



SMSwarehouse Incorporated

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List of known filtering **By Network Operators**

July 2012

(Subject to change so please test)



What is network filtering and why do the GSM networks do it before delivering SMS to handsets?

Home Routing definition:

A GSM network operator use home routing when the handset recipient network home location register (HLR) is used to change the way inbound text messages (SMS) are delivered. The messages are directed to a SMS router rather than delivered straight to handsets in order to provide advanced services such as copying, archiving and anti-spam filtering could be applied before messages are delivered to handsets.

SMS home routing has been in existence since 2007 when the 3GPP officially adopted home routing to enable mobile networks to offer advanced inbound and outbound SMS services giving mobile handset owners more utility and enabling GSM mobile network operators the opportunity to generate additional revenue.

Anti-spamming measures and home routing:

In cases where network operators received complaints from handset owners about mobile phones being spammed, some (not all) of the networks implemented home routing options in order to take control of mobile termination in order to filter out messages that appears to be spam.

As mentioned in the home routing definition, the SMS is not delivered directly to the handset, but rather directed to a SMS router where filters are implemented and then delivery will take place to a handset.

In general, when network operators apply such restrictions, the following is filtered out:

- 1) Alpha sender id (then originating number is replaced by a name such as a company or product name)
- 2) Local country code – if you are for example in Egypt and you send a SMS starting with 20, in the sender id the SMS will be filtered.
- 3) Sender id's starting with 0 or 00
- 4) Short codes or premium numbers in sender id

So what must we do as bulk SMS users?

When network or operator restrictions apply you will have to change the way you send SMS and in most cases an international sender id works. So you can still terminate the messages but you cannot use a name, local number starting with your own country code or 0, 00 in front of the country code.

There are no specific rules to this. The issue as always is price. If you pay more you get more so if you require alpha sender id for legal use then you can [contact SMSwarehouse](#) and we will find out from our suppliers if they have any available SMS routes where we could obtain permission from the network operator for our clients to register their alpha sender id's. This is in general considered a premium service so please be prepared to pay interconnect charges.

Other than that you are free to look at the list below and familiarize yourself with the restrictions that may apply to certain networks.

This list might be changing from time to time so please do a [quick test](#) to a local handset before you register to confirm delivery. In most cases the SMS-C used will overwrite your sender id with a random number to prevent filtering and ensure delivery of the messages to your handset.

It means that if you send a SMS using Joe as sender id and it arrives as 999999999, or any other number for that matter, then the SMS-C overwrote your sender id in order to prevent filtering by the target network.



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**** Please note that home routing does not necessarily apply in all the countries on the list but filtering by network operators below does apply. Please test before you register**

Country	Operator	Operator filtering/ recommendation
Albania	AMC Mobil	Operator is filtering alphanumeric sender ID. We suggest using numeric senderID not starting by 0 to reduce the risk of being filtered.
Algeria	Orascom	Operator is filtering alphanumeric and national numeric sender ID. Operator gives "unknown subscriber" back if alphanumeric or national numeric ID is used. Sender ID will be automatically replaced with international number to ensure delivery to handset.
Algeria	Wataniya	Operator is filtering alphanumeric and national numeric sender ID. We suggest using numeric senderID with international number format to reduce the risk of being filtered.
Australia	Telstra	Telstra only accepts messages in a short code format with a valid numeric Australian short code i.e. any 6 or 8 digit number starting with 19, or any 6 or 10 digit number starting with 13 or 18. Anything else is dropped and rejected. Telstra has also implemented additional real-time checking on message submission when a valid prefix +61 MSISDN numeric number is used as the senderID, but the senderID has been disconnected, then the number will also fail. They do a real time lookup to determine if the senderID is a valid connected number before delivering it to the handset.
Azerbaijan	Azercell	Operator is filtering alphanumeric sender ID and will not be delivered. We suggest using numeric senderID with international number format to reduce the risk of being filtered.
Azerbaijan	Azerfon	Operator is filtering alphanumeric and national sender ID. We suggest using numeric senderID with international number format to reduce the risk of being filtered.
Azerbaijan	Bakcell	Operator is filtering alphanumeric and national sender ID. We suggest using numeric senderID with international number format to reduce the risk of being filtered.
Bahrain	All networks	Bulk Messages shall only be sent between the hours of 09:00 a.m. and 08:00 p.m. according to the Kingdom of Bahrain's timing. One Bulk Message shall be sent per day to any single recipient on behalf of any single source.
Bahrain	Batelco	Batelco Bahrain might return false positive delivery receipts for messages blocked on their sms filter. We suggest using numeric senderID with international number format to reduce the risk of being filtered.
Belgium	All networks	Short code originators are not supported by Base, Mobistar or Proximus. Using Belgian MSISDNs or alphanumeric Sender ID may be filtered.
Belgium	BASE	Operator is filtering alphanumeric and national sender ID. This protective action was imposed by the Belgian regulatory authorities. We suggest using numeric senderID with international number format to reduce the risk of being filtered.
Belgium	Belgacom Mobile Proximus	Operator is filtering alphanumeric and national sender ID. This protective action was imposed by the Belgian regulatory authorities. We suggest using numeric senderID with international number format to reduce the risk of being filtered.
Belgium	Mobistar	Operator is filtering alphanumeric sender ID and local Belgian numbers in national and international format. We suggest using numeric senderID with international number format except Belgian to reduce the risk of being filtered.
Burkina Faso	Celtel Burkina Faso	Operator is filtering alphanumeric sender ID. We suggest using numeric senderID reduce the risk of being filtered.



