



Ministry of Justice and Public Security - MJSP
Administrative Council for Economic Defense - CADE

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OFFICIAL LETTER No. 591/2026/DIAP/CGP/DAP/CADE

Brasília, on the date of signature

To the Representatives of **Dell (Dell EMC)**.

Subject: Request for Information

Reference: When responding to this Official Letter, please expressly indicate Administrative Inquiry No. 08700.007666/2025-70

Dear Sirs

1. Administrative Inquiry No. 08700.007666/2025-70, initiated in response to a complaint filed by OPERA NORWAY AS. ("Opera") on July 30, 2025, to investigate alleged violations of economic order against MICROSOFT DO BRASIL IMPORTAÇÃO E COMÉRCIO E SOFTWARE DE VIDEO GAMES LTDA. ("Microsoft").
2. Continuing with the procedural investigation, and based on the provisions of Article 13, items I and VI, subitem "a," of Law No. 12,529/2011, **we request that you submit the information listed in the Questionnaire below by March 2, 2025 (Monday)**.
3. Under the terms of Article 40 of Law No. 12,529/2011, refusal, omission, or unjustified delay in providing the requested information or documents constitutes an infraction punishable by a daily fine of R\$ 5,000.00 (five thousand reais), which may be increased up to twenty (20) times, if necessary to ensure its effectiveness, due to the economic situation of the offender.
4. **Please send confirmation of receipt of this letter to the email addresses victor.santo@cade.gov.br and protocolo@cade.gov.br.**
5. The confidentiality of the information provided will be analyzed by this General Superintendency in accordance with Articles 52 et seq. of CADE's Internal Regulations, upon request for restricted access to the information submitted. In the absence of such a request, the information provided will be made public. **In the case of a request for restricted access, the information and documents must be submitted in two versions: (i) a full version, classified as RESTRICTED ACCESS, which will be set aside as an attachment; and (ii) a version classified as PUBLIC, which must be edited with the omission or deletion of information considered confidential, this version being attached to the public records.**
6. **The response must be sent in a .pdf document signed by a company representative to the email addresses victor.santo@cade.gov.br and protocolo@cade.gov.br.**

Sincerely,

NOTE: Pursuant to Article 4 of CADE Resolution No. 33/2022, this questionnaire must be answered on behalf of the entire group to which your company belongs. For this purpose, please forward the questionnaire to the person who is in a position to answer it appropriately.

a) Provide the name, position, telephone number, and email address of the person responsible for responding to the questionnaire so that this Superintendency can contact them if any additional clarification is needed.

b) Provide, individually for each year, for the period from 2020 to 2025, **the total number of PCs sold by the company**, specifying the operating system used (Windows, Linux, or others) in each one, with an indication of the respective quantities. To do so, please fill out a table, as shown in the model below:

Operating System (OS)	2020	2021	2022	2023	2024	2025
Windows						
Linux						
ChromeOS						
Other (specify)						

c) Please provide, individually for each year, for the period from 2020 to 2025, the total number of devices with Windows operating systems, with **initial configuration in S Mode**, sold by your company. To do so, please fill out the table below:

Operating System (OS) Device Configuration	2020	2021	2022	2023	2024	2025
Number of Windows PCs in S Mode (BR)						

d) Clarify whether (i) it is possible to pre-install third-party *software* (browsers, antivirus, media players, etc.) (not owned by Microsoft) on devices with the Windows operating system sold by your company; or whether (ii) there are any technical or contractual limitations that prevent such practice. Justify your answer.

e) Provide, for the period 2020 to 2025, copies of the contracts and addenda entered into by your company with Microsoft that specifically address: (i) the Jumpstart Program; (ii) marketing/distribution incentives; and (iii) device configuration in S Mode.

f) Has your company been invited and/or attempted to join Microsoft's Jumpstart Program? If so, please clarify:

- whether or not your company joined the program, indicating the reasons for the decision; and
- how the commercial negotiations took place. That is, was there room for negotiation of the clauses or was participation based on a "*take-it-or-leave-it*" contract?

If your company joined the Jumpstart Program, answer the questions below:

g) Inform the period of your company's participation in the Jumpstart Program, specifying the start and end dates of the contractual relationship (if applicable), as well as any periods of suspension, non-compliance, etc.

h) List all PC models sold by your company, indicating individually whether or not each device is included in *the list* of devices covered by the Jumpstart Program.

Jumpstart Program. To do so, we suggest filling out a table, as shown below:

Devices sold by your company	Is it part of the Jumpstart Program? (Yes or no)	Since when?	Until when?
Model X	YES	xx.xx.xxxx	xx.xx.xxxx
Model Y	NO	n/a	n/a
(....)			

i) Report, individually by year, for the period from 2020 to 2025, the proportion of devices included in the Jumpstart Program in Brazil among the total devices sold by your company. To do so, we suggest filling out a table, as shown in the model below:

Devices sold by your company	2020	2021	2022	2023	2024	2025
Volume (in units) of PCs sold included in the Jumpstart Program						
Percentage of PCs in Jumpstart among the total sold by your company						
Total volume of PCs sold by your company						

j) Please indicate whether the company has ever had funds withheld (*Program Funds*) or suffered other penalties for non-compliance with clauses or inadequate reporting. If so, please provide your response in table form, as shown below:

Year of the event	Guideline not complied with and respective provision	Sanction applied and respective provision	Was there a possibility of adjustment?

k) For computers running Windows that are part of the Jumpstart Program, specify which types of third-party *software*—including, but not limited to, browsers—**can** be preinstalled and the conditions for preinstalling such *software*.

l) For computers running Windows that are part of the Jumpstart Program, specify which types of third-party *software*—including, but not limited to, browsers—**cannot** be pre-installed and the respective regulations prohibiting the pre-installation of such *software*.

m) To the best of your company's knowledge, what would be the expected financial and/or commercial impact in the event of withdrawal from/termination of the Jumpstart Program? Justify your answer.



Document signed electronically by **Gabriela Wilkensi Rodrigues, Project Manager 1**, on February 12, 2026, at 5:21 p.m., according to the official time in Brasília and CADE Resolution No. 11, of December 2, 2014.



The authenticity of this document can be verified at sei.cade.gov.br/autentica, by entering verification code **1703850** and CRC code **16ED732D**.

February 12, 2026,
6:09 p.m.

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Letter

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SEI No. 1703850