



Clockwork

*Text message API: Send and
receive SMS messages from your apps*

mediaburst

Contents

Introduction	4
Create a free Clockwork account	5
Using Clockwork	6
Technical requirements	7
Updates	7
Support	7
Information governance	7
Termination terms	8
Data restoration/service migration	8
Your responsibilities	9
About Mediaburst	10

“Clockwork has some of the best customer service I’ve ever seen. Not to mention their wide range of wrappers, the ability to be used in almost any language, and the extensive yet concise documentation that they provide”

“Clockwork is quite possibly the best SMS API out there. It’s unique, it’s intuitive, it’s simple, it’s easy to use, and above all it works”

“A very good API and easy to use”

Introduction

Clockwork is an easy text message API from [Mediaburst](#). The bulk SMS gateway lets you send and receive text messages via your own apps and sends you real-time delivery receipts from the mobile networks.

Clockwork allows you to send via HTTP, XML or email to SMS and you can batch messages and multi thread for 10,000 SMS per minute.

Receive replies through Clockwork by setting up a Clockwork number or a free keyword on our shared shortcode. You'll then receive messages directly to a URL you provide us with.

Clockwork easily integrates with your application using any language or interface. All the API documentation can be viewed at www.clockworksms.com/doc/

We have multiple wrappers you can choose from:

C# Ruby Java Python
VB.NET PHP Node.js

Clockwork lets you integrate with your favourite services using our plugins:

Booking Calendar SMS Contact Form 7
Formidable & Pro SMS Get Shopped Fast Secure
Contact Form Gravity Forms SMS Notification
Jigoshop Two-Factor Authentication Shopify
Woo Commerce Pikk Nagios Zendesk

Create a free Clockwork account

The sign-up process is automated and an account can be set up in a matter of seconds at www.clockworksms.com.

It's free to sign-up and the process requires only a name, email address and a password. You can claim some free texts by clicking into 'Free Credit' under the credit tab on the app, or by contacting support.

Pay-as-you-go account

You can top-up your account online with a credit or debit card or a PayPal account. Each text sent will be deducted from your credit. You can set credit alarms and auto top-ups, which will make sure your account is topped up automatically when your account reaches a certain amount.

Credit account

You can upgrade to a credit account if you'd prefer to be invoiced for the texts sent. You will be sent an invoice on the 1st of each month for the charges incurred the previous month. You can also choose to set up a direct debit to take this payment automatically.

To set up a credit account, we'll just need you to complete the [credit application form](#), which is attached at the end of this document.



Free trial?

Clockwork is free to sign-up and we are more than happy to add some free test credit for you to test with. Just email hello@clockworksms.com

Using Clockwork

You can set-up a reply path by clicking into 'Receiving' and then 'Add New'. You can either add a Clockwork number which looks just like a real mobile number or you can claim a free keyword on our shared shortcode. You can then join your database or request information by texting into the shortcode with your keyword.



"Text CLOCKWORK to 84433 to request a call back to discuss your account"

You'll need to set a URL for your replies to be forwarded to.

You can also set default from fields, IP filtering, credit alarms and other 'Nuts and Bolts' by clicking into the 'Settings' tab.

Additional information

Clockwork is an online web-interface, which is accessible 24 hours a day, 365 days a year.

Technical requirements

To configure the service, you will need access to a web browser. We test the system in Internet Explorer 9 and above, as well as the latest two versions of browsers from other major vendors. The service is Internet hosted and requires minimal bandwidth.

To send messages to the API, your software will need Internet access and the ability to make a HTTP request (GET or POST) and optionally send XML or set headers on the request. Full documentation is available at our website at www.clockworksms.com/doc/

Updates

We aim to provide all our customers with notice of any planned maintenance, service changes and product updates.

Support

Clockwork's support team are available Monday – Friday, 9am until 5pm (UK time) with the exception of bank holidays.

Information governance

All Mediaburst staff complete Information Governance Training to NHS standards.

Termination terms

Clockwork does not tie you to a contract so you can cancel your account at any time, without any charge. Long numbers and keywords can be cancelled online and accounts can be cancelled by contacting the support team.

The only exception to this is if you run with a dedicated shortcode for replies, this requires 4 months notice, in line with network requirements.

Data Restoration/Service Migration

We provide the ability to export user data should you wish to migrate away from using our service.

Your responsibilities

As a customer, you must make sure you comply with the ICO's direct marketing checklist. This means your subscribers must have opted in to receive text messages from you and you must give them the option to OPT OUT at any time.

You should check your data is cleansed and messages are sent at reasonable and considerate times. The content and timing of the messages should be appropriate.

Recognising that good management and security of Clockwork is important, you will agree that you will:

- 1 Not use Clockwork for any improper, immoral, fraudulent or unlawful purposes or for the sending of any communication or storing of any information which is of an offensive, abusive, indecent, obscene or menacing nature
- 2 Keep your username and password safe and notify us immediately if you believe they have been lost, stolen or compromised
- 3 Not use Clockwork for the purpose of spamming either in part or in whole
- 4 Not act in any way, whether knowingly or otherwise, such that the operation of Clockwork will be jeopardized or impaired
- 5 Comply with any reasonable instructions issued by us which concerns your use of Clockwork and co-operate with us in our reasonable security and other checks
- 6 Not send or upload anything which in any way breaches the intellectual property rights of any third party
- 7 Tell Mediaburst if you intend to re-sell the texts purchased from Mediaburst, so that VAT Regulations can be complied with.

