

Frequently Asked Questions

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10. **Is my data safe?**

1. **How much will it cost to send Bulk SMS?**

This depends on the size of your purchase. The greater the SMS credit purchase, the cheaper cost per SMS. There are NO hidden costs, contracts, or sign-up fees and all prices are GST inclusive. Please see our prices on our website.

2. **How do I get started?**

Complete the Signup form > Login > Upload your data > Purchase SMS credits > Send your bulk SMS

3. **How do I buy credits?**

Credits can be purchased via bank transfer (EFT), direct deposit, credit card or PayPal. Email us with your SMS credit request and we will contact you shortly.

4. **Is there a minimum purchase?**

No

5. **Do you provide telephone support?**

Yes, you can call us 24/7 regarding support

6. **Can I receive replies?**

Yes, replies are sent back to you, the sender, and you can view these replies in your Inbox, or have them forwarded to an email address, mobile number, URL

7. Do I have to pay for replies?

To view replies in your Inbox, or have them forwarded to an email address or URL is FREE.
Should you opt to forward replies to a mobile number that will be charged at 1 credit per reply.

8. How do I know my SMS's were sent?

You can view a full status report online

9. What format should my data (mobile numbers) be in?

The easiest way is to prepare your data in an Excel spreadsheet (See Import Data > Bulk Import below).
Alternatively, you can prepare data in CSV/Text formats

10. Is my data safe?

SMS Express will at no time collect, redistribute or sell this information, except where legally required by law to do so. This is with particular reference to any database, numbers and/or recipient details that you may deliver to us, or store on our databases.