

FOR IMMEDIATE RELEASE

Toku Brings Carrier-Grade APAC Connectivity to Zoom Contact Center

Toku's local numbers and voice connectivity for Zoom Phone now extend to Zoom Contact Center across 14 Asia Pacific markets.



SINGAPORE, 13 October 2026 – Toku Ltd. (SGX: TKU) (“Toku” or the “Company”, and together with its subsidiaries, the “Group”), a Singapore-headquartered AI-powered customer experience (CX) platform, has extended its carrier-grade local numbering and public switched telephone network (PSTN) connectivity to Zoom Contact Center, giving enterprises a new choice of connectivity provider in Asia Pacific, selectable directly in the Zoom web portal. Toku has been a Zoom connectivity partner for Zoom Phone since 2021; the integration brings the same service to Zoom’s contact centre platform.

Contact centres place heavier demands on voice quality, local presence and regulatory compliance than internal telephony, and AI raises the bar again. Enterprises on Zoom Contact Centre can now deploy AI virtual agents that talk to their customers alongside human teams, and every one of those calls still needs a local number and in-country routing. Those pressures compound when operations span markets with different carrier and numbering rules.

That is why Toku was built from the network up. It owns the connectivity and the AI layer above it, and the volume of voice traffic it carried rose in the first half of 2026, as reported in July. Enterprises can deploy the full 360° CX Platform or take one element on its own, such as connectivity, alongside the software they already use.

“The most underrated line item in AI infrastructure is the carrier contract. A voice agent is only as fast as the network it answers over, and in Asia Pacific that is settled carrier by carrier, country by country. Toku exists to be the infrastructure that voice agents run on, and from today Zoom Contact Center customers can build on it without leaving the platform they have chosen,” said Thomas Laboulle, Founder and CEO of Toku.

To get started, customers select Toku as their provider in the Zoom Admin Center, while Toku contracts with the customer separately from the Zoom subscription for connectivity, numbering and usage. The service for Zoom Contact Center is available in 14 markets: Australia, Cambodia, China, Hong Kong, Indonesia, Japan, Laos, Malaysia, Myanmar, New Zealand, the Philippines, Singapore, Thailand and Vietnam.

Zoom Contact Center customers can find out more about Toku connectivity at toku.co/zoom.

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About Toku

Headquartered in Singapore, Toku Ltd. (SGX Catalist: TKU) is a cloud-native, AI-powered customer experience platform purpose-built for enterprises operating in complex, multi-market environments. With deep roots in the APAC region and an expanding global footprint, Toku's modular 360° CX Platform orchestrates customer interactions across voice, chat, email and digital channels while managing regulatory, linguistic and infrastructure complexity at scale.

Built on end-to-end ownership of its technology stack, from carrier-grade connectivity to AI applications, Toku delivers enterprise-grade security, reliability and deployment flexibility across commercial cloud, private data centres and hybrid environments. Its AI capabilities include transcription, summarisation, sentiment analysis, conversation analytics and governed virtual agents, designed to integrate seamlessly with enterprise systems and customer data.

Trusted by leading enterprises and public-sector organisations, Toku helps them streamline operations, scale customer engagement and deliver consistent experiences in fragmented markets worldwide.

For more information about Toku, visit toku.co

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Forward-Looking Statements

This press release contains forward-looking statements regarding Toku's expansion plans and business strategy. These statements are based on current expectations and assumptions and are subject to risks and uncertainties that could cause actual results to differ materially. Toku undertakes no obligation to update these statements to reflect subsequent events or circumstances.

Sponsor's Statement

Toku Ltd. (the "Company") was listed on Catalist of the Singapore Exchange Securities Trading Limited (the "Exchange") on 22 January 2026. The initial public offering of the Company was sponsored by PrimePartners Corporate Finance Pte. Ltd. (the "Sponsor"). This press release has been reviewed by the Sponsor. It has not been examined or approved by the Exchange and the Exchange assumes no responsibility for the contents of this press release, including the correctness of any of the statements or opinions made or reports contained in this press release. The contact person for the Sponsor is Ms. Ng Shi Qing, 16 Collyer Quay, #10-00 Collyer Quay Centre, Singapore 049318, sponsorship@ppcf.com.sg.

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