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Brazil		<ul style="list-style-type: none"> • only 140 chars • No alphanumeric sender ID allowed • Oi is not providing final DLR • Approval by operator of detailed service description is needed before activation of service. Opt-in and Opt-out process must be implemented.
Cameroon	MTN Cameroun	Operator has started to apply heavy filtering of short codes, alphanumeric sender ID as well numeric sender ID on SS7 routes.
Cameroon	Orange Cameroun	
Chile	Movistar	In general: Movistar (Telefonica) Chile is not returning 100% of Delivery Receipts. Delivery of messages is not affected but some final statuses will not be received.
China	<i>All networks</i>	<ul style="list-style-type: none"> • Sender ID may be replaced, e.g. by an international msisdn. • Binary is not allowed in China. Max number of characters is 60 for Latin Chars and Unicode. • DLRs are not guaranteed.
China	China Unicom	Sender IDs will be replaced with a China Unicom MSISDN.
Croatia	T-Mobile	T-Mobile implemented a filtering mechanism which detects A2P SMS coming in through international routes, in case the link between international route and T-Mobile Croatia is not covered by AA.19 agreement the SMS may get dropped.
Croatia	VIPnet	Operator is filtering alphanumeric sender ID. We suggest using any numeric senderID to reduce the risk of being filtered.
Egypt	Etisalat Egypt	Operator is filtering alphanumeric sender ID and short code. DLRs are not guaranteed. We suggest using numeric senderID with international number format to reduce the risk of being filtered.
Egypt	Mobinil	Operator is filtering alphanumeric sender ID and short code. DLRs are not guaranteed. We suggest using numeric senderID with international number format to reduce the risk of being filtered.
Egypt	Vodafone	Operator is filtering alphanumeric sender ID and short code. DLRs are not guaranteed. We suggest using numeric senderID with international number format to reduce the risk of being filtered.
Finland	TeliaSonera	Operator is filtering alphanumeric and short code sender ID. We suggest using numeric senderID with national or international number format to reduce the risk of being filtered.
Finland	Elisa Corporation	
France	Bouyges Telecom	Operator does not accept alphanumeric sender IDs. We suggest using numeric senderID with international number format to reduce the risk of being filtered.
France	Orange	Operator does not accept alphanumeric sender IDs. We suggest using numeric senderID with international number format to reduce the risk of being filtered.
France	SFR	Operator does not accept alphanumeric sender IDs. We suggest using numeric senderID with international number format to reduce the risk of being filtered.
France	Free Mobile	Operator does not accept alphanumeric sender IDs. We suggest using numeric senderID with international number format to reduce the risk of being filtered.
Hong Kong	CSL	Alphanumeric sender IDs with special chars in between like (-) or (&) will not get delivered. Coma (,) and Semi-Colon (;) are replaced with whitespace. Since 12.2011 CSL started blocking all A2P Traffic coming in through international routes. Supplier has direct SMSC connection to CSL.
Hungary	T-Mobile	Operator does not accept alphanumeric sender IDs. We suggest using numeric senderID with international number format to reduce the risk of being filtered.



