



Social Media Management

www.soulmediasolutions.com.au

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1. Definitions

- 1.1. "Customer" means the person or entity who ordered services provided by Soul Media Solutions.
- 1.2. "Service", "Service(s)" or "Services" means any product(s) or service(s) the Customer has signed up to use.
- 1.3. "Soul Media Solutions" means Soul Media Solutions.
- 1.4. "MyAccount Portal" refers to Soul Media Solution's customer account, billing and management portal, available online at <https://soulmediasolutions.com.au/client/clientarea.php>

2. Service Inclusions

Starter Package Inclusions

- Social Media: Facebook, Twitter, Instagram, LinkedIn, snapchat.
- Social Media Engagement: Available between 9am - 6PM Monday to Friday, excludes weekends & public holidays (includes responding to messages, client requests & leads).
- Social Media Campaign Management: Soul Media Solutions will manage & create campaigns, posts, and support campaigns.
- Mailchimp campaign.
- Includes 8 Mailchimp or Social Media campaigns/posts per month (excludes video creation/editing content).
- Copywriting.
- Advertising Management.

Professional Package Inclusions

- Social Media: Facebook, Twitter, Instagram, LinkedIn, snapchat.
- Social Media Engagement: Available between 9am - 6PM Monday to Friday, excludes weekends & public holidays (includes responding to messages, client requests & leads).
- Social Media Campaign Management: Soul Media Solutions will manage & create campaigns, posts and support campaigns.
- Mailchimp campaign.
- Includes 8 Mailchimp or Social Media campaigns/posts per month (excludes video creation/editing content).
- Copywriting.
- 2 Video Creation or Editing projects per month.
- Advertising Management.

Enterprise Package Inclusions

- Social Media: Facebook, Twitter, Instagram, LinkedIn, snapchat.
- Social Media Engagement + Extended: Available between 9am - 9PM 7 days per week, excludes public holidays (includes responding to messages, client requests & leads).
- Social Media Campaign Management: Soul Media Solutions will manage & create campaigns, posts and support campaigns.
- Mailchimp campaigns.
- Includes 16 Mailchimp or Social Media campaigns/posts per month (excludes video creation/editing content).
- Copywriting.
- 5 Video Creation or Editing projects per month.
- Advertising Management.

Applicable to all packages:

Additional charges apply for sponsored/paid advertising as per advertising platform charges. Unused inclusions expire each month.

Changing your package:

Packages can be updated, changed, or paused. 30 days' notice is needed for any changes, please note there is no fee to do this however, packages cannot be changed during an existing campaign that has been agreed too as certain features may not be available in the new plan. Packages can be paused when needed.

Commitment:

All packages are month to month; however, we do recommend a minimum 3-month commitment to get the most out of your package. Unused inclusions expire each month.

3. Changes

3.1. Soul Media Solutions may amend our Social Media Management services at any time. Changes to this agreement will become effective upon their publication to our website.

3.2. Continued use of the Service(s) constitutes acceptance of the amended terms. If you do not wish to accept the amended terms, you may request cancellation of your Services in-line with our cancellation policy found within our Terms of Service.

If you have any questions about this agreement, please contact our Customer Care team via email at info@soulmediasolutions.com.au