

## Usage Rates

Usage-based pricing varies by selected plan

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Product	Description	Lite	Standard	Dedicated
<b>Message Credits</b>	Base price per credit. Credits are used for various message types as detailed below.	<b>\$0.10/credit</b>	<b>\$0.08/credit</b>	<b>\$0.06/credit</b>
Outbound Text Messages	SMS messages per 160 character segment. USA & CA only.	<b>1 credit</b>	<b>1 credit</b>	<b>1 credit</b>
Inbound Text Messages	SMS replies and interactions. USA & CA only.	<b>1 credit</b>	<b>1 credit</b>	<b>1 credit</b>
MMS Messages	Text messages with images, videos or other attachments	<b>3 credits</b>	<b>3 credits</b>	<b>3 credits</b>
RCS Messages	Enhanced messaging with rich media, read receipts and interactive elements	<b>2 credits</b>	<b>2 credits</b>	<b>2 credits</b>
Voice Messages	Voice calls and messages per minute. USA & CA only.	<b>1 credit</b>	<b>1 credit</b>	<b>1 credit</b>
Chatbot Responses	AI-generated responses based on your agency's knowledge base	<b>1 credit</b>	<b>1 credit</b>	<b>1 credit</b>
WhatsApp Messaging	Global messaging via WhatsApp with rich media support	<b>2 credits</b>	<b>2 credits</b>	<b>2 credits</b>
Outbound Email	Email messages with attachments and rich formatting	<b>0.2 credits</b>	<b>0.2 credits</b>	<b>0.2 credits</b>
Inbound Email	Email replies and interactions	<b>Free</b>	<b>Free</b>	<b>Free</b>
Push Notifications	Push notifications to mobile devices	<b>0.1 credits</b>	<b>0.1 credits</b>	<b>0.1 credits</b>
International SMS	SMS messages to international destinations, per 160 character segment	<b>2-5 credits</b>	<b>2-5 credits</b>	<b>2-5 credits</b>
International Calls	Voice calls to international destinations, per minute	<b>3-10 credits</b>	<b>3-10 credits</b>	<b>3-10 credits</b>
Electronic Fax	Secure document transmission via fax, per page	<b>2 credits</b>	<b>2 credits</b>	<b>2 credits</b>
Reverse Lookups	Carrier name, number type, and number status lookup	<b>1 credit</b>	<b>1 credit</b>	<b>1 credit</b>