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India	<i>All networks</i>	India regulatory requirement require any traffic to India to be send based on direct connections to (an) India Operator while following the National Do Not Call Registration (NDNC) as well as Sender ID rules and allowed service hours dependant on Type of Service. We suggest you test routing on offer.
India	Bharti Airtel	
Indonesia	<i>All networks</i>	Operators are filtering alphanumeric, short code and national sender ID. We suggest using numeric senderID with international number format with at least 10 digits to reduce the risk of being filtered.
Indonesia	Telkomsel	Operator applies its filter occasionally only, without prior notification. Therefore delivery notifications are not 100% reliable. Supplier relies on its partners in Indonesia who are making use of supplier's service too and instantly report back in case any issue arises.
Indonesia	PT. Excelcomindo Excelcom (XL)	Operator applies its filter occasionally only, without prior notification. Therefore delivery notifications are not 100% reliable supplier relies on its partners in Indonesia who are making use of supplier's service too and instantly report back in case any issue arises.
Iran	<i>All networks</i>	Operator is filtering alphanumeric and national sender ID. We suggest using numeric senderID with international number format to reduce the risk of being filtered.
Iraq	Asiacell	Operators are filtering alphanumeric, short code and national sender ID. SMS will fail with HLR system failure status.
Iraq	Zain	MNO will acknowledge as delivered, despite messages were filtered.
Ireland	O2	Operator is changing the Sender ID if sent in alphanumeric format to a random numeric one.
Israel	Cellcom	Operator is filtering alphanumeric sender ID. We suggest using numeric senderID with international number format to reduce the risk of being filtered.
Italy	<i>All networks</i>	In general messages containing premium numbers like 899*, 894*, 895*, 892* ,166*, etc. might be blocked by the operators. It is considered as spam and because it suggests people to call at very expensive cost.
Ivory Coast	Orange	
Jordan	Zain	Operator may filter alphanumeric sender ID. We suggest using numeric senderID with international number format starting with 00 (format e.g. 0044, 0096) to reduce the risk of being filtered. Regulatory environment: Differentiation between Commercial Messages and non commercial = Service Messages. * Commercial Messages - need to be indicated with additional characters such as "ADV" in Sender ID, so this limits the sender ID from 11 digits down to 7 digits - only from Sunday to Thursday (weekend is Friday and Saturday) <i>Definition:</i> * <i>Commercial Messages</i> means messages with the sender ID named as "ADV" and are messages of a commercial nature and/ or promote value added services in Jordan. * <i>Service Messages</i> : means Bulk Messages sent to a category of the general public in Jordan that have a specific attribute in common and/ or specific services provided to that category upon their subscription to such services excluding all Commercial Messages. Service Messages include messages sent from unions, banks, clubs, organizations, embassies, universities to their members, clients, students, and subscribers.
Kazakhstan	Kcell	Operator is filtering alphanumeric, short code and national numeric sender ID. We suggest using numeric senderID with international number format to reduce the risk of being filtered.
Kenya	Safaricom	Operator is filtering alphanumeric and short code sender ID. We suggest using numeric senderID with international number format to reduce the risk of being filtered.
Kuwait	Zain (MTC)	Operator is filtering alphanumeric and national numeric sender ID. We suggest using numeric senderID with international number format to reduce the risk of being filtered.
Kyrgyzstan	Beeline KG (Bitel)	Operator is filtering alphanumeric and national numeric sender ID. We suggest using numeric senderID with international number format to reduce the risk of being filtered.



