

### Message Charges

Messages charges apply per message part sent. A standard chargeable SMS single-part message (assuming only standard characters) contains 160 characters.

Longer messages or messages which use extended or international characters will reduce the number of characters per chargeable message part and may generate a multi-part message - please see:

[criticogroup.com/support/sms-message-formatting-charging/](http://criticogroup.com/support/sms-message-formatting-charging/)

Pre-pay SMS Block message credits are valid for 12 months from date of purchase, whereupon unused credits shall expire.

#### Messages types will be charged as per the following:

Message Type	Rate
Outbound SMS	1 x message
International SMS	2 x message*
Inbound SMS	1 x message
Critico pager or Responder app	Free*
Email	Free*

\*Fair use policy applies per [criticogroup.com/fair-use/](http://criticogroup.com/fair-use/)  
Free messages in excess of fair use limits will be charged as 1x message. If the total of International SMS sent is greater than 10% of total SMS sent for the period, international rate card charges apply. See our [International Rate Card here](#).

### Pager Equipment Charges

Description	Cost (per pager)
Pager reprogramming	£20.00
Cosmetic repair*	£40.00
Missing battery cover	£10.00
Missing belt clip	£10.00

### Lost/Replacement Pager Charges

Description	Cost (per pager)
Tone/Numeric pager	£80.00
Standard message pager	£120.00
Premium (8-line) pager	£150.00
Intrinsically Safe pager	£250.00
Responder 2-way pager	£350.00
sQuad message pager	£195.00
Chargers (Responder, Trio, IS)	£50.00
Trio lone worker pager	£635.00
Hurricane Duo speech pager	£275.00

### Auditing & Reports

Description	Cost
Pager usage report	£25.00
Pager inventory report	£20.00
Message to pager	£1.00*
Pager audit	£5.00
Message retrieval report	£20.00
Call data report	£20.00

\*(per pager, subject to minimum £50.00 charge)

### Account & Invoicing Charges

Description	Cost (per pager)
Paper invoices	£2.50
Copy invoice	£10.00
Updating of account details	£20.00

### Post and packing (per consignment)

	Quantity	Cost (minimum)
<b>Tone, Numeric &amp; Message Pagers (1st Class Royal Mail)</b>		
	1-4 pagers	£4.50
	4-9 pagers	£13.50
<b>Responder, Trio &amp; I.S. Pagers (Special Delivery before 1pm)</b>		
	1 pager	£8.00
	2-4 pagers	£15.00
<b>Courier Delivery</b>		
	Up to 24 pagers	£19.00
	25-49 pagers	£29.00
	50-99 pagers	£39.00
	100+ pagers	POA

Saturday deliveries and deliveries outside the UK mainland including Ireland will incur additional charges. Charges will automatically be applied to your account at point of order; charges are calculated on a per consignment basis.

Critico reserves the right to vary its Post and Packing Charges tariff list, in order to maintain its service support levels and cover any increased costs in the dispatch of equipment.