

TEXT MARKETING

CLIENT GUIDE

YOUR COMPANY NAME

YOURWEBSITE.COM
YOU@YOURCOMPANY.COM
(555) 555-5555



WELCOME TO TEXT MARKETING

Thank you for choosing [Your Company Name].

We're excited to help your business grow with strategic text message marketing.

This guide explains how we'll work together, what you can expect from us, and how to get the best results from your service.

Our goal is to provide a professional, reliable service that helps you connect with your customers, promote your business, and build stronger customer relationships.

We encourage you to review this guide and keep it for future reference.

Your Name



HOW OUR SERVICE WORKS

Our text marketing service is designed to help you build stronger customer relationships through timely, relevant text message campaigns. Every message has a purpose, and we're here to help you make the most of each one.

Campaign Planning

We'll help you determine what messages to send, when to send them, and how to structure campaigns that support your business goals.

Message Creation

Depending on your package, we may assist with writing, reviewing, or optimizing your text messages.

Scheduling & Delivery

Campaigns can be scheduled in advance or requested as needed based on your marketing calendar.

Ongoing Support

We're here to answer questions, provide recommendations, and help you get the most from your service.

HOW WE WORK TOGETHER

Campaign Requests

Please submit campaign requests at least 24 hours in advance whenever possible.

When requesting a campaign, please include:

- Promotion or offer
- Preferred send date
- Images (if applicable)
- Any details you'd like included

Your Responsibilities

To help us deliver successful campaigns:

- Submit requests with appropriate 24 hour notice
 - Review content promptly when approval is needed
 - Provide accurate promotions and business information
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WHAT TO EXPECT

Your Service Package

Your service package determines the features included with your account.

- Monthly text message allowance
- Campaign planning & creation
- Campaign scheduling
- Ongoing support

Text Message Usage

Your monthly service includes the number of text messages outlined in your agreement. Text messages have character limits of 140 characters. Longer messages, emojis or special characters will incur additional costs. When needed, we'll recommend the best format to maximize readability and deliverability.

If additional messaging or MMS is needed beyond your included amount, additional charges will apply. We'll always communicate those charges before proceeding whenever possible.

WHAT TO EXPECT

Compliance

We help ensure your campaigns follow current text messaging regulations and industry best practices. Subscribers should only receive messages they have agreed to receive, helping protect both your business and your customers.

Support

If you need assistance, we're here to help.

Please use the communication method provided during onboarding.

Typical response times vary depending on the nature of your request.

What's Next

Now that your account is set up, we'll begin preparing your first campaign based on the process outlined in this guide.

We're excited to help your business build stronger customer relationships through effective text message marketing.

THANK YOU FOR CHOOSING US