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Lebanon	MTC	According to the regulatory authority: • No porn, games & lottery • No messages spreading advertisements of meeting (dating) between persons.
Malaysia	<i>All networks</i>	Maxis and Celcom might return false DLRs
Malaysia	Maxis	Operator is filtering alphanumeric and national numeric sender ID. We suggest using numeric senderID with international number format to reduce the risk of being filtered. Due to network restriction given by the Operator Sender ID masking for all formats with +990000XXXX via our SS7 routes. In general we do recommend using sender id such as +3400000096 with some number at behind rather than using sender id that ends with 00. e.g +3400000000.
Malaysia	Celcom	Operator is filtering alphanumeric and national numeric sender ID. We suggest using numeric senderID with international number format to reduce the risk of being filtered.
Malaysia	DiGi	Operator is filtering alphanumeric and national numeric sender ID. We suggest using numeric senderID with international number format to reduce the risk of being filtered.
Malaysia	U-Mobile	Operator is filtering alphanumeric and national numeric sender ID. We suggest using numeric senderID with international number format to reduce the risk of being filtered.
Mauritania	<i>All networks</i>	Alphanumeric sender IDs will not be delivered. We suggest using numeric senderID with international number format to reduce the risk of being filtered.
Moldova	Moldcell	Operator is filtering alphanumeric and short code sender ID. We suggest using numeric senderID with international number format to reduce the risk of being filtered.
Monaco	Monaco Telecom	Operator is filtering alphanumeric and short code sender ID. We suggest using numeric senderID with international number format to reduce the risk of being filtered.
Morocco	Maroc Telecom, Itisalat Al-Maghrib	Alphanumeric sender IDs will not be delivered. We suggest using numeric senderID with international number format to reduce the risk of being filtered.
Morocco	Wana	Operator is filtering alphanumeric sender ID. We suggest using numeric senderID with international number format to reduce the risk of being filtered.
New Zealand	Telecom New Zealand	- Operator is filtering alphanumeric sender ID. We suggest using numeric senderID with international number format to reduce the risk of being filtered. - Alphanumeric Sender IDs will be replaced by TNZ with +502 / - Telecom New Zealand blocked all international Gateways in October 2011 but supplier has exclusive access via Direct Connection to TNZ.
New Zealand	Vodafone NZ	Operator is filtering alphanumeric and short code sender ID. We suggest using numeric senderID with international number format to reduce the risk of being filtered.
Nigeria	Visafone	CDMA network who hosts its number range on a UK network (Guernsey Telecom, Guernsey), all msisdn belonging to Visafone appear in the signalling as Guernsey Telecom.
Nigeria	MTN	Operator is filtering alphanumeric sender ID.
Nigeria	Glo Mobile	Glo Mobile is operating a very unstable Signalling Equipment which affects also SS7 based delivery to Glo when using international routes. This causes often bad delivery.
Norway	Telenor	Operator is filtering alphanumeric sender ID. We suggest using numeric senderID to reduce the risk of being filtered.
Oman	General Telecoms (Oman Mobile)	Operator is filtering sender ID according fuzzy logic. Operator gives "illegal MS" back for failed messages. Successful delivery to this network is not guaranteed.
Panama	Cable & Wireless	Operator is filtering alphanumeric sender ID. We suggest using numeric senderID to reduce the risk of being filtered.
Pakistan	<i>All networks</i>	Numeric Sender IDs with +92xxxxxxx (Pakistan) may be masked with the range from +456099300xxxx.
Peru	Claro	Operator is filtering alphanumeric and national numeric sender ID. All SMS sent with those OADCs will come by with an "Illegal MS" status. We suggest using numeric senderID with international number format to reduce the risk of being filtered.
Peru	Movistar	Please note that supplier is using a direct connection of a local partner who replaces the sender ID with a random long number which may vary. DLRs are not supported.



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Philippines	Globe	Operator is filtering alphanumeric and short code sender ID. We suggest using numeric senderID with international number format to reduce the risk of being filtered.
Philippines	Smart	
Poland	PLAY	Operator is filtering alphanumeric, short code and national numeric sender ID. All SMS sent with those OADCs will come by with an "Illegal MS" status. We suggest using numeric senderID with international number format to reduce the risk of being filtered.
Portugal	All networks	Interconnect route only, please note that supplier is using a direct connection to deliver to Portuguese network operators. This direct connection does currently not provide DLRs. Once DLRs are available supplier will inform us immediately.
Portugal	Vodafone	Alphanumeric and short code sender ID is not supported to Vodafone prepaid users. We suggest using numeric senderID with international number format to reduce the risk of being filtered.
Romania	Vodafone	Operator is filtering alphanumeric and short code sender ID. We suggest using numeric senderID with international number format to reduce the risk of being filtered.
Russia	Megafon	
Russia	MTS	Operator is filtering alphanumeric sender ID. We suggest using numeric senderID with international number format to reduce the risk of being filtered.
Saudi Arabia	Etihad Etisalat (Mobily)	Operator may filter alphanumeric and national numeric sender ID. We suggest using numeric senderID with international number format to reduce the risk of being filtered.
Slovak Republic	O2	Operator is filtering alphanumeric, shortcode and national sender IDs. These Messages will berejected with status "unknown subscriber"
South Africa	Cell C Ltd	
South Africa	MTN	Operator has started to apply heavy filtering of short codes, alphanumeric sender ID as well numeric sender ID on SS7 routes.
South Africa	Vodacom	Operator is filtering short codes, alphanumeric sender ID as well numeric sender ID starting with "277" & "278" (= local numbers in international format) and "07", "08" (= local numbers in national format) .
South Korea	All networks	- Termination is only possible via Direct Connection. Operators are filtering any traffic via international routes. <i>In general:</i> - Alphanumeric sender ID, binary content and concatenated messages are not supported. - Operators allow only numeric senderID with national or international number format. - Max message length is 80 bytes.
Spain	Telefonica	
Spain	Vodafone	
Sri Lanka	All networks	Operators are filtering alphanumeric sender ID. We suggest using numeric senderID with international number format to reduce the risk of being filtered.
Sri Lanka	Dialog Telekom (MTN)	
Sudan		Signalling issues due to poor infrastructure on operator side. Delivery rate may fluctuate.
Sweden	Telenor	
Sweden	TeliaSonera	Operator is filtering alphanumeric and short code sender ID. We suggest using numeric senderID with national or international number format to reduce the risk of being filtered.
Taiwan	Chunghwa Telecom	Operator is filtering bulk messages with alphanumeric senders IDs. We suggest using numeric senderID with international number format to reduce the risk of being filtered.
Tajikistan	CJSC Indigo	Operator is filtering alphanumeric sender ID. We suggest using numeric senderID with international number format to reduce the risk of being filtered.
Thailand	AIS	Operator is filtering certain sender ID such as +44 and most alphanumeric. We suggest using numeric senderID with international number format to reduce the risk of being filtered.



