WELL
AP

CANDIDATE HANDBOOK
WELL AP™

Updated August 2018

REGISTERING FOR YOUR EXAM

Registration

1.   Log in to your WELL Online using your existing site user account or create a new account if you do not have one.

2.   Verify that the name you enter in matches the name on the ID you will present at the test center. If it does not match, please update your name in your site user account "settings." This may be of special concern to candidates who use more than one name (e.g., individuals who use a nickname or those who use different names in different regions). Please update your name with GBCI® at least 5 days prior to your exam. Contact GBCI if you experience issues updating your name.*

3.   Register for the WELL AP™ exam and follow the instructions on the screen to complete the application.

4.   You will be redirected to prometric.com/gbci to schedule your exam date and location.

5.   When the exam appointment is scheduled, you will receive a confirmation number onscreen and from Prometric through an email.

6.   Record your confirmation number. You will need this confirmation number to confirm, cancel or reschedule your appointment through the Prometric website, prometric.com/gbci.

7.   Once you have scheduled an exam, please print your confirmation notice from Prometric. Keep your confirmation notice for any communication with Prometric about your exam.

Once you register and pay for your exam, you have one year to schedule your exam session. Upon taking your exam, if your attempt was unsuccessful you may register again in the same way as initial registration. After three unsuccessful attempts, however, you must wait 90 days before submitting a new registration to GBCI. Candidates must pay the registration fee for each exam attempt.

Learn about IWBI's exam refund/rescheduling policy.

To schedule five or more candidates at one time, contact customer service.

*If your native language utilizes non-Roman characters, be sure to enter your name in Roman characters when you register for the exam. Make sure to bring identification, such as a passport that includes your name in Roman characters, to the test center.

Eligibility Requirements

GBCI recommends that candidates taking the WELL AP have exposure to concepts around health and wellness in the built environment through educational courses, volunteering or work experience prior to testing.

Candidates must be 18 years old.

All candidates must also agree to the Disciplinary and Exam Appeals Policy and credentialing maintenance requirements, and, if audited, must be willing to provide requested information period.

Audits

GBCI reserves the right to conduct an audit at any time (including prior to application submission and after credential has been granted) of all current and past exam applications. Any information contained in your WELL Online account may be audited and a request for further documentation of any information or claims submitted by the WELL AP may be made at any time. GBCI further reserves the right to take disciplinary or legal action—including but not limited to revocation of credential(s)—in the event that any conduct discovered during such an audit violates the Disciplinary and Exam Appeals Policy, GBCI policy and/or law.

Testing Accommodations

If you have a documented disability that would prevent you from taking the WELL AP exam under normal testing conditions, you may request accommodations. GBCI complies with the provisions of the Americans with Disabilities Act (ADA). Under the ADA, entities that administer standardized examinations must offer the examinations in a place and manner that is accessible to candidates with disabilities. This may require reasonable modifications to the manner in which the exam is administered. Prometric, GBCI's exam delivery company, will provide candidates reasonable auxiliary aids and services, except where it may fundamentally alter the validity of the exam results. Available accommodations include, but are not limited to, a reader, a scribe and extended testing time.

Requests should be made to GBCI at least 30 days in advance of the desired test date. You must submit the Candidate Form for Testing Accommodations. A licensed medical professional must submit the Provider Form for Testing Accommodations with your authorizing signature and their evaluation attached.

GBCI will review this documentation, and, if approved, will alert Prometric of the necessary accommodations. If proper documentation is submitted, please allow up to two weeks to receive a reply from GBCI. Once you have requested testing accommodations, you will not be able to schedule an appointment with Prometric until your request is approved. You will be contacted by email regarding the approval status of your testing accommodations request.

Exam Fees

See wellcertified.com for pricing. Your paid exam fee is good for only one exam attempt.

THE EXAM

Exam Development

A WELL Accredited Professional (AP) is an individual who possesses the knowledge and skills necessary to support the WELL certification process. The development of a valid exam begins with a clear and concise definition of the knowledge, skills and abilities needed in order to successfully serve as a WELL AP. The WELL AP exam is developed by a global network of subject matter experts and meets the specifications of a job analysis. The exam specifications are subject to rigorous validation by these experts, which ensures that the exam is valid, measuring what it is intended to measure. Once the exam is launched, the exam questions are regularly monitored to ensure continued reliability.

