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Giving Back FAQs

Q. Why did Dudley & Nunez Communications create the Giving Back Program?

A. Both Celia and Maureen have a soft spot for nonprofits and a long history of donating time and talent to worthwhile causes. As a top partner for Constant Contact, Dudley & Nunez Communications has been asked to help a large number of people get started with Constant Contact each year. Rather than focus on sales, Celia and Maureen would rather give back by donating free accounts, resources, and training to nonprofits.

Q. What is the purpose of the program?

A. For nonprofits that see the value of [Constant Contact email marketing](#), the Giving Back Program serves as a way to get them up and running easily and quickly. The program provides a nonprofit with training, a customized template, and a monetary donation to defray some of the nonprofit's initial costs. The total value of the program for each nonprofit is over \$400.

Q. If a nonprofit already pays for Constant Contact, is it eligible for the Giving Back Program?

A. The Giving Back Program is designed to make it easy for nonprofits to get started with Constant Contact. Nonprofits currently paying for Constant Contact are not eligible for this program. However, Dudley & Nunez Communications will provide a one-hour complimentary consultation to nonprofits currently paying for Constant Contact. To receive this benefit, nonprofits should email maureen@dudleyandnunez.com, mention the Giving Back Program, and identify themselves as current customers.

Q. What are the chances a nonprofit will be accepted into the program?

A. If a nonprofit can supply its IRS letter of 501 (c)(3) determination and can accept online donations by credit card, the probability is very high that it will be accepted.

Q. Who owns the Constant Contact marketing account?

A. The account belongs to the nonprofit. The nonprofit has full access to its account, can make changes to its account, and is financially responsible for its own account. Dudley & Nunez Communications helps nonprofits get started through a monetary donation as well as the donation of time and talent. Dudley & Nunez Communications is not financially responsible for a nonprofit's

account.

Q. Is Constant Contact paying for this program?

A. No, Dudley & Nunez Communications directly makes a monetary donation of \$96 to the nonprofit to help cover the first few months of the Constant Contact email marketing subscription. In addition, Dudley & Nunez Communications donates time and resources to help nonprofits get up and running easily and efficiently. Total value is over \$400 per nonprofit.

Q. Who actually pays for the six (6) months of email marketing service?

A. The nonprofit pays Constant Contact for the six-month prepaid email marketing package; Dudley & Nunez Communications then makes a one-time donation of \$96 directly to the nonprofit to offset the cost. The donation is equivalent to the cost of email marketing for up to 500 contacts for six months. (Six months x \$20 per month - a 20% nonprofit discount = \$96.)

Q. What if a nonprofit wants to send emails regularly to more than 500 contacts?

A. Constant Contact will allow the nonprofit to upload or delete as many contacts as needed and will automatically adjust the monthly subscription rate and tier. ([See pricing details here.](#))

Note: If a nonprofit's contact level changes to a higher tier, it will shorten the pre-payment period. In other words, the prepayment will no longer cover a full six months if a nonprofit chooses to add more than 500 contacts. (Example: The monthly cost of the subscription with 2,500 contacts uploaded is \$35 per month – a 20% nonprofit discount. Therefore, in this case the prepaid \$96 would last a little less than four months.) Dudley & Nunez Communications does not make additional donations to cover uploading of additional contacts.

Q. What if a nonprofit wants to add additional products such as the event registration and survey products?

A. The nonprofit has full control of its account and can add and subtract products according to its needs. Adding products beyond email marketing will shorten the pre-payment period. In other words, the prepayment will no longer cover a full six months if a nonprofit chooses to add additional products. A nonprofit may check its prepaid account balance at any time by signing into its account. Dudley & Nunez Communications does not make additional donations to cover additional products.

Q. What happens when a nonprofit's prepaid package runs out?

A. Constant Contact sends an automatic notice to the billing email address on file when the nonprofit's prepaid funds are low. At that point, the nonprofit may choose to sign up for another discounted prepaid package, choose to have a month-to-month subscription, or choose to cancel by calling 1-855-229-5506. If the nonprofit does nothing before the prepaid funds run out, Constant Contact will automatically switch the nonprofit to a month-to-month plan and begin to charge the credit card on file the monthly subscription rate. ([See monthly pricing.](#)) A nonprofit may check its prepaid account balance at any time by signing into its account.

For further questions, contact Maureen at maureen@dudleyandnunez.com or 916-759-6977.