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Turkey	AVEA	Operator is filtering alphanumeric sender ID. We suggest using numeric senderID with international number format to reduce the risk of being filtered.
Turkey	Turkcell	Operator is filtering alphanumeric sender ID and local numbers in national and international format (ie: numbers starting with "905" / "05"). We suggest using numeric senderID with international number format to reduce the risk of being filtered.
Turkey	Vodafone	Operator is filtering alphanumeric sender ID and local numbers in national and international format (ie: numbers starting with "905" / "05"). We suggest using numeric senderID with international number format to reduce the risk of being filtered.
Ukraine	MTS (UMC)	Operator is blocking all SMS with alphanumeric sender ID "amway" in its SMSC message filter.
United Arab Emirates	DU	Operator is filtering alphanumeric sender ID. We suggest using numeric senderID with international number format to reduce the risk of being filtered.
United Arab Emirates	Etisalat	Operator is filtering alphanumeric and national sender ID. We suggest using numeric senderID with international number format to reduce the risk of being filtered.
Vietnam	Viettel Mobile	Operator is filtering alphanumeric, short code and national sender ID. SMS will fail with HLR system failure status. We suggest using numeric senderID with international number format to reduce the risk of being filtered.
Vietnam	Vietnam Telecoms Services (Vinaphone)	Operator is filtering alphanumeric sender ID. We suggest using any numeric senderID to reduce the risk of being filtered.
Yemen	Sabafon	Operator may filter alphanumeric and national sender ID. We suggest using numeric senderID with international number format to reduce the risk of being filtered.
Yemen	SpaceTel	Operator may filter alphanumeric and national sender ID. We suggest using numeric senderID with international number format to reduce the risk of being filtered.
USA	AT&T	Fixed numeric sender id without delivery reports – for alpha sender id you would need a short code
Latin America	<i>All networks</i>	Delivery Receipts in this region are usually not provided by the operator SMSC. We suggest using rolling numeric senderID with international number format to reduce the risk of being filtered.



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Terms and conditions:

These are general terms and conditions and might vary slightly based on the route supplied. Please ensure that you read and understand the terms or contact us if you are not clear on any of the points. By signing up for an account, verifying such SMS account registration it is understood that you read and accepted these terms and conditions. Please contact SMSwarehouse Inc. (E-SPECTATIONS CONSULTING CC) if any of the points are not clear.

1. **Payment terms:**

Strictly prepaid – an invoice in your (Euro only) will be supplied after testing and acceptance of quotes, signing up for a test account and sending SMS. South African clients will be invoiced in South African Rand and 14% South African VAT will be charged (VAT no: 4040259578). No VAT applies when cross-border transactions are done and when clients are invoiced by SMSwarehouse Inc. in International currency.

2. **Bank Charges:**

The Invoice amount that will be transferred should exclude all bank & correspondent bank charges & commissions. We will appreciate it if you advise your bank that the recipient (SMSwarehouse Inc. or E-SPECTATIONS CONSULTING CC) should not be charged any commissions, telex transfer fees or any other fees. Credits will be allocated based on the exact amount we receive in our account.

3. **Payment Methods:**

Paypal:

All prices are final prices without any other taxes or interconnection fees – we accept payments in Euro and USD – please refer to www.xe.com for conversion into other currencies. We also accept credit card payments using <http://www.paypal.com> - the email address to use will appear on the invoice we issue – please quote your username in the reference area so that we know which account to allocate credits to and update.

Credit card payments:

We do not have credit card facilities available. Please use Paypal.

EFT bank transfers:

Please note that we will allocate credits on receipt of funds. Please allow 3-4 working days for the banks to complete the transfers. Our bank is Barclays International Seychelles where we hold an International Euro and Dollar account. Please note that we do not have an IBAN number as the bank is outside the European Union. We will provide all clients with invoices with the banking details upon request for invoices.

South African clients:

South African clients that pay in Rand will be issued with an invoice and the payment should reflect the invoice number on the deposit slip. Our local bank is ABSA and bank details will be on the invoice we provide.