The exam assesses candidates' abilities at three cognitive levels: Recall, Application and Analysis.

- **Recall Questions:** These questions assess a candidate's ability to recall factual material that is presented in a similar context to the exam references.
- **Application Questions:** These questions provide the candidate with a novel problem or scenario that the candidate can solve using familiar principles or procedures described in the exam references.
- **Analysis Questions:** These questions assess a candidate's ability to break the problem down into its components to create a solution. The candidate must not only recognize the different elements of the problem, but must also evaluate the relationship or interactions of these elements.

Exam Format

The WELL AP exam contains 100 randomly delivered multiple choice questions and must be completed in 2 hours.

The exam has both scored and unscored questions. All questions are delivered randomly throughout the exam and candidates are not informed of a question's status, so candidates should respond to all the questions on the exam. Unscored questions are used to gather performance data to inform whether the item should be scored on future exams.

The exam is computer-based. Exam question and answer options are displayed on screen. The computer records your responses and times your exam. You are able to change your answers, skip questions and flag questions for later review.

During the exam, candidates may submit comments on any question(s) they believe to contain technical errors in content by using the comment button located in the navigation bar. In order to challenge an exam question, the candidate must have commented on the question and provided an explanation of their concerns. After the exam, inform GBCI that you have left comments on your exam; in your correspondence, be sure to note the email address used to sign up for the exam, as well as the date on which you took it. You must notify GBCI within 10 days of your exam date that you have left comments within your exam.

Be prepared to commit 2 hours 20 minutes for the exam. Total exam time is broken out as follows:

- An optional 10 minute tutorial, the 2 hour exam and an optional 10 minute exit survey.
- Be aware that if a candidate exits the exam session before completing the exam, the exam cannot be restarted and the exam session and fee are forfeited.

Exam Language

The primary language for the exam is English. In the case of any discrepancies between the original English content and the translated content or challenges made to the exams, the English content will be used as the basis of consideration. Translation is offered solely as an aid to non-native English speakers and is currently provided in Chinese, French, Japanese and Spanish. The use of translators or foreign-language dictionaries during the examination will not be permitted. Additional time to complete the exam will not be provided. The translated exam will be presented with the English text on top and the translated text below.

Please note the exam tutorial, non-disclosure agreement, and end of exam survey are in English.

Exam Maintenance

Each year, during the annual exam maintenance process, GBCI engages subject matter experts (SMEs) to review exam questions that align with the exam specifications. All exam questions are evaluated based on performance; poorly performing questions are also removed and replaced with alternate questions from the question bank. As part of this process, SMEs are asked to review addenda items published through Q1 of the same year the updated exam is released (in this case, it would be the 2018 Q1 Addenda) to ensure that exam questions are not affected. Any questions that are affected as a result of addenda are removed.

If, in any given year, there are insufficient questions in the existing question bank to replace withdrawn items, new questions will be written by subject matter experts using the most current references available at the time the exam maintenance process begins.

Please check the References section of this handbook for the most current list of exam references.

PRE-EXAM CHECKLIST

Are You Ready?

One Month Before Your Exam
Ensure that your given name (first name) and surname (last name) in your WELL Online account matches the given name and surname on the identification you will present at the test center. (See next page.) **If the names do not match, you will not be allowed to test and you will forfeit the exam fee.**

One Week Before Your Exam
Confirm that the date, time and location of your exam is correct. If it is not, please visit your WELL Online account for information about rescheduling or missing your exam.

Exam Security

To ensure the integrity of the WELL AP exam, you will be required to review and accept a nondisclosure agreement that prohibits any disclosure of exam content:

- Exam questions and answers are the exclusive property of GBCI.

- The exam, questions and answers are protected by copyright law. The exam may not be copied or reproduced in part or in whole, by any means whatsoever, including memorization.

- Future discussion or disclosure of the content of the exam, orally or in writing, or by any other means, is prohibited.

- Theft or attempted theft of exam questions is punishable to the fullest extent of the law.

- Failure to comply with the agreement will prevent you from testing.

What to Expect at the Test Center

It is recommended that you arrive at the test center at least 30 minutes prior to your scheduled exam appointment. Candidates who arrive at the test site after their scheduled exam time will lose their seat.

