



Message Delivery Policy

Dell Modular Services

Voice Messages

Table 1.1 defines the number of voice minutes consumed when delivering phone calls to the specified termination points. It is important to note that the rate of voice minutes consumed varies not only by country but also by local destination or transport method (cell, landline, satellite). Dell will make best efforts to keep this document current, however due to the constant flux in the telecommunications marketplace as a result of the economic or political environments this rate sheet could change without notice.

Voice minutes are counted in 1 second intervals. The multipliers described in Table 1.1 are applied to the voice minutes as appropriate. For example a 60 second call to Algeria will count as 3 minutes. (60 seconds x 3 = 180 seconds).

An attempted delivery is considered billable if a connection is made, regardless of the outcome of the call. Examples of billable attempts include but are not limited to; hang-ups, voicemail, live person answer or a fax machine. Examples of non-billable attempts include but are not limited to; no answer, network busy, phone busy or bad address.

Hotline Usage

All inbound phone usage via the Hotline or Hotline Pro features of Crisis Management & Alerting will count as Voice Messages and will subtract from the shared pool of Voice minutes.

Fax Messages

Each attempted fax delivery regardless of success will be billed at a rate of one Fax Credit per page. Examples of failed but billable fax attempts include but are not limited to; live person answer, bad address, disconnect.

SMS Messages

Each individual SMS attempt to Domestic devices shall be billed at a rate of one SMS Credit per message. Each individual SMS attempt to International devices shall be billed at a rate of two SMS Credits per message. Dell or a third party may divide a single SMS message into multiple parts to adhere to character count limitations of the carrier or device. Each part of a multipart message will be counted as a single attempt.

Dell shall make best efforts to deliver SMS attempts to the end user 's service provider a timely manner. Dell will report any delivery status information available via the application and will update the results as changes are provided from the carriers. Dell cannot ensure or influence the delivery of the message from the carrier to the device.

Email Messages

Each email attempt will be counted as a single Email Credit regardless of size.

Table 1.1

Termination Point	Multiplier	Termination Point	Multiplier	Termination Point	Multiplier
Argentina - Cordoba	1	Bahrain	3	Argentina - Cordoba	1
Argentina (Cellular)	4	Bahrain (Cellular)	3	Argentina (Cellular)	4
Afghanistan	6	Bahrain (NGN)	12	Armenia	2
Afghanistan (Cellular)	8	Bangladesh	3	Armenia - Yerevan	2
Albania	3	Bangladesh - Chittagong	2	Armenia (Cellular)	6
Albania (Cellular)	4	Bangladesh - Dakka	2	Aruba	2
Algeria	3	Bangladesh - Sylhet	3	Aruba (Cellular)	4
Algeria - Algiers	3	Bangladesh (Cellular)	4	Ascension Island	7
Algeria (Cellular)	4	Barbados	3	Australia	1
American Samoa	2	Barbados (Cellular)	5	Australia - Melbourne	1
Andorra	1	Belarus	5	Australia - Sydney	1
Andorra (Cellular)	6	Belarus - Minsk	4	Australia (Cellular)	4
Angola	3	Belarus (Cellular)	5	Australia External Territories	3
Angola (Cellular)	5	Belgium	1	Australia Satellite	16
Anguilla	3	Belgium - Brussels	1	Austria	1
Anguilla (Cellular)	4	Belgium (Cellular)	7	Austria - Vienna	2
Antarctica	42	Belgium (NGN)	12	Austria (Cellular)	7
Antigua/Barbuda	3	Belize	3	Austria (NGN)	12
Antigua/Barbuda (Cellular)	4	Belize - Belize City	4	Azerbaijan	3
Argentina	1	Belize (Cellular)	6	Azerbaijan (Cellular)	4
Argentina - Buenos Aires	1	Benin	2	Bahamas	2



