



Partner Connect Messaging

A quantity of Partner Connect Messages is included with certain Salesforce Services, with the specific entitlement indicated on the Usage Details Table on the Order Form for such Services. Partner Connect Messages 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 Partner Connect Messages at the applicable multiplier rate based on the Usage Type identified below.

- TABLE BELOW EFFECTIVE AS OF May 1, 2026:

Usage Type*	Multiplier
SMS MT Standard	1
SMS MO Standard	1
MMS MT Messages	16

*Marketing Cloud does not support all markets as further explained [here](#). Supported and Unsupported markets are subject to change at any time. Customers will be charged for all outbound, mobile terminated (MT) and inbound, mobile originated (MO) Partner Connect messages, whether delivered or undelivered. This type of message can be sent only by using the Marketing Cloud Engagement Platform.

Usage types and associated multipliers may be updated from time to time.

Updated as of May 1, 2026. Technical restrictions may apply