You will be escorted to a workstation by test center staff. You must remain in your seat during the exam except when authorized to leave by test center staff. Raise your hand to notify test center staff if:

- You experience problems with your computer

- An error message appears on the computer screen (do not clear the message)

- You need to take a break (testing time will NOT be suspended)

- You need the test center staff for any other reason

Identification Requirements

Candidates must provide a valid, unexpired ID with a signature, a photograph that looks like the candidate and an expiration date. Acceptable examples include:

- Current government-issued photo ID with signature

- Current credit card photo ID with signature

- Current photo ID without signature plus 1 credit card with signature—first and last names must match on both

Examples of acceptable forms of unexpired photo ID include, but are not limited to:

- Driver's license

- Passport

- Military ID

- Green card, permanent residence card, or H-1B visa*

*If the ID has a picture but no signature, it must be provided with a form of signature ID (e.g., a credit card) in the same name.

See Prometric's website for more information.

Unacceptable forms of ID include, but are not limited to, an expired ID, an ID without an expiration date and a Social Security Card.

Test Center Regulations

You must abide by Prometric's security rules while at the test center. See Prometric's FAQs for more information.

Grounds for Dismissal from the Test Center

Any candidate who engages in misconduct or does not comply with the test proctor's warning to discontinue inappropriate behavior may be dismissed from the test site, have exam results invalidated or be subject to other sanctions. Fraud, deceit, dishonesty or other irregular behavior in connection with taking the exam is strictly prohibited.

GBCI will make a ruling based on the consideration of both the candidate's report and Prometric's report of the incident. To appeal GBCI's ruling, send an email of your formal appeal to GBCI. At this stage, the Credentialing Steering Committee will review and make a final ruling on the case.

AFTER YOUR EXAM

Exam Results

The WELL AP exam is scored between 125 and 200. **A score of 170 or higher is required to pass.** A score report will be emailed to you following your exam session.

Within 72 hours of your appointment, your exam results will be processed and your Credentials account will be updated.

Passing the Exam

Designating Your Credential
As soon as you have passed the WELL AP exam, you can use the title "WELL AP™" and/or the logo. Please review the WELL AP section of the IWBI Trademark Policy for additional guidance.

Certificates
Once your exam results have been processed, you can download your certificate through your WELL Online account.

Credential Maintenance Program
For information on credential maintenance, see the CMP Guide.

Exam Content Appeals

Because of the need for exam security, GBCI will not release exam questions or answers to candidates. GBCI does not respond to complaints or challenges received more than 10 days after the exam date and does not respond to complaints sent to organizations other than GBCI. GBCI will review the questions and you will be notified of the findings.

GBCI does not modify exam scores under any conditions. In the event of a successful exam content appeal, you will be given the opportunity to retest; your score will not be changed. The only way to become a WELL AP is to earn a 170 on the required exam.

Candidate Confidentiality

GBCI recognizes your rights to control personal information. GBCI policy is designed to safeguard this information from unauthorized disclosure. You can change your preference to be contacted by updating your personal preferences in WELL Online.

To protect your rights to control score distribution, exam scores are released only to you, the exam taker, and authorized GBCI staff. GBCI does not release exam scores except for use in research studies that preserve your anonymity. Candidates' scores will always remain confidential unless released with written consent of a candidate. Official statistics regarding the WELL professional exams, including all question performance data, individual data and demographic data, will be considered confidential; however, GBCI may publish aggregate, non-identifying information based on such data.

EXAM SPECIFICATIONS

Specifications

The following outline provides a general description of exam content areas for the WELL AP exam.

Knowledge domains reflect the WELL Building Standard's Concepts and certification process.

▶ **Knowledge Domains**

1. Air (13 questions)

A. Human Health

   i. Impacts of air quality on human health and wellness

   ii. Sources, vectors and routes of human exposure to airborne contaminants throughout the lifecycle of the buildings and products

   iii. Risk levels associated with airborne contaminants

   iv. Risk and protective factors around acute and chronic conditions related to airborne contaminants

B. Strategies

   i. Strategies to prevent issues and improve indoor air quality at the design, construction and operations stages

   ii. Strategies for evaluating outside air quality (regional differences)

   iii. Strategies for evaluating and maintaining indoor air quality over time (regional differences)

   iv. How to apply the principles of risk assessment to minimize human exposure to airborne contaminants

   v. Material lifecycle, material specifications and material ingredient labeling conventions, including how to read a specifications sheet

