

## WACTO Price Change Information

### WHATSAPP CONVERSATION/BROADCAST CHARGES FOR

Monthly Rental for yearly package	Marketing	Utility	Authentication	Service	Website livechatbot only	Conversation price for other channels	Agent Login Fee	Extra channel charges
2299	0.90	0.65	0.65	0.54	30000 / Annual	0.45	1,500	2,200
4299					No Documents			
6299					No FB Verification			

\*GST Applicable

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## Examples of Template category

### Authentication Category

#### Definition

#### Examples

- "{{1}} is your verification code."
- "{{1}} is your verification code. For your security, do not share this code."
- Authentication code • "{{1}} is your verification code. This code expires in 15 minutes."

### Utility Category

#### Definition

#### Examples

- "Your order #0021 is confirmed"
  - "Thank you for your reservation! See you next week"
  - "Your payment was received! We hope you enjoy the concert!"
  - "Your consultation is complete, and your prescription is attached below"
  - "Thank you for visiting the doctor, here is your treatment plan"
  - "Your order has been canceled; your refund will be processed in 7-10 days"
  
  - "You have successfully checked in! Here's your boarding pass for your flight"
  - "Your order has shipped! It will be delivered on Friday"
  - "Reminder: Your appointment is at 1pm on Tuesday"
  - "Your password was changed"
  - "Your profile was updated"
  
  - "Here is the monthly statement you requested"
  - "Your payment failed, click here to retry"
  - "Your payment was accepted" / "Your payment failed"
  - Reminder: your payment is due on Tuesday"
  - "Here is your low-balance warning for account ending in -XXXX"
- Confirmation, suspension or termination of an existing transaction
- Change or update to a transaction
- Account, billing, or payment notification

## Definition

## Examples

- "Your pre-paid balance is low; click here to top up"

## Marketing Category

### Definition

### Examples

Promotions or offers

- "If you buy 2 or more coffees, you'll get \$5 off!"
- "Thanks for your order! Use code SAVE20 for 20% off your next order!"
- "Your pre-paid balance is low; click here to top up! Get a 10% bonus with code EXTRA10"

Welcoming or closing messages

- "This is Vinny's Bakery and we are now on WhatsApp!"
- "Hello, welcome to our profile on WhatsApp!"
- "I'm sorry for the delay, my name is XX, how can I help you?"
- "Thank you, have a good day"
- "Thank you for visiting our store, we really appreciate your visit."
- "A question for you - how much time are you spending doing your hair?"

Updates, invitations, newsletters, or recommendations

- "Our store has moved. Come and check us out!"
- "We will be closed next Monday for the holiday"
- "Good news! The product you saved is back in stock."
- "Join us for our upcoming holiday gala!"
- "Here are this month's coupons – happy shopping!"
- "Hey members, join us tonight for this event"
- "We think you will love this – check out our new ice cream flavor"

Requests to respond or complete a new

- "Thank you for your order. We'd love your feedback. Please click here."

**Definition**

transaction

**Examples**

- "Forgot something? We kept your items, click to check out"
- "Your application is waiting for you. Click here to complete"
- "You missed your recent appointment, tap here to rebook."

**Service**

User-Initiated: User can send anything