



Salesforce Message Credits - SMS

Salesforce Message Credits - SMS (1,000) and Salesforce Message Credits - SMS for Marketing (1,000) must be purchased as an add-on to eligible Marketing Cloud Growth or Marketing Cloud Advanced, Marketing Cloud Engagement+, Digital Engagement subscriptions.

The multiplier applied to each SMS message is determined by country destination, Salesforce assigned originating Phone Number Type and if applicable, if Customers have been approved for Domestic sending, for each individual message sent according to the table below.

When SMS is sent through the Marketing Cloud Engagement Platform:

All SMS messages sent to countries or Salesforce assigned originating Phone Number Type not listed in the tables below will be charged at a multiplier of 80. Not all markets listed below are supported, as further explained [here](#). Some unsupported countries have multipliers due to cost, as listed in table below.

When SMS is sent through the Unified Messaging Platform:

SMS messages can only be sent to supported countries using stated supported assigned originating Phone Number Type.

Additionally:

- Customers will be charged for all outbound, mobile terminated (MT) SMS messages, whether delivered or undelivered
- Where supported, Customers will be charged for inbound, mobile originated (MO) SMS messages. All MO messages will be charged a multiplier of 5
- Multipliers noted as Domestic in the table below apply only to Customers who either: (1) applied for and were approved by carrier(s) as being eligible for domestic sending, thus will send SMS through domestic gateways using pre-registered from names or (2) acquired a domestic short code within a specific region and are sending SMS on the domestic short code ("Domestic Multipliers"). Domestic Multiplier rates and eligibility are determined by the carrier and are subject to change at any time at the discretion of the carrier
- Using Marketing Cloud Growth and Advanced features in a sandbox can impact the consumption of credits. The applicable multipliers for Marketing Cloud Growth and Advanced use in sandbox are the same as those for production. Sandbox usage will be displayed in the production org's Digital Wallet

Multipliers, countries, phone number and usage types are subject to change at any time.

TABLE BELOW EFFECTIVE AS OF February 1, 2026:

Supported Countries with Multipliers				
ISO	Country	Salesforce Assigned Originating Phone Number Type	MT (Outbound) Multiplier	Platform Restriction
AL	Albania	Alpha	88	
AR	Argentina	1-way Intl Long code	90	
AR - D	Argentina Domestic	Short code	51	
DZ	Algeria	Alpha	210	
AT	Austria	Alpha / Long Code	20	
AU	Australia	Alpha / Long Code	13.2	
BY	Belarus	Alpha	183	
BE	Belgium	Short Code / 1-way Intl Long code	80	
BE	Belgium	2-way Long Code	134	Digital Engagement Only
BA	Bosnia and Herzegovina	Alpha / 1-way Intl Long code	399	
BR	Brazil	Short Code / 1-way Intl Long code	13.91	
BR	Brazil	2-way Long code	101.86	Digital Engagement Only
BG	Bulgaria	Alpha	102	
BG-D	Bulgaria - Domestic	Alpha (Local Registered)	62.16	
BH	Bahrain	Alpha / 1-way Intl Long code	34	
CA	Canada	Short Code	9	
CA	Canada	Long Code	8.03	Digital Engagement
CA	Canada	Toll Free	8.03	Digital Engagement Only
CA	Canada	MMS	20	Marketing Cloud Engagement Platform Only
CA	Canada	MMS - Long Code	27.78	Digital Engagement Only
CA	Canada	MMS - Toll Free	31.49	Digital Engagement Only
CL - D	Chile Domestic	Short code	21.07	
CL	Chile	Long code / 1-way Intl Long code	13.52	
CN	China	Short Code	34	
CO	Colombia	Short code / 1-way Intl Long code	0.71	
CR	Costa Rica	1-way Intl Long code	40	
HR	Croatia	Alpha / 1-way Intl Long code	83	

ISO	Country	Salesforce Assigned Originating Phone Number Type	MT (Outbound) Multiplier	Platform Restriction
CY	Cyprus	Alpha / 1-way Intl Long code	68	
CZ	Czech Republic	Long code	49	
CZ - D	Czech Republic - Domestic	Alpha (Local Registered)	39.19	
DK	Denmark	Alpha / Long Code / 1-way Intl Long code	39.19	
DR	Dominican Republic	1-way Intl Long code	56	
EC	Ecuador	1-way Intl Long code	136	
EC - D	Ecuador Domestic	Short code	48	
EE	Estonia	Alpha / Long Code / 1-way Intl Long code	45	
EG	Egypt	Alpha	242	
EG - D	Egypt - Domestic	Alpha (Local Registered)	13.52	
FI	Finland	Alpha / Long Code / FI Short Code / 1-way Intl Long code	64	
FR	France	Alpha / Short Code	42	
FR	France	2-way Long Code	69.14	Digital Engagement Only
DE	Germany	Alpha / Long Code / 1-way Intl Long code	77.69	
GH	Ghana	Alpha - Pre-Reg	311	
GH - D	Ghana Domestic	Alpha (Local Registered)	17	
GR	Greece	Alpha / 1-way Intl Long code	41	
HN	Honduras	Alpha / 1-way Intl Long code	203	
HK	Hong Kong	Long code / 1-way Intl Long code	47	Marketing Cloud Engagement and Digital Engagement
HU	Hungary	Long code / 1-way Intl Long code	67	
IS	Iceland	Alpha / 1-way Intl Long code	45	
IN	India	1-way Intl Long code	67	
IN - D	India	Alpha (Local Registered)	2.37	
ID	Indonesia	Alpha	328	
ID - D	Indonesia Domestic	Alpha (Local Registered)	46	
IE	Ireland	Alpha / Long Code	48	