C. Operations

   i. Difference between source control and pollution elimination methods

   ii. How to manage key classes of pollutants and how they arise from building features (e.g., microbiologicals, gases, particulates)

   iii. Causes and effects of building envelope leaks, floods and condensation issues

   iv. Improvement and maintenance of IAQ techniques and technology

2. Water (8 questions)

A. Human Health

   i.   Global burden of disease related to water quality and accessibility

   ii. Risk factors associated with health outcomes caused by source water contaminants

B. Treatment and Management

   i.   How to differentiate between source water, delivery water and consideration of use onsite (e.g., drinking water, utility water)

   ii. Risk factors in the distribution network

   iii. How to assess routes of exposure (e.g., infection, chemical exposure)

   iv. Methods of drinkable water access

   v. Water quality mitigation options

   vi. Hazards and risks related to water (e.g., mold, legionella)

   vii. How to identify which fixtures are subject to which Feature(s)

3. Nourishment (8 questions)

A. Human Health

   i.   Global burden of disease related to nourishment (e.g., obesity, cardiovascular disease, diabetes)

   ii. Body mass index, nutritional information, serving sizes

   iii. Health implications of consuming processed foods, certain fats, artificial ingredients, sugar and sugar-sweetened beverages

B. Strategies

   i.   Strategies for food production (e.g., gardening)

   ii. Strategies for encouraging healthy eating behaviors (e.g., culture, education, break room spaces, dinnerware sizes, transparency about food ingredients)

   iii. Strategies for applying Features based on the project situation (e.g., cafeteria vs. no cafeteria, kitchen facilities, creating lease language in food court/concessions, individual restaurants, creating mindful eating spaces)

   iv. Strategies for promoting healthy foods (e.g., circulation, ease of access, location)

C. Design, Operations and Management

   i.   Food safety basics (e.g., sources of food contamination, preparation, responsible handling, storage)

    ii. Implementation and operational requirements associated with control points (e.g., cold storage)

    iii. Managing alternate paths (e.g., community supported agriculture, non-cafeteria vendors)

4. Light (11 questions)

  A. Human Health

    i. Link between melanopic lux and circadian functioning

    ii. Difference between light for circadian functioning, psychological well-being and vision

    iii. Daylight as an energy effective way of delivering circadian and other well-being benefits

    iv. Positive and negative impacts of light exposure

    v. Mechanisms associated with disruption to the circadian system

  B. Metrics and Technical

    i. How to use virtual models or other methodologies to evaluate lighting quality (e.g., contrast models, individual controls, adjustments strategies, glare control)

    ii. How to identify features of lighting quality (e.g., illumination, luminance balance, glare control, color quality, flicker, light adaptation, non-visual intensity)

  C. Strategies

    i. Validation methods for different daylighting features, including testing and performance

    ii. Lighting tools (including traditional light meters vs. other measuring tools) and design software

    iii. Design and validation strategies related to daylight and electric light

5. Fitness (8 questions)

  A. Human Health

    i. Global burden of disease caused by lack of physical activity

    ii. Benefits of fitness, physical activity and active lifestyle

    iii. Deleterious effects of sedentariness and lack of physical activity in daily routine

  B. Strategies

    i. Strategies for engaging behavioral change with design features (e.g., adjustable desk, adjustable chair, office circulation/movement)

    ii.   Strategies for improving fitness through Feature optimization in each typography — tenant improvements, whole building, core and shell

    iii. Strategies for encouraging occupants to be active in and out of the workplace

6. Comfort (10 questions)

A. Acoustic

    i.   Relationships between physical/environmental stress (including interruptions) and impact on acoustic comfort

    ii.   Metrics relevant for acoustic comfort (e.g., NRC, NC, STC, reverberation time)

    iii. Design strategies appropriate to diverse spaces and activities to maximize acoustic comfort and minimize noise complaints

B. Thermal

    i.   Positive and negative impacts of the built environment on thermal comfort

    ii.   Measurement of thermal parameters, thermal comfort and interpretation of psychrometric chart

    iii. Strategies to enhance thermal comfort (e.g., occupant control at workspace, behavioral/move where occupant desires, apply adaptive thermal comfort model)

C. Ergonomics

    i.   Differences among interventions to improve occupant comfort

    ii.   Global burden of disease of musculoskeletal diseases related to poor ergonomics (e.g., seating, desk, standing)