About Mediaburst

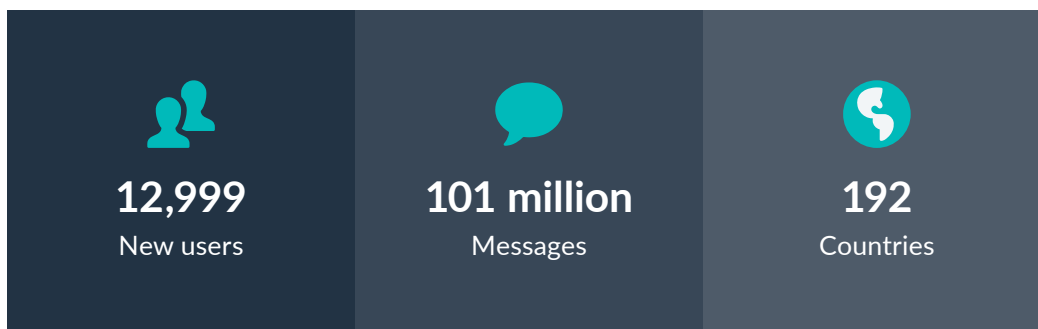
We are a client-focused, corporate SMS provider based in the Northern Quarter, Manchester. Last year, we delivered 101 million texts for our clients.

[Mediaburst](#) form a vital link between mobile networks and businesses wanting to communicate via text message.

Our products, [Textburst](#), [Clockwork](#), [SurveyMill](#) and [Florence](#) all benefit from rock-solid SMS infrastructure, global connectivity and industry-leading support.

Established in 2000, we continue to expand our global coverage and network connectivity as well as our user base and messages sent.

Our 2015 in numbers:



Our team

Our employees are by far our most valued asset. We're made up of left and right brains, intellectuals and perfectionists, the caring and the helpful.

Our account managers and support staff sit on the front line, helping customers solve problems and make the most of text messaging.

Behind the scenes, our developers and software engineers work to keep the servers running, monitoring throughput, network connections speed and availability.

Our designers and usability experts are constantly listening to and assessing user feedback while collaborating with the team to make our products and services better for all.

Our technology

We choose our technology very carefully, ensuring that it's fast, reliable and secure. Our servers are kept in state-of-the-art data centres connected by an MPLS network. Each site provides us with at least 99.9% uptime and sufficient capacity for all of our SMS traffic.

We use:

Secure UK-based data centres

Cisco firewalls

SSL certificates with extended validation

VPN connections (available upon request)

There's no safer or more reliable provider to process your text messages.

Backup, Restore and Disaster Recovery

We run multiple live sites with all data replicated across them in real time, giving us a live backup facility. All sites have a local backup and offsite backups are taken periodically.

In the case of a system failure, all customers are automatically migrated between sites with minimal service downtime. We test this regularly when we undertake maintenance and as a result have no planned maintenance downtime.

Availability of the service is very high so we simply reroute to the other site or servers in the event of planned or unplanned maintenance.



92%

4 or 5 ★ ratings

“Easy to understand and set up. Seamless to install. Would recommend”

“We love the simplicity and ease of use of the service”

“Clockwork is quite possibly the best SMS API out there. It’s unique, it’s intuitive, it’s simple, it’s easy to use, and above all it works”

“I’ve looked and looked for a SMS service, which is both reasonably, priced, cheap, and easy to use. Clockwork is all three of these”

Credit account application form

I/We make an application to open a monthly credit account as per the particulars hereunder:

Name/company title:		VAT Reg N°:
Type of business:	Date of incorporation:	Date commenced trading:
Registered office (of Ltd company):		Company Reg N°:
Post code:		
Invoice address (if different from above):		
Post code:		
Tel N°:	Accounts N°:	Fax N°:

Non Ltd business/partnerships (partners/proprietors' details)

Name:	Address:	DOB:
Has any director/proprietor ever been declared bankrupt? YES / NO		<i>*Mandatory information; Delete as applicable</i>
Order Number required? YES / NO		<i>Delete as applicable</i>
Credit limit required: £	Maximum total: £	

Bank Details

Bank name:	Sort code:
Address:	Account number:
	Account name:

Trade References

Name:	Name:	Name:
Address:	Address:	Address:
Tel N°:	Tel N°:	Tel N°:
Fax N°:	Fax N°:	Fax N°:

Data Protection

We will make a search with a Credit Reference Agency, and will keep a record of that search. In some instances we may also make a search on the personal credit file of principal directors. Should it become necessary to review an account, then a future credit reference may be sought and a record kept. We will monitor and record information relating to your trade performance and such records will be kept on file for future reference. Under the Data Protection Act you have the right to apply for a copy of the information we hold on you (for which we may charge a small fee) and to correct any inaccuracies. Due to training requirements, some calls may be monitored.

Note: By signing this application the customer hereby agrees to the terms and conditions provided

Applicant's signature(s)	Name(s) in BLOCK CAPITALS	Position/job title(s)
--------------------------	---------------------------	-----------------------

Date:

For more information please contact us on:

0161 359 3100

hello@clockworksms.com

www.clockworksms.com

www.mediaburst.co.uk

Mediaburst, Studio 18, 18 Hilton Street, Manchester M1 1FR United Kingdom

Mediaburst is a subsidiary of SRCL Limited, a company registered in England and Wales #03226910

© 2016 Mediaburst. All rights reserved

09/09/2016

mediaburst