ISO	Country	Salesforce Assigned Originating Phone Number Type	MT (Outbound) Multiplier	Platform Restriction
IL	Israel	Long Code / 1-way Intl Long code	176	
IL - D	Israel Domestic	Alpha (Local Registered)	4	
IT	Italy	Alpha / Long Code	35	
JP	Japan	Alpha / Short Code	53	
JO	Jordan	Alpha	229.69	
JO - D	Jordan Domestic	Alpha (Local Registered)	27	
KE	Kenya	Alpha	203	
KE - D	Kenya Domestic	Alpha (Local Registered)	14	
KW	Kuwait	Alpha	136	
KW - D	Kuwait Domestic	Alpha (Local Registered)	49.32	
LV	Latvia	Alpha / 1-way Intl Long code	44	
LB	Lebanon	Alpha / 1-way Intl Long code	271	
LB - D	Lebanon Domestic	Alpha (Local Registered)	19	
LI	Liechtenstein	Alpha / 1-way Intl Long code	19	
LT	Lithuania	Alpha / Long Code / 1-way Intl Long code	35	
LU	Luxembourg	Alpha / 1-way Intl Long code	75	
MO	Macau	Alpha / 1-way Intl Long code	21	
MY	Malaysia	1-way Intl Long code	217	
MY	Malaysia	2-way Long Code	38.28	Digital Engagement Only
MY	Malaysia	Short Code	202.67	
MY - D	Malaysia Domestic	Alpha (Local Registered)	25	
MT	Malta	Alpha / 1-way Intl Long code	57	
MX - D	Mexico	Short Code	11.42	
MX	Mexico	Short Code - Carrier Marked INTL	67.6	
MX	Mexico	1-way Intl Long code	12.17	Marketing Cloud Engagement Platform Only
MX	Mexico	1-way Intl Long code	12.17	Unified Messaging Platform Only
MA	Morocco	Alpha	169	
MA - D	Morocco Domestic	Alpha (Local Registered)	44	
MZ	Mozambique	Alpha / 1-way Intl Long code	271	
NG	Nigeria	Alpha	237	

ISO	Country	Salesforce Assigned Originating Phone Number Type	MT (Outbound) Multiplier	Platform Restriction
NG - D	Nigeria Domestic	Alpha (Local Registered)	27	
NL	Netherlands	Alpha / Long Code / Short Code / 1-way Intl Long code	66	
NZ	New Zealand	Short Code / 1-way Intl Long code	50	
NO	Norway	Alpha / Long Code / Short Code	44	Unified Messaging Platform and Digital Engagement
NO	Norway	1-way Intl Long code	58.10	Unified Messaging Platform Only
NO	Norway	Alpha / Long Code / Short Code / 1-way Intl Long code	44	Marketing Cloud Engagement Platform Only
OM	Oman	Alpha	122	
OM - D	Oman Domestic	Alpha (Local Registered)	34	
PK	Pakistan	Alpha / 1-way Intl Long code	379	
PK - D	Pakistan Domestic	Alpha (Local Registered)	21	
PA	Panama	1-way Intl Long code	95	
PY	Paraguay	1-way Intl Long code	67.56	
PE	Peru	1-way Intl Long code	109	
PE - D	Peru Domestic	Short code	20.27	
PH	Philippines	Alpha / Long Code	168	
PH - D	Philippines Domestic	Alpha (Local Registered)	4.45	
PL	Poland	Alpha / Long Code	17	
PT	Portugal	Alpha / Long Code / 1-way Intl Long code	14.6	
QA	Qatar	Alpha	163	
QA - D	Qatar Domestic	Alpha (Local Registered)	20.27	
RO	Romania	Alpha	38	
RU	Russia	Alpha	415	
RS	Serbia	Alpha / 1-way Intl Long code	271	
RS - D	Serbia Domestic	Alpha Domestic	18	
SA	Saudi Arabia	Alpha	137	
SA - D	Saudi Arabia Domestic*	Alpha Domestic	22.3	