7. Mind (9 questions)

A. Human Health

    i.   Global burden of disease related to mental health (e.g., stress, depression, anxiety, decreased productivity)

    ii.   Importance of psychological and social well-being to human health

B. Stress Reduction

    i.   Stress reduction strategies (e.g., self-monitoring, family support, sleep policy, job support) to increase peace of mind

    ii.   How to develop policies aimed at promoting well-being (e.g., health benefits programs, family care policies)

    iii. Sources and management of environmental stress and psychosocial stress (e.g., empowering with knowledge/education, awareness, materials and organizational transparency)

C. Transparency

    i. Evaluating organization's transparency (social equity practices) to comply with ILFI's JUST program and/or GRI's Sustainability Reporting Framework

    ii. Selecting appropriate interior finishes, systems furniture and seating, including leveraging 3rd party disclosure (e.g., Declare Label, HPD) and making this information readily available to employees

D. Beauty and Biophilia

    i. The Beauty and Spirit Imperative of the Living Building Challenge (human delight, celebration of culture, celebration of spirit, celebration of place and meaningful integration of public art)

    ii. Concepts of biophilia and developing a biophilia plan to incorporate nature through environmental elements, lighting and space layout, incorporating nature's patterns throughout the design and opportunities for human-nature interactions within the building and external spaces

    iii. Writing narratives that describe how a particular plan incorporates beauty

E. Adaptable Spaces: Design and Policy

    i. Design principles to reduce distracting stimuli and encourage privacy (e.g., designated zones, spacing, lighting, noise criteria)

    ii. How to integrate space and furniture options to provide workplace rest support

    iii. How to evaluate and/or recommend a healthy sleep policy that limits business obligations during reasonable sleep hours and subsidizes devices/software to monitor sleep-related behaviors

8. WELL Certification (10 questions)

A. Planning and Preparation

    i. Structure of WELL Building Standard (e.g., Concepts, Preconditions, Features, levels of WELL Certification and scoring)

    ii. Codes and other rating systems (e.g., relationship between WELL and green building/other building codes, other rating systems)

    iii. Applicability of the WELL Building Standard to building sectors and project typologies

    iv. How to identify Preconditions and Features for different projects by typology and market

    v. Alternate Adherence Paths

    vi. Value of performance verification in the certification process

    vii. Tenant vs. building owner responsibilities

B. Execution for WELL Certification

    i.   Expertise a WELL project team would be comprised of and how to coordinate project team activities

    ii. How to hold a stakeholder charrette to identify strategic project goals, discussing needs of the occupants, developing a plan to implement targeted WELL concepts and preparing operations and maintenance plans related to wellness

    iii. How to identify resources needed to complete the submittal process (e.g., WELL assessors, architects, interior designers, safety/environmental compliance officers, wellness coordinators, MEP engineers, acoustical consultants, indoor air quality testing labs, water testing labs)

    iv. Calculating variables to meet WELL Features Standards (e.g., total vs. available optimizations, units of measure, spec sheets, metrics)

    v. How to identify Features that are subject to performance verification

    vi. How to identify Features that require measurable performance indicators beyond design (e.g., policies, education, behavior)

    vii. How to navigate the bid process to ensure WELL Features remain included

    viii. How to identify gaps between standard buildings and WELL buildings

    ix. How to respond to non-passing performance verification results and identifying appropriate steps for curative measures

    x. Requirements to maintain building certification

C. Advocacy and Promotion for WELL

    i. The value of healthy built environments (e.g., project quality, consistency, building performance, staff retention, improved user outcomes, enhanced health and wellness of occupants, marketing/branding opportunities) and the strategies involved to communicate them to stakeholders

    ii. Basic categories of incentive-types for clients to implement healthy building practices

    iii. How to use financial analyses to support WELL and green buildings (e.g., return on investment, triple bottom line, increased productivity, value proposition for implementing strategies)

9. Synergies (8 questions)

   A. Conflicts and Tradeoffs

      i. Synergies between all concepts addressed in the WELL Building Standard (e.g., materials and air quality; comfort, energy and light; fitness and mindful eating)

   B. Application and Education

      i. The roles and responsibilities of the project team for individual WELL Building Standard Features

      ii. How to educate owners, project team, users and other key stakeholders about the importance of WELL Features

The exam contains 15 unscored questions.

