

# CODEHOUSE

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## SMS Service Level Agreement

This is an agreement for Code House as an authorised reseller of SMS Global, to provide SMS services for you, the customer, through an email to SMS service.

Company Name:			
ABN:			
Contact Name:			
Address:			
City:			
State		Post Code:	
Telephone:		Fax:	
Email:			
Would you like to be able to send an SMS from this email address ?	Yes / No		
Would you like to login/manage your account ?	Yes / No		
If yes, Code House will supply you with login details so that you can manage your account. If No, then Code House will manage the account for you including setup of new users, running of reports etc. Please supply a list of users who you would like set up on your system and Code House will set these users up for you.			
<b>Acceptance of Terms and Conditions</b>			
I, _____(print name) being duly authorised to enter into this Agreement, have read and accept the Terms and Fees and Charges as set out in this SMS service Agreement, effective from __/__/__ (today's date)			
Signature: _____			

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## **Fees and Charges (prices are exclusive of GST)**

There will be a flat fee per SMS message sent of 13 c (plus GST).

Code House will invoice you, the Customer on a calendar month basis, at the end of each calendar month and the Customer agrees that payment will be made within fourteen (14) days of invoice date, by either:

1. Posting a cheque made payable to Code House
2. Direct Deposit into Code Houses nominated bank account, as displayed on the invoice

Code House may terminate access to the SMS Messaging Service without notice if any payment due from the Customer remains unpaid for a period of seven (7) days after the due date.

The Customer is liable for all reasonable expenses (including contingent expenses such as debt collection commission) and legal costs incurred by Code House for enforcement of obligations and recovery of moneys due from the Customer under these Terms and Conditions.

The Customer may cancel this contract by providing a notice in writing to Code House.

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## Account Setup

If you would like Code House to setup your account please use the below form to notify of the required setup and Code House will set up all users on the system for you at no charge.

## Departments (if applicable)

Departments allow you to split up reports into different cost centre's. This can be useful if you would like to report on multiple offices or different departments in your organisation. If you do not require departments to be setup please leave this section blank.

Department Name	Department Contact Name	Default Email Address

## Users

Please list below all users that you would like setup to SMS using this service.

Note: For each user, this can be set up so that any SMS replies can come back to their email address (the replies can then be stored in Outlook), a mobile phone number or no reply at all. In the case where it is set up to reply to an email address, the message will appear to come from a random generated mobile number, which the recipient can not call. If set up to reply to a Mobile Number, the recipient will see the message come from that mobile number and hence can reply to this number, or call this number. If the user is set up for No Reply, then you can enter Text From (which is a maximum of 12 characters, such as a company name) and the recipient will see the message coming from that statement text and will not be able to reply.

If you select to have the Reply To as Email, then please leave the Text From as blank.

If you select Reply To as Mobile, please enter the Mobile Number in the Text From.

If you select the Reply To as No Reply, please enter the text that you wish to have displayed as where the text has originated from, e.g. Code House.

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User Name	Department (if applicable)	Email Address	Reply To	Text From
			Email/Mob/None	
			Email/Mob/None	
			Email/Mob/None	
			Email/Mob/None	
			Email/Mob/None	
			Email/Mob/None	
			Email/Mob/None	
			Email/Mob/None	
			Email/Mob/None	
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