Bermuda	2	Denmark	1	Greenland	11
Bermuda (Cellular)	2	Denmark - Copenhagen	1	Grenada	3
Bhutan	4	Denmark (Cellular)	5	Grenada (Cellular)	5
Bolivia	2	Denmark (NGN)	12	Guadeloupe	2
Bolivia - Cochabamba	2	Diego Garcia	13	Guadeloupe (Cellular)	6
Bolivia - La Paz	2	Djibouti Republic	6	Guam	2
Bolivia - Santa Cruz	2	Djibouti Republic (Cellular)	7	Guatemala	3
Bolivia (Cellular)	3	Dominica	3	Guatemala (Cellular)	3
Bosnia	4	Dominica (Cellular)	5	Guinea	3
Bosnia-Herzegovina - Sarajevo	4	Dominican Republic	2	Guinea (Cellular)	4
Bosnia-Herzegovina (Cellular)	6	Dominican Republic (Cellular)	3	Guinea Bissau	18
Botswana	3	East Timor	38	Guyana	5
Botswana (Cellular)	5	Ecuador	3	Guyana (Cellular)	5
Brazil	2	Ecuador - Cuenca	3	Haiti	4
Brazil - Belo Horizonte	1	Ecuador - Guayaquil	3	Haiti - Port Au Prince	4
Brazil - Campinas	2	Ecuador - Quito	3	Haiti (Cellular)	5
Brazil - Rio De Janeiro	1	Ecuador (Cellular)	5	Haiti (NGN)	5
Brazil - Sao Paulo	1	Egypt	4	Honduras	6
Brazil (Cellular)	4	Egypt - Alexandria	4	Honduras (Cellular)	6
British Virgin Islands	3	Egypt - Cairo	3	Hong Kong	1
Brunei	2	Egypt (Cellular)	4	Hong Kong (Cellular)	1
Brunei (Cellular)	2	El Salvador	2	Hungary	1
Bulgaria	2	El Salvador (Cellular)	3	Hungary - Budapest	1
Bulgaria - Sofia	2	Equatorial Guinea Republic	4	Hungary (Cellular)	6
Bulgaria (Cellular)	6	Eritrea	5	Iceland	1
Burkina Faso	3	Estonia	2	Iceland - Reykjavik	1
Burundi	3	Estonia (Cellular)	6	Iceland (Cellular)	5
Cambodia	4	Ethiopia	5	India	3
Cambodia - Phnom Penh	5	Ethiopia - Addis Ababa	5	India - Ahmadabad	3
Cambodia (Cellular)	7	Ethiopia (Cellular)	6	India - Bangalore	3
Cameroon	4	Faeroe Islands	4	India - Baroda	3
Cameroon - Douala	4	Faulkland Islands	11	India - Bombay	3
Cameroon - Yaounde	4	Fiji Islands	5	India - Calcutta	3
Cameroon (Cellular)	5	Fiji Islands (Cellular)	5	India - Gujarat	3
Canada	1	Finland	1	India - Hyderabad	3
Cape Verde Islands	5	Finland - Helsinki	1	India - Madras	3
Cayman Islands	2	Finland (Cellular)	4	India - New Delhi	3
Cayman Islands (Cellular)	4	France	1	India - Pune	3
Central African Republic	5	France - Paris	1	India - Punjab	3
Chad Republic	6	France (Cellular)	5	India (Cellular)	3
Chile	1	France (NGN)	12	India (NGN)	12
Chile - Easter Island	1	French Antilles/Martinique	2	Indonesia	2
Chile - Santiago	1	French Antilles/Martinique (Cellular)	7	Indonesia - Jakarta	2
Chile (Cellular)	4	French Guiana	3	Indonesia - Surabaya	1
China	1	French Guiana (Cellular)	5	Indonesia (Cellular)	3
China - Beijing	1	French Polynesia	4	Inmarsat(AOR)	123
China - Fuzhou	1	Gabon Republic	3	Inmarsat(IOR)	123
China - Guangzhou	1	Gabon Republic (Cellular)	3	Inmarsat(POR)	123
China - Shanghai	1	Gambia	4	Inmarsat(SNAC)	123
China (Cellular)	1	Gambia (Cellular)	5	Inmarsat(WAT)	123
Colombia	2	Georgia	2	Iran	3
Colombia - Barranquilla	2	Georgia (Cellular)	4	Iran - Tehran	3
Colombia - Bogota	2	Germany	1	Iran (Cellular)	4
Colombia - Cali	2	Germany - Berlin	1	Iraq	3
Colombia - Medellin	2	Germany - Cologne	1	Iraq - Baghdad	2
Colombia - Pereira	2	Germany - Dusseldorf	1	Iraq (Cellular)	7
Colombia (Cellular)	2	Germany - Frankfurt	1	Ireland	1
Congo Republic	3	Germany - Hamburg	1	Ireland - Dublin	1
Cook Islands	11	Germany - Munich	1	Ireland (Cellular)	5
Costa Rica	2	Germany - Stuttgart	1	Ireland (NGN)	12
Costa Rica (Cellular)	2	Germany (Cellular)	5	Iridium-6	97
Croatia	2	Germany (NGN)	12	Israel	1
Croatia (Cellular)	5	Ghana	2	Israel - Jerusalem	1
Croatia (NGN)	12	Ghana - Accra	2	Israel - Paltel	4
Cuba	13	Ghana (Cellular)	3	Israel - Paltel (Cellular)	4
Cuba - Guantanamo Bay	16	Gibraltar	2	Israel - Tel Aviv	1
Cyprus	1	Gibraltar (Cellular)	6	Israel (Cellular)	4
Cyprus (Cellular)	2	Greece	1	Italy	1
Czech Republic	1	Greece - Athens	1	Italy - Milan	1
Czech Republic - Prague	1	Greece (Cellular)	4	Italy - Rome	1
Czech Republic (Cellular)	4			Italy - Vatican City	1



