

FAQ – Tiered pricing for MLS access

Why is Pillar 9 moving to a two-tiered MLS access model?

Members and Pillar 9 boards have asked for more options in how Pillar 9 offers tools and technology. Out of those requests comes two options for our members: MLS Basic or MLS Elite (full access). This will allow members a choice to stay at their current MLS fee in the MLS Basic tier or move up to the MLS Elite tier to have access to the full suite of sales management tools.

What tools are in the two tiers?

MLS Elite – Full Access

- MLS access
- Help Desk Support & Training
- MAPS
- Showing Time

PLUS....

- Prospects CRM (\$39/month market value)
- Prospects Mobile (\$29/month market value)
- Cloud CMA (\$45/month market value)
- All future tools innovation and reporting options will be included

MLS Basic Access

- MLS access
- Help Desk Support & Training
- MAPS
- Showing Time

How do I change my access tier to Pillar 9 tools?

Details of how to change your access tier will be circulated starting in November. All changes will be made through your profile found in OnePlatform, when this new feature becomes available on Dec. 1. Changing your tier in December will show in your February billing.

What are the risks in moving from the MLS Elite tier (full access) down to MLS Basic tier?

If a member chooses to move from the MLS Elite (full access) tier down to MLS Basic tier, it should be noted that all work in Prospects Mobile & CRM and Cloud CMA will be lost and will not be recoverable once your user ID is removed for these MLS Elite tools.

What do I gain by staying with the MLS Elite (full access) tier?

By choosing the MLS Elite tier you will have access to the full suite of sale management tools including Prospects CRM, Prospects Mobile and Cloud CMA at the lowest cost. As the development team at Pillar 9 continues to innovate, all new tools will be put into this Elite Access tier only.

Why is there a higher fee for the MLS Elite (full access) tier?

As we have all experienced in the last few years, prices for goods and services have increased significantly. Pillar 9 has been equally affected by price increases. Even though our vendors have increased their prices every year, Pillar 9 has been able to hold off on any member price increase until now. Pillar 9 is no longer able to absorb these cost increases and therefore is moving to tiered pricing in 2024. This will allow members a choice to stay at the current MLS fee with the MLS Basic tier or move to the MLS Elite tier to have access to the full suite of sales management tools.

What is the market value of the MLS Elite (full access) tier?

If a member were to choose to sign up for the MLS Elite tools on their own, the market value of these tools is shown here. However, Pillar 9 has been able to leverage the power of having over 9000+ members to have one of the lowest costs in Canada.

- Prospects CRM (\$39/month market value)
- Prospects Mobile (\$29/month market value)
- Cloud CMA (\$45/month market value)
- Future innovation will be included

With the negotiating power of our 9000+ members Pillar 9 is able to save members over \$1000 per year by accessing Cloud CMA and Prospects Mobile & CRM through the Pillar 9 MLS Elite tier.

How do the Pillar 9 MLS fees compare to other MLSs in Canada and North America?

Pillar 9 leverages the buying power of having over 9000+ members to get the lowest costs available. Because of this, Pillar 9 members pay some of the lowest fees in the country for the tools provided. Other MLS's in Canada and North America have fees in the \$55 to \$65 range per month for similar offerings.

When Pillar 9 makes this change, what tier am I defaulted into for 2024?



All members will be defaulted into the MLS Elite (full access) tier so no work done to date within Prospects CRM and Mobile or Cloud CMA will be lost in this transition. A member can then choose to move down to the MLS Basic tier, but all work and access will be deleted from Prospects CRM and Mobile and Cloud CMA after moving to MLS Basic.

What are the fees that my board will invoice me based on the choice I make for the tools I want?

Please see your local board communications for 2024 fee details