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4. Refund policy:

All messages that pass through the SMS gateway are charged for irrespective of delivery as we are charged for it by the SMS-C's.

We will refund unused credits only if there are no backup routes to your destination.

All clients will be presented with alternative working routes if a specific route got blocked. Please note that the price of backup routes may differ from original pricing.

SMSwarehouse Inc. (E-SPECTATIONS CONSULTING CC) will only refund unused credits if clients request a refund within 7 days from the date that you purchased the credits.

Unused credits will be refunded on the following conditions:

1. We will disable your account and draw reports based on the last SMS sent.
2. You will be notified of the remaining credit in your account.
3. 10% of the refund amount will be deducted as administrative fees
4. Bank and other charges will be for your account.

Please contact us to request your refund. Please remember to include your SMS username.

5. Price changes:

Prices quoted may change without notification as networks change pricing, open and block routes at free will and at times do not notify us – we do however give all price advantages that we get through to our customers and endeavor to inform clients that prices have changed via email notification.

6. Price volumes and discounts:

Price volumes are based on traffic per country and not for overall traffic in all countries. SMSwarehouse Inc. (E-SPECTATIONS CONSULTING CC) retains the right to change this based on price changes at SMSC-level.

7. Hidden costs and other fees:

No setup fees, no monthly fees, no hidden costs. Please however note that binary, concatenated Unicode and Concatenated English messages may use more than one credit when it exceed the message length limitations as set by GSM standard. It is the clients' responsibility to test the system and ensure that the 5 free test credits are used to test all instances of sending messages. There is no charge for the use of our desktop tool and handset application which is available for download once you registered for an account.

8. Testing and confirmation of pricing and availability:

All routes quoted are subject to testing and confirmation of pricing and availability - please also note that some governments for example India change legislation that will impact on the ability to send SMS to these destinations. Please familiarize yourself with the telecoms laws in your country prior to registering for an account.

9. Content restrictions and code of practice:

No spam, spoofing, phishing, adult content/porn or profanity/offensive material is allowed on any of our routes. Please ensure that you read and understand our [anti-spam agreement](#) and procedures related to breach of this agreement.

It is the clients' responsibility to ensure that messages comply to local or National laws as it differs from country to country. Please familiarize yourself with the laws in your country before you send SMS.

10. Sender id or message originators:

Sender id restrictions exist in certain countries and networks. Please read the documentation we provide or consult our online staff if in doubt. In general, short codes require special routing and permission so please do not use 5-6 digit numbers in the sender id. Keep originators/sender id's to 11 digits minimum. Please familiarize yourself with your local Telecommunication laws.



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11. Methods to send:

You can connect to our gateway through SMPP or HTTP to submit your SMS with speeds of up to 30sms/sec depending on the routes used. The use of our gateway is free of charge. We also have a web interface with reseller facilities which could be used at no additional cost. Our wallet system allows us to pass any discounts on a specific network on to the client as credits may be deducted in monetary value versus credits. SMPP Clients have to provide us with an IP to add to our firewall. The use of the web interface, desktop tool and handset application is available at no additional cost.

12. Testing:

Each client that register and verify their account will receive 5 credits to test with. The purpose of the test credits is to test and get familiarized with the system and contact support if you have any questions or do not understand how to use the system.

As a general rule, before you send a huge bulk you need to check delivery to the networks you want to send to in order to confirm that all routes are delivering. SMSC's do not inform us when routes are blocked and this will ensure safe delivery of your messages.

13. Validity / Expiry of messages and credits:

There is no expiry on messages unless stipulated otherwise – please however note that we do not recommend that clients purchase more messages than what would be used in 30 days due to networks that could block commercial routes at any point in time. In case of blocking or unavailability of routes point 13 will apply but please note that price may differ.

14. Blocking / unavailability of routes:

The following will apply should any link or route be taken down - credits will remain in client accounts until such time that a replacement route can be found. Pricing will be presented to client if there is a difference and credit in the account will be adjusted accordingly. Please ensure that you read and understand our refund policy.

15. Economy routes (Fix id no delivery reports and with delivery reports):

1. The use of Economy routes where there are fixed sender id's and no delivery reports are at the clients' own risk as we do offer dynamic sender id routes with delivery reports subject to the signing of anti-spam agreements .
2. The use of Economy routes is subject to testing – i.e. please send a test to known mobiles and check delivery before sending batches.
3. All messages that pass through the gateway where economy routing applies, will be charged for (as SMSwarehouse Inc. is charged for these messages) irrespective of delivery and no refunds are available for messages where we received response id's from the SMS-C. Reason for this being that there are no delivery reports so we do not receive notification of reasons for failure of delivery to handset, therefore cannot refund as failure of delivery to handset could be due to many reasons outside the control of the SMSwarehouse Inc. gateway. Response id's from SMS-C serves as confirmation that messages were passed on successfully by SMSwarehouse for delivery by the SMS-C to handsets. Customers are urged to use higher quality routes where confirmed delivery is required.

