th></th>
<th>BYOD</th>
<th>Corporate</th>
<th>Landline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Voice</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Text</td>
<td>✔</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>WhatsApp</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>IM</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Voice Rec.</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Search(^1)</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
</tbody>
</table>

## SUMMARY INFORMATION

- Country code +41
- Number porting with customer retaining ownership
- Porting of corporate number to BYOD number available
- Domestic text (default)
- International text
- Carrier (mobile) Data or Wifi enabled
- Messaging API
- Android, iOS, & Desktop

## ADMINISTRATION

- Assign / Reassign phone numbers to employees
- Company Disclaimers
- Client Opt- Out service (GDPR/privacy)
- MDM support

## SEARCH

\(^1\) Mobile and desktop access to GR App data; all Connector data and corporate email
### SUMMARY INFORMATION

Country code +370

Number porting with customer retaining ownership

Porting of corporate number to BYOD number available

Domestic text (default)

International text

Carrier (mobile) Data or Wifi enabled

Messaging API

Android, iOS, & Desktop

### ADMINISTRATION

Assign / Reassign phone numbers to employees

Company Disclaimers

Client Opt-Out service (GDPR/privacy)

MDM support

### SEARCH

1 Mobile and desktop access to GR App data; all Connector data and corporate email
### Global Relay App

**Netherlands Capability Guide**

<table>
<thead>
<tr>
<th></th>
<th>BYOD</th>
<th>Corporate</th>
<th>Landline</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Voice</strong></td>
<td>✔</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Text</strong></td>
<td>✔</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>WhatsApp</strong></td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td><strong>IM</strong></td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td><strong>Voice Rec.</strong></td>
<td>✔</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Search</strong></td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
</tbody>
</table>

### SUMMARY INFORMATION

- Country code +31
- Number porting with customer retaining ownership
- Porting of corporate number to BYOD number available
- Domestic voice & text (default)
- International voice & text
- Carrier (mobile) Data or Wifi enabled
- Messaging API
- Android, iOS, & Desktop

### ADMINISTRATION

- Assign / Reassign phone numbers to employees
- Company Disclaimers
- Client Opt- Out service (GDPR/privacy)
- MDM support

### SEARCH

1. Mobile and desktop access to GR App data; all Connector data and corporate email
### Global Relay App
#### Germany Capability Guide

<table>
<thead>
<tr>
<th>Feature</th>
<th>BYOD</th>
<th>Corporate</th>
<th>Landline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Voice</td>
<td>✓</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Text</td>
<td>✓</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>WhatsApp</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>IM</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Voice Rec.</td>
<td>✓</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Search¹</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>

### SUMMARY INFORMATION
- Country code +49
- Number porting with customer retaining ownership
- Porting of corporate number to BYOD number available
- Domestic voice & text (default)
- International voice & text
- Carrier (mobile) Data or Wifi enabled
- Messaging API
- Android, iOS, & Desktop

### ADMINISTRATION
- Assign / Reassign phone numbers to employees
- Company Disclaimers
- Client Opt- Out service (GDPR/privacy)
- MDM support

### SEARCH
1️⃣ Mobile and desktop access to GR App data; all Connector data and corporate email
### SUMMARY INFORMATION

Country code +852
Number porting with customer retaining ownership
Porting of corporate number to BYOD number available
Domestic text (default)
International text
Carrier (mobile) Data or Wifi enabled
Messaging API
Android, iOS, & Desktop

### ADMINISTRATION

Assign / Reassign phone numbers to employees
Company Disclaimers
Client Opt- Out service (GDPR/privacy)
MDM support

### SEARCH

1 Mobile and desktop access to GR App data; all Connector data and corporate email
## Global Relay App
### Singapore Capability Guide

### SUMMARY INFORMATION
- Country code +65
- Number porting with customer retaining ownership
- Porting of corporate number to BYOD number available
- Domestic text (default)
- International text
- Carrier (mobile) Data or Wifi enabled
- Messaging API
- Android, iOS, & Desktop

### ADMINISTRATION
- Assign / Reassign phone numbers to employees
- Company Disclaimers
- Client Opt- Out service (GDPR/privacy)
- MDM support

### SEARCH
- Mobile and desktop access to GR App data; all Connector data and corporate email

<table>
<thead>
<tr>
<th></th>
<th>BYOD</th>
<th>Corporate</th>
<th>Landline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Voice</td>
<td>–</td>
<td>–</td>
<td>–</td>
</tr>
<tr>
<td>Text</td>
<td>✔</td>
<td>–</td>
<td>–</td>
</tr>
<tr>
<td>WhatsApp</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>IM</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Voice Rec.</td>
<td>–</td>
<td>–</td>
<td>–</td>
</tr>
<tr>
<td>Search¹</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
</tbody>
</table>

¹ Mobile and desktop access to GR App data; all Connector data and corporate email
<table>
<thead>
<tr>
<th></th>
<th>BYOD</th>
<th>Corporate</th>
<th>Landline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Voice</td>
<td>✓</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Text</td>
<td>✓</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>WhatsApp</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>IM</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Voice Rec.</td>
<td>✓</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Search¹</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>

**SUMMARY INFORMATION**

Country code +972
Number porting with customer retaining ownership
Porting of corporate number to BYOD number available
Domestic voice & text (default)
International voice & text
Carrier (mobile) Data or Wifi enabled
Messaging API
Android, iOS, & Desktop

**ADMINISTRATION**

Assign / Reassign phone numbers to employees
Company Disclaimers
Client Opt-Out service (GDPR/privacy)
MDM support

**SEARCH**

¹ Mobile and desktop access to GR App data; all Connector data and corporate email
Summary Information

Country code +27
Number porting with customer retaining ownership
Porting of corporate number to BYOD number available
Domestic voice & text (default)
International voice & text
Carrier (mobile) Data or Wifi enabled
Messaging API
Android, iOS, & Desktop

Administration

Assign / Reassign phone numbers to employees
Company Disclaimers
Client Opt- Out service (GDPR/privacy)
MDM support

Search

1 Mobile and desktop access to GR App data; all Connector data and corporate email