

## email delivery pricing table

prices below exclude VAT

no. of emails sent monthly	monthly price	autoresponder (optional bolt-on)	account licence (one-off fee)	additional information
one month trial	FREE	FREE	FREE	restricted to 1 mailing list & autoresponder
250	£7.99	£2.50	£39.00	restricted to 5 mailing lists & autoresponders
1,000	£12.99	£2.50	£39.00	restricted to 10 mailing lists & autoresponders
2,500	£29.00	£2.50	£39.00	restricted to 20 mailing lists & autoresponders
5,000	£39.00	included	included	unlimited mailing lists & autoresponders
10,000	£69.00	included	included	unlimited mailing lists & autoresponders
25,000	£149.00	included	included	unlimited mailing lists & autoresponders
25,000 +	POA	included	included	unlimited mailing lists & autoresponders

### additional features included

- website subscription form generation (code produced automatically to integrate with a website)
- technical support (subject to training carried out)
- built-in email templates (standard pre-designed template library)

## additional services

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service	price	description
bespoke template build	from: £295.00	design and build of email template
campaign setup	£249.00	setup of databases including custom fields, target segments, autoresponders, web forms and import of data from supplied Excel spreadsheets
managed email delivery	£49.00	populate email with text and imagery, import subscriber list and send campaign (content and email template not included) note: price is based upon each email campaign delivery
copywriting	from: £100.00	write text for each email (estimate supplied on request)
email marketing - software training	£225.00	hands-on practical software training (half day)
email marketing - strategy	£225.00	learn how to create email marketing campaigns that will benefit your business (half day)

## Additional Information

Technical support is only available where a training package has been purchased. This is to ensure that all support is fairly managed and responses are made as swiftly as possible.

We will provide an email-based support system; support@marketmore.co.uk. Submitted support requests will be acknowledged via an automated email service.

Assistance includes (i) diagnosis of the support issue relating to the Market More software and (ii) a resolution of the support issue relating to the Market More software. We will use our best efforts to cure, as described below, reported and reproducible errors in the Market More software. We utilise the following two priority levels to allow you to categorise reported problems:

PRIORITY 1 - Urgent support requirement

PRIORITY 2 - General support requirement

The response time for each priority level is; within 3 working days\* for urgent support requirements and; within 10 working days\* for General support requirements. We make the final decision as to what is considered to be a general or urgent priority support issue.

A response is considered to be a diagnosis of the problem and a response back to the client of either a resolution of the problem or further steps required to achieve a resolution.

The minimum Market More contract is 3 months, thereafter 30 days notice is required to cancel the contract. Monthly payments to be made by Direct Debit. We may terminate this agreement at any time by providing the client with 30 days notice. If the client requires files to be extracted from Market More, we will provide the files on CDROM. A charge will be incurred for this service.

This service level agreement should be read in conjunction with our terms and conditions which can be found on our website [www.marketmore.co.uk](http://www.marketmore.co.uk)

\* Response times are subject to normal working hours (9.00am - 5.30pm Monday to Friday) unless otherwise agreed.