16. Message charges and delivery receipts:

Every message that passes through our server onto the SMS-C is charged for as we are charged for the messages received by the SMS-C, irrespective of delivery to handset. Clients requiring confirmation of delivery should please avoid using economy routes and focus on higher priced dynamic sender id routes with delivery confirmation.

17. Retry scheme:

Dynamic sender id routes with delivery reports all include a 24 - 72 hour (network dependent) retry scheme. It means that if a subscriber is out of range or the phone is switched off the system will retry delivery. If the subscriber does not switch their phone or get into range of the GSM network within the 24-72 hour period, the message will be discarded.

18. Latency or delays on routes:

Please note that some routes might experience delays when there are high volumes/congestion on the routes. This may occur during the festive season and or specific public holidays or events. SMSwarehouse Inc. has no control over the delivery of the SMS once it passes through the gateway. Wherever possible we provide features of the specific routes and it is up to clients to test routes and familiarize themselves with delays that may or may not occur on routes.



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Economy or fixed id routes are not recommended for time critical messages. Clients should also test routes prior to sending any batches to familiarize themselves with the latency on a route that may occur on that specific day.

Please use only high quality dynamic sender id routes with delivery reports for time critical messages.

19. Error and status codes:

All clients are supplied with a web login whether you use SMPP, HTTP, handset application or the desktop application. A full list of codes is available under downloads in the HTTP API PDF documentation once you log into your account – the following error codes are used for delivery reports:

ERROR - HTTP01 --> Invalid HTTP URL Format
ERROR - HTTP02 --> Invalid query string
ERROR - HTTP03 --> Message Submission Failed
ERROR - HTTP04 --> Invalid Password
ERROR - HTTP05 --> Invalid System ID
ERROR - HTTP06 --> Invalid Sender ID
ERROR - HTTP07 --> Invalid Type
ERROR - HTTP08 --> Invalid Message ID
ERROR - HTTP09 --> Invalid Destination Address
ERROR - HTTP10 --> Invalid number of messages
ERROR - HTTP11 --> Requested service is unavailable
ERROR - HTTP12 --> Submit Failed
ERROR - HTTP13 --> Query request failed
ERROR - HTTP14 --> Bind failed
ERROR - HTTP15 --> Not Authorized for the request.
ERROR - HTTP16 --> Invalid Request
ERROR - HTTP17 --> Invalid Message Length.
ERROR - HTTP18 --> INSUFFICIENT CREDITS/BALANCE.
ERROR - HTTP19 --> Invalid DATA CODING SCHEME.
ERROR - HTTP20 --> Invalid ESM .

Status codes:

MSGSTATUS - CP --> Message ACCEPTED and is under processing.
MSGSTATUS - ATES --> Message is SUBMITTED to the SMSC.
MSGSTATUS - DELIVRD --> Message is DELIVERED to destination.
MSGSTATUS - EXPIRED --> Message validity period has EXPIRED.
MSGSTATUS - REJECTED --> Message is REJECTED.
MSGSTATUS - UNDELIVERED --> Message is UNDELIVERABLE.
MSGSTATUS - DELETED --> Message is in DELETED STATE
MSGSTATUS - UNKNOWN --> Message is in UNKNOWN STATE
MSGSTATUS - INVALID --> Message is in INVALID STATE

20. IVR and premium number campaigns:

Any route used where performance is measured by responses will work as follow (IVR or premium number campaigns):

Any message that passes through our server will be charged for regardless of delivery to handset as we will be charged for the messages by the SMS-C. We hereby disclaim ourselves from handset delivery as we have no control over handsets which may be out of range, stolen, wrong numbers may be used or any other circumstance related to handsets which we have no control over. It is up to the party sending the SMS to ensure that numbers are valid, handsets are switched on and within range when sending the SMS. No refunds will be made on campaigns should there be no handset owner response. It is up to the client to use hlrlookup to verify numbers before sending campaigns. Please contact our sales team should you require such a service.

21. Confidentiality / Privacy policy:

Information submitted via our SMS gateway or web site will not be used sold or distributed in any way. Clients have to opt-in to receive news and updates and could opt-out at any point in time on the [web site](#).