Italy (Cellular)	6	Mexico - Mexico City	1	Peru	2
Italy (NGN)	2	Mexico - Monterrey	1	Peru - Lima	1
Ivory Coast	4	Mexico (Cellular)	4	Peru (Cellular)	6
Ivory Coast - Abidjan	3	Micronesia	5	Philippines	3
Jamaica	4	Moldova	3	Philippines - Manila	3
Jamaica (Cellular)	5	Moldova - Transnistria	3	Philippines (Cellular)	5
Japan	1	Moldova (Cellular)	5	Poland	1
Japan - IP Phone	1	Monaco	1	Poland - Warsaw	1
Japan - Nagoya	1	Monaco (Cellular)	4	Poland (Cellular)	6
Japan - Okinawa	1	Monaco/Kosovo (Cellular)	5	Portugal	1
Japan - Osaka	1	Mongolia	2	Portugal - Azores	1
Japan - Tokyo	1	Montserrat	3	Portugal - Lisbon	1
Japan (Cellular)	4	Morocco	4	Portugal - Madiera	1
Japan Osaka (Military)	1	Morocco - Casablanca	4	Portugal - Oporto	1
Japan Tokyo (Military)	1	Morocco - Rabat	4	Portugal (Cellular)	5
Jordan	3	Morocco (Cellular)	6	Puerto Rico	1
Jordan - Amman	3	Mozambique	3	Qatar	5
Jordan (Cellular)	3	Mozambique - Maputo	3	Qatar (Cellular)	8
Kazakhstan	4	Mozambique (Cellular)	5	Reunion Island	7
Kenya	3	Myanmar - Ragoon	7	Romania	2
Kenya - Mombassa	4	Myanmar/Burma	6	Romania - Bucharest	2
Kenya - Nairobi	4	Namibia	3	Romania (Cellular)	6
Kenya (Cellular)	6	Namibia (Cellular)	5	Russia	2
Kiribati	10	Nauru	16	Russia - Kazakhstan	3
Kuwait	2	Nepal	7	Russia - Kazakhstan (Cellular)	5
Kuwait (Cellular)	4	Nepal - Kathmandu	6	Russia - Moscow	1
Kyrgyzstan	3	Netherlands	1	Russia - Overlay	2
Laos	2	Netherlands - Amsterdam	2	Russia - St. Petersburg	1
Laos (Cellular)	4	Netherlands (Cellular)	6	Russia (Cellular)	3
Latvia	3	Netherlands (NGN)	12	Rwanda	3
Latvia (Cellular)	5	Netherlands Antilles	3	San Marino	1
Lebanon	3	Netherlands Antilles - St Maarten	2	Sao Tome	12
Lebanon - Beirut	3	Netherlands Antilles (Cellular)	4	Satellite Network	97
Lebanon (Cellular)	4	New Caledonia	5	Satellite Network - Global	97
Lesotho	5	New Zealand	1	Networks	
Liberia	5	New Zealand - Auckland	1	Satellite Network - Thuraya	97
Liberia (Cellular)	5	New Zealand - Wellington	1	Saudi Arabia	4
Libya	5	New Zealand (Cellular)	6	Saudi Arabia - Dhahran	4
Libya (Cellular)	5	Nicaragua	3	Saudi Arabia - Jeddah	2
Liechtenstein	2	Nicaragua - Managua	3	Saudi Arabia - Riyadh	3
Liechtenstein (Cellular)	9	Nicaragua (Cellular)	5	Saudi Arabia (Cellular)	5
Lithuania	2	Niger Republic	4	Senegal	3
Lithuania (Cellular)	4	Niger Republic (Cellular)	5	Senegal - Dakar	3
Lithuania (NGN)	12	Nigeria	2	Senegal (Cellular)	4
Luxembourg	1	Nigeria - Lagos	2	Serbia	2
Luxembourg (Cellular)	5	Nigeria (Cellular)	4	Serbia - Montenegro	3
Macao	2	Niue Island	10	Serbia - Montenegro (Cellular)	5
Macao (Cellular)	2	Norfolk Island	21	Serbia (Cellular)	5
Macedonia	3	North Korea	8	Seychelles Island	3
Macedonia (Cellular)	6	Norway	1	Sierra Leone	6
Madagascar	4	Norway - Oslo	1	Sierra Leone - Freetown	5
Madagascar (Cellular)	5	Norway (Cellular)	5	Sierra Leone (Cellular)	7
Malawi	2	Oman	4	Singapore	1
Malaysia	1	Oman (Cellular)	5	Singapore (Cellular)	2
Malaysia - Johar Bahru	1	Pakistan	4	Slovakia	2
Malaysia - Kuala Lumpur	1	Pakistan - Islamabad	4	Slovakia (Cellular)	5
Malaysia (Cellular)	2	Pakistan - Karachi	4	Slovenia	2
Maldives Republic	4	Pakistan - Lahore	4	Slovenia (Cellular)	7
Mali Republic	4	Pakistan (Cellular)	5	Solomon Islands	21
Mali Republic - Bamako	3	Pakistan (NGN)	12	Somalia	9
Mali Republic (Cellular)	7	Palau Republic	7	Somalia - Mogadishu	8
Malta Republic	3	Palestine	4	South Africa	2
Malta Republic (Cellular)	8	Palestine - Israel (Cellular)	5	South Africa - Cape Town	2
Marianas Islands	2	Palestine (Cellular)	5	South Africa - Johannesburg	2
Marshall Islands	5	Panama	2	South Africa - Pretoria	2
Mauritania	5	Panama - Panama City	1	South Africa (Cellular)	5
Mauritius	5	Panama (Cellular)	4	South Korea	1
Mayotte Island	7	Papua New Guinea	13	South Korea (Cellular)	3
Mayotte Island - Comoros	6	Paraguay	2	South Korea Seoul	5
Mexico	2	Paraguay - Asuncion	2	Spain	1
Mexico - Guadalajara	1	Paraguay (Cellular)	5	Spain - Barcelona	1



