

Workbooks GatorMail Terms of Service

Definitions

Defined terms used herein shall have the same meaning as defined in the Workbooks Terms of Service (https://www.workbooks.com/workbooks_terms).

Unless expressly stated otherwise, in the event of a conflict between the GatorMail Terms of Service, the following documents shall prevail in the following (descending) order: (i) Order Form, (ii) Workbooks GatorMail Terms of Service, (iii) Workbooks Terms of Service.

“Communigator” means Communigator Limited, company registration number 5419529 registered in England and Wales and trading from The Old Brye, Peper Harow, Goldaming, Surrey, GU8 6BQ;

“GatorMail Platform” means the cloud based service provided by Communigator which is included as part of the Workbooks GatorMail Service.

“Permitted Annual E-mail Volume” means the number email messages the client may send during a 12 month period.

“Workbooks CRM Service” means the Workbooks CRM Edition and Workbooks Business Edition, products which are part of the Workbooks Service (s) as defined in the Workbooks Terms of Service;

“Workbooks GatorMail” means the service provided by Workbooks Online Limited which allows the Customer to send mass e-mail communications and build email workflows. A service description of GatorMail is set out in Appendix A;

Appendix A: Service Description

Overview

Workbooks GatorMail is a platform which allows customers to create and send a large volume of email messages and track the results of those messages inside the Workbooks CRM Service. The following functionality is included in the standard product:

- Drag and Drop HTML Editor (QuickCampaign)
- Classic WYSIWYG HTML Editor
- Inbox Checking
- Preference centre for subscription management
- Open and Click/Through reports
- Dynamic Content
- A/B Split Testing
- Mailing List Management

The following features are chargeable extras:

- Spam Checking (Send Forensics)
- Automated Workflows using the GatorMail Workflow Engine

Service Usage and Pricing

Workbooks GatorMail is charged on an annual basis. The price is based on the number of emails sent per year. The pricing is available on the Workbooks website at: www.workbooks.com/pricing

If a Customer is subscribed to another Workbooks CRM Service, they may purchase a licence which enables them to co-term. This will be charged on a pro-rata basis and will entitle them to a pro-rata number of emails sent per year. If a Customer exceeds their Permitted Annual Email Volume they will be unable to send any further email from the platform until they have ungraded their licence subscription to a higher annual volume for the remainder of their current subscription term.

Support and Service Levels

Technical Support for GatorMail is provided on the terms set out in the Workbooks Terms of Service. The Customer acknowledges that a third party provider - CommuniGator - may assist in providing Technical Support from time to time.

The Service Availability Guarantee as described in the Workbooks Terms of Service does not apply to GatorMail.