SMSwarehouse Inc. (E-SPECTATIONS CONSULTING CC) is bound by law to disclose certain information to operators if there are complaints submitted by any operator as stated in our [anti-spam agreement](#) - such information will pertain only to the messages, dates and times and content that was sent by the users and we have to access our database and provide operators with such information by law. We may disclose personal information to respond to legal requirements, enforce our policies, respond to claims that specific content infringes the rights of others, or protect anyone's rights, property, or safety.

We respect all clients' privacy and do our utmost best to secure information. Clients have to ensure that they secure their data and servers on their side as SMSwarehouse Inc. only has control of its servers and data on the gateway side and therefore could only secure information on our side.



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By registering for an account, verifying such account and sending SMS, SMSwarehouse Inc. (E-SPECTATIONS CONSULTING CC) requires certain personal information such as Name and Surname, Email address, Mobile number, username, password and IP address. We also require a physical address, Telephone number, Email for invoicing purposes. By registering for an account you agree to submit such personal information for purposes of use by SMSwarehouse Inc. (E-SPECTATIONS CONSULTING CC) and agree that the information submitted might be used for the following:

- Trouble shoot problems,
- Personalize our services to you, the client,
- Prevent any illegal activities as stated in our legal documentation,
- Inform you, the customer about offers, new services and news based on your preferences as well as marketing of our products and services,
- Compare and verify information with third parties as and when required.

Please note that SMSwarehouse Inc. (E-SPECTATIONS CONSULTING CC) keeps records of all online conversations and communication for our own record purposes and will not disclose such information unless legally required.

This privacy policy may be amended from time-to-time based on legal requirements and changes in various laws. Clients that [subscribe](#) to our services will be notified of these changes.

22. **Message Content and Anti-Spamming Policy**

1. The client shall only send permission based content and promotional messages via the assigned messaging service provided by SMSwarehouse Inc. If the client breach the obligations herein provided, then SMSwarehouse Inc. shall suspend the service to the client accordingly without any refund of remaining credit.
2. The client undertakes that it will not knowingly use the services for any illegal, immoral or improper purpose or in whatever manner which contravenes any third-party rights, any laws or requirements of a Regulator in the appropriate jurisdiction, or in any way which is indecent or offensive or in any way that could be considered as spamming and undertakes not to allow any third party to do so. The following types of messages are not allowed and will be considered spam:
 - Defamatory content
 - Content containing threats to kill or harm
 - Messages containing ethnic, racial or religious hate.
 - Routing of traffic from automated "chat" systems or other applications of pornographic nature
 - Routing traffic from applications that allow an individual user to set the source address in the message to a value different from that user's verified mobile telephone number or 1 Alphanumeric source address per private user (anonymous traffic) for the deliberate distribution of messages which may cause a disruption of the operational capacity of mobile handsets or enable third parties to attempt to use the service
 - Any message containing content that knowingly will mislead the handset owner to respond to a premium, IVR or any other number.
3. Clients undertake to obtain sufficient proof of permission or opt-in from handset owners to receive the messages sent to them. Acceptable proof entails web form submissions where the actual date and time plus mobile number for which permission is obtained is captured.
4. Handset owners should also be provided with an opt-out option at all times and this should be included in the messages sent. Opt-out options could be automated removal from database via web submission or a number to call where they could request that they be removed from the database.
5. Action should operators question legality of messages sent:
 - a. SMSwarehouse Inc. will suspend the user's account pending outcome of the investigation.
 - b. Sample messages sent will be submitted to the operator including proof from the client that permission was obtained from the handset owner to send the SMS.
 - c. Once all proof has been submitted and operator clears SMSwarehouse Inc. the clients' account will be activated and submission of messages may continue.
 - d. Should clients be found guilty of sending spam knowingly or unknowingly, the account will remain closed and remaining credits will be forfeited.
6. The client shall hold SMSwarehouse Inc. harmless and indemnify and keep SMSwarehouse Inc. indemnified in the event that SMSwarehouse is penalized or claims, demands, actions or administrative proceedings have been bought against SMSwarehouse Inc. due to non-compliance of the clause stated herein. As an illustration, in the event that SMSwarehouse Inc. is penalized or claims, demands, actions or administrative proceedings have been bought upon by other regulatory bodies as well as the mobile operators of the specified countries, including but not limited to delivery or unsolicited SMS, then SMSwarehouse Inc. shall have the right to claim from the client all amount paid as penalties and/or claim all costs and expenses accrued to answer such claims, demands and or administrative proceedings.



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23. **General:**

1. These terms and conditions may be amended from time-to-time based on legal requirements and changes in various laws.
2. Clients that subscribe to our services will be notified of these changes.
3. By purchasing and using our services you acknowledge that you read, understood and accept the terms and conditions.



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