Spain - Canary Islands	1	United Kingdom - LCFA	3
Spain - Madrid	1	United Kingdom - London	1
Spain (Cellular)	5	United Kingdom - NCFE	3
Spain (NGN)	12	United Kingdom (Cellular)	3
Sri Lanka	3	United Kingdom (NGN)	12
Sri Lanka - Colomo	3	Uruguay	2
Sri Lanka (Cellular)	3	Uruguay - Montevideo	2
ST. Helena	17	Uruguay (Cellular)	5
ST. Kitts & Nevis	4	US Virgin Islands	1
ST. Lucia	3	USA	1
ST. Lucia (Cellular)	5	USA - Alaska	1
ST. Pierre & Miquelon	4	USA - Hawaii	1
ST. Vincent-Grenadines	3	Uzbekistan	2
ST. Vincent-Grenadines (Cellular)	5	Vanuatu Republic	19
Sudan	3	Venezuela	1
Suriname	4	Venezuela - Caracas	1
Suriname (Cellular)	6	Venezuela (Cellular)	4
Swaziland	4	Vietnam	4
Sweden	1	Vietnam - Hanoi	4
Sweden - Stockholm	1	Vietnam - Ho Chi Minh	4
Sweden (Cellular)	6	Vietnam (Cellular)	6
Sweden (NGN)	12	Wake Island	22
Switzerland	1	Wallis/ Fatuna Island	19
Switzerland - Geneva	1	Western Samoa	8
Switzerland - Zurich	2	Yemen, Republic of	4
Switzerland - Zurich	2	Yemen, Republic of (Cellular)	7
Switzerland (Cellular)	7	Zaire	8
Switzerland (NGN)	12	Zaire (Cellular)	9
Syria	5	Zambia	2
Syria (Cellular)	8	Zambia - Lusaka	2
Taiwan	1	Zambia (Cellular)	4
Taiwan - Taipei	1	Zimbabwe	2
Taiwan (Cellular)	3	Zimbabwe - Harare	2
Tajikistan	3	Zimbabwe (Cellular)	4
Tanzania	4		
Tanzania - Dar Es Salaam	4		
Tanzania - Zanzibar	4		
Tanzania (Cellular)	6		
Thailand	2		
Thailand - Bangkok	1		
Thailand (Cellular)	2		
Togo Republic	3		
Togo Republic (Cellular)	6		
Tokelau	25		
Tonga Islands	5		
Trinidad & Tobago	2		
Trinidad & Tobago (Cellular)	4		
Tunisia	4		
Tunisia - Tunis	4		
Tunisia (Cellular)	7		
Turkey	3		
Turkey - Ankara	2		
Turkey - Cyprus North	3		
Turkey - Istanbul	2		
Turkey (Cellular)	4		
Turkmenistan	3		
Turks & Caicos Islands	3		
Tuvalu	9		
Uganda	3		
Uganda - Kampala	3		
Uganda (Cellular)	4		
Ukraine	2		
Ukraine - Kiev	2		
Ukraine - Odessa	2		
Ukraine (Cellular)	5		
United Arab Emirates	4		
United Arab Emirates - Dubai	4		
United Arab Emirates (Cellular)	5		
United Kingdom	1		
United Kingdom - Freephone	2		