References

The primary source for the WELL AP exam is the WELL Building Standard®. The following list of references is not meant to be comprehensive. When combined with the exam specifications, the candidate has the material from which the exam is based.

WELL AP Exam
This exam is designed to test general knowledge of human health and wellness in the built environment and how to support other professionals working on WELL projects.

References
- WELL Building Standard, v1 with Q1 2018 addenda, International WELL Building Institute (IWBI), 2018.

- WELL Certification Guidebook, v1 with Q1 2018 addenda, International WELL Building Institute (IWBI), 2018.

Sample Questions

Disclaimer: The exam questions listed here were discarded in the process of creating questions for new exams.

The questions are provided for your convenience to allow you to better familiarize yourself with the format and general content of questions.

The content of these questions, while representative of the type of questions you can expect, does not necessarily mirror the content that will appear on the actual exam.

Furthermore, your ability to correctly answer these sample questions does not in any way predict or guarantee your ability to successfully answer questions on the actual exam.

WELL AP Sample Questions

1. **Which of the following is a Precondition that applies to all Core and Shell, New and Existing Interiors and New and Existing Building projects?**

   (A) Feature 01, Air Quality Standards

   (B) Feature 09, Cleaning Protocol

   (C) Feature 12, Moisture Management

   (D) Feature 14, Air Infiltration Management

This question represents Knowledge Domain 8Ai: WELL Certification, Planning and Preparation, structure of WELL building standard (e.g., Concepts, Preconditions, Features, level of WELL Certification, scoring).

2. **A project has implemented permanent entryway walk-off systems and entryway air seals in a project. How will these requirements be evaluated for compliance with Feature 08, Healthy Entrance?**

   (A) The designer must submit annotated architectural drawings.

   (B) The architect must submit a letter of assurance.

   (C) The WELL assessor will perform a visual inspection.

   (D) The WELL AP will perform a spot check.

This question represents Knowledge Domain 9Bi: Synergies, Application and Education, the roles and responsibilities of the project team for individual WELL Building Standard Features.

CONTACT

WELL Online is available 24 hours per day for WELL AP exam application, registration and other WELL-related inquiries.

gbci.org/contact is available 24 hours per day for WELL AP exam and other WELL-related inquiries.

Call Center: 1-800-795-1746 (within the US) or +1-202-742-3792 (outside the US). Our call center is available Monday through Friday from 9:00 to 17:30 ET for questions regarding exam registration and other WELL AP exam-related inquiries.

Prometric.com/gbci is available 24 hours per day for scheduling, rescheduling and confirming exam appointments. To schedule an exam, you will need to have first applied and registered with GBCI. To reschedule, cancel or confirm an exam appointment, you will need your Prometric-issued 16 digit confirmation number.

Prometric Call Centers

North America	
Customer service: To schedule, reschedule, cancel and confirm appointments or for general testing information (Monday to Friday, 8:00 to 20:00 PM ET [GMT -5])	888 215 4154
Candidate care: For any problems encountered during your experience with Prometric (Monday to Friday, 8:00 to 21:00 ET; Saturday, 9:00 to 17:00 PM ET [GMT -5])	800 853 6769
Bulk Registration (five or more candidates)	800 774 1292
Special Conditions (Candidates with disabilities)	800 967 1139
Fax	800 853 6781
Latin America	
To schedule, reschedule, cancel and confirm appointments or for general testing information	+1 443 751 4995
Asia/Pacific	
China (Monday - Friday, 8:30 to 19:00 GMT +10:00)	+86 10 62799911
India (Monday - Friday, 9:00 to 17:30 GMT +05:30)	91 124 4147700
Japan (Monday - Friday, 8:30 to 19:00 GMT +10:00)	0120 347737
Korea (Monday - Friday, 8:30 to 19:00 GMT +10:00)	1566 0990
Australia, Hong Kong, Indonesia, Malaysia, New Zealand, Philippines, Singapore, Taiwan, Thailand and all other Asia/Pacific countries (Monday - Friday, 8:00 to 20:00 GMT +08:00)	603 7628 3333
Europe, Middle East, Africa:	
Europe	31 320 239 540
Middle East (Sunday to Thursday)	31 320 239 530
North Africa (Sunday to Thursday)	31 320 239 530
Sub-Sahara Africa	31 320 239 593