



Subscription features

Discover all features of our
Connectivity Platform

Connectivity platform subscriptions

Go

Free

Easily start interacting with your customers on their preferred channel.

Basic

£115.25 per month

Grow your business and get in touch with your customers.

Advance

£345.50 per month

Scale up your conversational strategy and engage with your audience anywhere, anytime.

Pro

Contact us

Rely on our global, highly available platform to give your customers the best experience possible on any channel.

Available channels



All our subscriptions include:

- SMS as a channel: use it as a main messaging channel or as a fall-back channel to ensure your message gets delivered (SMS transaction costs apply).
- Access to the self-service CM.com platform that allows you to onboard new channels and stay in control of your traffic.
- First-class service of our support team during office hours (CET) via email tickets, chat and phone. Please contact us for a personalised support plan.

Platform tools & insights

- Access to message logging
- Access to messaging analytics
- Access to conversational analytics
- Access to channel configuration and management
- Direct integration with our Engagement Platform

Support

- Access to our knowledge centre
- Emergency monitoring via NOC
- Access to online status portal

Connectivity platform subscriptions

	Go	Basic	Advanced	Pro
Platform Connectivity	<p>Connect via HTTP endpoint</p> <p>Use our high available, globally load balanced HTTP endpoint that is accessed via the Business Messaging API.</p>			
	✓	✓	✓	✓
	<p>Regular throughput speed</p> <p>The transfer rate of our gateway ensuring a consistent level of performance.</p>			
	10 messages second	50 messages second	100 messages second	Contact us Up to 1000 messages second
	<p>Connect via mail-to-text</p> <p>You can use our e-mail gateway to automatically convert e-mails to a text message.</p>			
Message Routing	—	✓	✓	✓
	<p>Connect via SMPP</p> <p>You can use our SMPP servers to connect to our Messaging platform.</p>			
	—	—	✓ up to 10	✓ Unlimited
	<p>Access to high priority processing</p> <p>Messages in our high priority queue are processed ahead of other messages to ensure swift delivery.</p>			
	—	—	✓	✓
Convenience Services	<p>Expert managed global routing</p> <p>Our team of routing experts manage and maintain the best routes on a daily basis.</p>			
	✓	✓	✓	✓
	<p>Multichannel fallback</p> <p>Automatically switch to an alternative channel if the primary one encounters issues, ensuring continuous connectivity or service.</p>			
	✓	✓	✓	✓
	<p>Direct operator routes</p> <p>Make use of our routing profile that gives preference to direct operator routes.</p>			
Convenience Services	—	—	—	✓ Contact us
	<p>Customised routes</p> <p>Routes tailored towards your specific needs.</p>			
	—	—	—	✓ Contact us
	<p>Bring-your-own references</p> <p>You can assign a reference to each message to match your internal systems.</p>			
	✓	✓	✓	✓
	<p>Unique reference generator</p> <p>We can generate a unique reference and assign it to your message so you can track this in your own systems.</p>			
	—	✓	✓	✓
Convenience Services	<p>Phone number validation</p> <p>Validate the formatting of your phone number to facilitate a smooth delivery of your message.</p>			
	✓	✓	✓	✓
	<p>Phone number sanitisation</p> <p>Automatically correct or clean up the formatting of your phone number to facilitate a smooth delivery of your message. Customised to your specific traffic.</p>			
	—	—	✓	✓
	<p>Receive Message Status Updates via webhooks</p> <p>We provide status updates (DLR) or your messages on a webhook in your system.</p>			
	✓ handling fee	✓ handling fee	✓ Included	✓ Included
	Maximum number of retries	1x	1x	5x

Two-way encrypted connection (SSL)

By using 2 way SSL you can be confident that only CM.com is able to send messages towards your webhooks.

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✓

CM Safeguard

The CM Safeguard suite contains an extensive set of tools to help protect your account from fraudulent activity.

Basic

Basic

Enterprise

Enterprise

Safeguard: IP Address Restrictions

IP Address Restrictions is a security measure that allows only specified IP addresses to access your account on our Connectivity Platform while blocking all other connections.

✓

✓

✓

✓

Safeguard: Destination Management

Using Destination Management you have fine-grained control to add specific destinations to your block- or allowlist

✓

✓

✓

✓

Safeguard: AI anomaly detection

Our systems continuously monitor your traffic to identify suspicious sending patterns.

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✓

✓

Safeguard: Rate Limiting

Rate limiting allows you to specify a maximum threshold of messages towards a specific recipient's phone number and per account for a desired timeframe.

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✓

✓

Safeguard: Alerts

Specify customer warnings and alerts when specific activities or thresholds on your account are detected.

—

—

✓

✓



Conversational OTT Connections

Seamlessly integrate your account with conversational connections across rich communication channels to send and receive messages.

1 included

5 included

15 included

Tailored to your needs

Available channels

6 available

6 available

9 available

9 available

Apple Messages for Business

-

-

✓

✓

Facebook Messenger

✓

✓

✓

✓

Instagram Messaging

✓

✓

✓

✓

Line Messaging

-

-

✓

✓

Mobile Push

✓

✓

✓

✓

RCS

✓

✓

✓

✓

Telegram Messenger

✓

✓

✓

✓

Viber

✓

✓

✓

✓

WhatsApp for Business

-

-

✓

✓

Secure media storage

We store the media files that you receive through rich communication channels.

Fair use policy

Fair use policy

Fair use policy

Fair use policy

Media retention period

We store the media for your rich messages for up to 30 days. You can pro-actively delete media earlier.

30 days

30 days

30 days or custom

30 days or custom

Access to message logging

Use our online platform to view detailed information about every individual message.

✓

✓

✓

✓

Access to messaging analytics

Use our online platform to view analytics about your messaging traffic to gain valuable insights

✓

✓

✓

✓

Access to conversational analytics

Get an overview of your rich conversational channel usage.

✓

✓

✓

✓

Access to channel configuration and management

Setup, configure and manage all of your channels using our online self-service environment to tailor the messaging platform to your needs.

✓

✓

✓

✓

Integrate easily with our Engage Platform

Integrate easily with our Engage product portfolio to enhance your conversational experience by configuring their webhook destination.

✓

✓

✓

✓

Access to Knowledge Center

You can make use of our online Knowledge Center to find answers to the most common questions.



Emergency Monitoring via NOC

Our Network Operations Center monitors the operation of our systems 24/7/365 and reports disturbances via our status page.



Access to online status portal

Our online status portal discloses information about the current operations of our systems and is used to communicate information about incidents, outages or scheduled maintenance.



Access to Support

support@cm.com

Available during
Business Hours

support@cm.com

Available during
Business Hours
Chat

support@cm.com

Available during
Business Hours
Chat

support@cm.com

Available during
Business Hours
Chat
Telephone

Compare platform subscriptions





CM.com (AMS: CMCOM) is a global leader in cloud software for conversational commerce that enables businesses to deliver a superior customer experience. Our communications and payments platform empowers marketing, sales and customer support to automate engagement with customers across multiple mobile channels, blended with seamless payment capabilities that drive sales, gain customers and increase customer happiness. © 2024 CM.com