*Contracted directly from Infobip

ISO	Country	Salesforce Assigned Originating Phone Number Type	MT (Outbound) Multiplier	Platform Restriction
ES	Spain	Alpha / Long Code / Short Code / 1-way Intl Long code	31	
LK	Sri Lanka	Alpha	301	
SG	Singapore	Long Code / Short Code / Alpha	34.46	
KR	South Korea	1-way Intl Long code	12	
SE	Sweden	Alpha / Long Code / Short Code / 1-way Intl Long code	38	
SK	Slovakia	Alpha / Long Code / 1-way Intl Long code	40	
SI	Slovenia	Alpha / 1-way Intl Long code	163	
ZA	South Africa	Short code / 1-way Intl Long code	10	
CH	Switzerland	Alpha / Long Code / 1-way Intl Long code	28.51	
TR	Turkey	Alpha	5.71	
TT	Trinidad & Tobago	1-way Intl Long code	271	
TH	Thailand	Alpha / Long Code	6	
TW	Taiwan	Long Code / 1-way Intl Long code	25	
AE	United Arab Emirates	Alpha / Short Code	47.29	
AE - D	United Arab Emirates - Domestic	Alpha (Local Registered)	18.92	
UA	Ukraine	Alpha / 1-way Intl Long code	149	
GB	United Kingdom	Alpha / Long Code / Short Code	33.78	
US	United States	Short Code	4.96	
US	United States	10DLC	5.62	Unified Messaging Platform and Digital Engagement
US	United States	Toll Free	8.03	Unified Messaging Platform and Digital Engagement
US - D	United States - Domestic	FTEU Code	45	Marketing Cloud Engagement Platform Only
US	United States	MMS - Short Code	16	
US	United States	MMS Toll Free	31.49	Unified Messaging Platform and Digital Engagement
US	United States	MMS Long Code	31.49	Digital Engagement Only
UY	Uruguay	1-way Intl Long code	44	
VE	Venezuela	1-way Intl Long code	136	
VN	Vietnam	Alpha	169	
ZW	Zimbabwe	Alpha / 1-way Intl Long code	196	

Unsupported Countries with Multipliers

ISO	COUNTRY	MT MULTIPLIER		ISO	COUNTRY	MT MULTIPLIER
AF	Afghanistan	352		CD	Congo D.R.	203
AI	Anguilla	136		CI	Cote d'Ivoire	338
AW	Aruba	95		CM	Cameroon	163
AZ	Azerbaijan	338		DM	Dominica	183
BB	Barbados	169		ET	Ethiopia	284
BD	Bangladesh	311		FJ	Fiji	157
BF	Burkina Faso	136		GA	Gabon	190
BJ	Benin	176		GD	Grenada	136
BM	Bermuda	271		GE	Georgia	127
BN	Brunei	80		GM	Gambia	132
BO	Bolivia	176		GN	Guinea	244
BS	Bahamas	136		GT	Guatemala	80
BT	Bhutan	298		GY	Guyana	155
BZ	Belize	171		HT	Haiti	257
IQ	Iraq	257		RW	Rwanda	244
JM	Jamaica	271		SL	Sierra Leone	325
KG	Kyrgyzstan	244		SN	Senegal	183
KH	Cambodia	237		SR	Suriname	257
KN	St Kitts & Nevis	142		SD	Sudan	271
KY	Cayman Islands	190		SY	Syria	325
KZ	Kazakhstan	237		TC	Turks & Caicos Islands	144
LA	Laos	203		TD	Chad	271
LC	St Lucia	271		TG	Togo	365
LR	Liberia	163		TJ	Tajikistan	318
LY	Libya	305		TL	Timor Leste	149
MG	Madagascar	406		TM	Turkmenistan	237
ML	Mali	223		TN	Tunisia	244
MM	Myanmar	262		TO	Tonga	136
MN	Mongolia	167		TZ	Tanzania	352
MS	Montserrat	163		UG	Uganda	244
ME	Montenegro	122		UZ	Uzbekistan	379
MU	Mauritius	114		VC	St Vincent & the Grenadines	136
MW	Malawi	203		VG	Virgin Islands British	156
NE	Niger	298		WS	Samoa	172
NP	Nepal	298		YE	Yemen	176
PG	Papua New Guinea	167		YT	Mayotte	109
PS	Palestinian Territory	277		ZM	Zambia	244
PW	Palau	169				

Updated as of July 2025. Technical restrictions may apply. © 2025 Salesforce, Inc. Salesforce and any Salesforce product names referenced in this document are the trademarks of Salesforce, Inc. The Salesforce Cloud logo and other creative assets.