




TEXTBURST

*SMS marketing: Send and receive
text messages with ease*


mediaburst

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**“Textburst is an invaluable,
easy-to-use service
which helps us to stay
in touch with our clients
(and get our message seen)
very efficiently”**



**“Simple, easy,
cost-effective solution
for my business”**

Introduction

[Textburst](#) is a simple online SMS service from [Mediaburst](#), which enables you to send and receive text messages to individuals or groups. You can bulk upload contacts from Excel, send to individual contacts or collect groups of new contacts using free UK keywords. Textburst can personalise each message for you as it's dispatched, using the merge feature.

Textburst lets you shorten and track links to websites. This enables you to see which customers are most interested in what you have to say. You can choose to send your message now or schedule for later. Textburst has live reporting, it illustrates delivery results on a pie chart and lets you download sent reports to an Excel file.

A variety of industries use Textburst for their SMS needs. These include gyms and beauty salons, banks, supermarkets, restaurants and the NHS.

Brands use Textburst for a wide range of services, including but not limited to:

Marketing
Delivery Updates
Appointment Reminders
Campaigns
Promotional Codes
Business Continuity
Order Confirmations
Call-back Requests

Create a free Textburst account

Textburst prides itself in the ease of set-up and use.

The Textburst sign-up process is automated and an account can be created in a matter of seconds. If you haven't already, you can sign-up at www.textburst.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 'Get Free Texts' in 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 a credit alarm which sends an email alert when your available credit falls to a chosen amount, meaning you'll always know when your credit's running low and can top-up your account.

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?

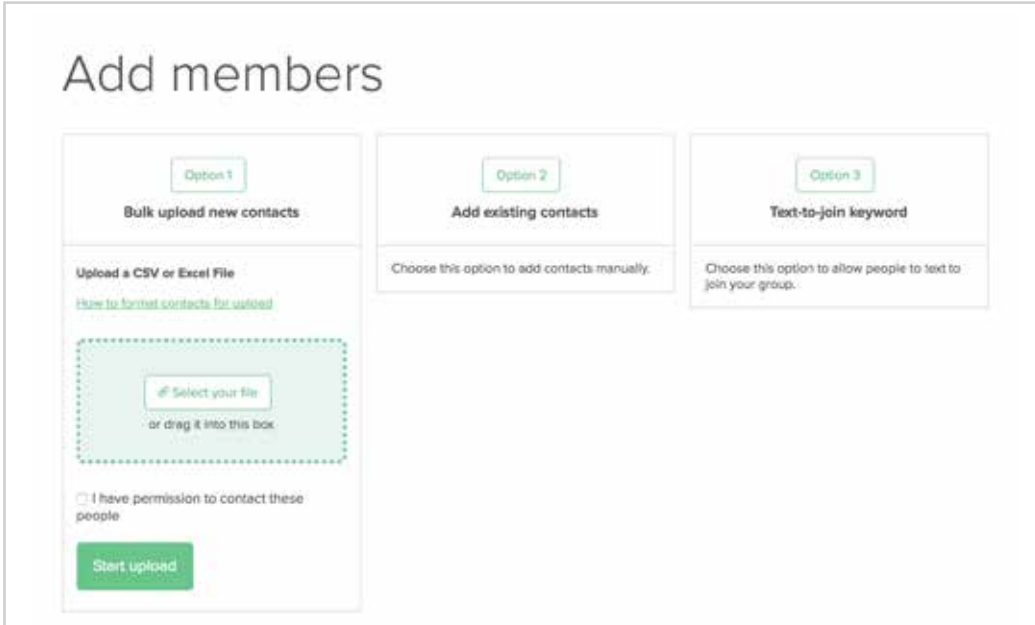
Textburst is free to sign-up and we are more than happy to add some free test credit for you to test with. Just email hello@textburst.com

Using Textburst

Texts can be sent in a matter of seconds by clicking into the 'New' tab, entering a 'To' number, a 'From' address and your message.

Uploading mobile numbers and creating groups

You can upload customer mobile numbers by clicking into 'Groups' and creating a group. You will then see three choices; *Bulk Upload Contacts*, *Add Existing Contacts* and *Text to Join*.



The screenshot shows a web interface titled "Add members" with three main options:

- Option 1: Bulk upload new contacts**
 - Section: Upload a CSV or Excel File
 - Link: [How to format contacts for upload](#)
 - File selection area: Select your file or drag it into this box.
 - Checkbox: I have permission to contact these people
 - Button: Start upload
- Option 2: Add existing contacts**
 - Text: Choose this option to add contacts manually.
- Option 3: Text-to-join keyword**
 - Text: Choose this option to allow people to text to join your group.

You can 'Bulk Upload Contacts' from an Excel or CSV file. This file can have up to four columns, which can include customer names and details such as invoice numbers or product details you'd like to later merge into your messages.

You can also 'Add Existing Contacts' from other groups or use 'Text to Join'. Text to Join means you can set up free UK keywords on our shared shortcode for customers to use to join your SMS database for updates, to request information or for a call back.

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


Sent message details

Textburst's 'Sent' tab shows the details of each text sent. When you click into a particular send, you will see who received the text, the delivery statuses of the texts sent, the percentage of tracked links clicked and which customers clicked them.

Sent message details

Sent to **2547 people** from **+44 0000 000 000** at **10:14 on the 15th of December 2017** Download report

Welcome to Textburst! If you need help, contact our friendly support team on 0161 359 3100



Received
100%
That's fantastic!

■ Delivered

Recipients

Name	Number	Click	Status	Reason	Updated ▼
Name lastname	+44 0000 000 000		Delivered		15th Dec at 10:14 ⓘ

Additional information

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

Technical requirements

To use 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.

Updates

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

Support

Textburst'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

Textburst 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.

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 Textburst is important, you will agree that you will:

- 1 Not use Textburst 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 Textburst 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 Textburst will be jeopardized or impaired
- 5 Comply with any reasonable instructions issued by us which concerns your use of Textburst 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. Every year, we deliver more than 100 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 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.



98.8%

Positive reviews

“Great service, works perfectly. Would recommend”

“Textburst is an invaluable, easy-to-use service which helps us to stay in touch with our clients”

“Their team seem to genuinely want to help and take a personable approach to it!
Fantastic company!”

“Easy to set up and use. Clear and straightforward, and most of all competitively priced. Highly recommended”

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)
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Date:

For more information please contact us on:

0161 359 3100

hello@textburst.com

www.textburst.com

www.mediaburst.co.uk

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