



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

€ 129 per month

Grow your business and get in touch with your customers

Advance

€ 399 per month

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

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 ticket and Chat. Please contact us for a personalized 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 Engage platform

Support

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

Connectivity Platform Subscriptions

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

-

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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

7 available

7 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 Subscription Features



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.