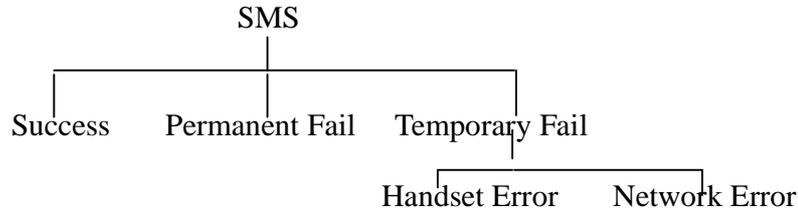


FAQ's for VIBGYOR

1) What can be different delivery status of sent SMS?

Ans:-



2) How are the SMS Delivery status terms defined?

Ans:-

a) Success:- SMS delivered successfully to the handset

b) Permanent Fail :- SMS not delivered to the handset. There may be any reason among these Call Barred, Unknown Subscriber, and Unidentified Subscriber etc.

c) Temporary Fail :-

In this case the SMSC fails to deliver the message in its first attempt for the following errors::

1) Handset Errors: SMSC flags Temporary Fail in the Handset, when there is one of the following errors reported by network:

-> SIM Memory Full

-> Not Reachable/Switched Off

2) Network Errors: There are many switching and radio level errors reported by GSM networks. All of them categorized in to one “System Failure” for ease in handling.

3) What are the SMSC status codes ?

Ans :- Here with we are publishing sample status codes for reference.

Sr no	code	Details	Remark	Status From
1	Sub-SMSC	Message Submitted to SMSC	SMS submitted from Vibgyor end to upstream gateway	upstream gateway
2	DELIVRD	Message Delivered	Message delivered to handset	upstream gateway
3	EXP-AbsSubs	Message Expired for Switched off/Not	Message expired due to handset switch off or not available	upstream gateway
4	FAILED	Message not Delivered	Message Failed	upstream gateway
5	EXP-MEM-EXCD	Message Expired for SIM Memory Full	Message failed to delivered due to sim card memory is full	upstream gateway
6	EXP-NW-FAIL	Message Expired for Network Failure	Message failed to delivered due to handset switch off or not available	upstream gateway
7	EXP-NW-TMOUT	Message Expired for Network Failure	Message failed to delivered due to network failure	upstream gateway
8	EXP-SMS-TMOUT	Message Expired for MSC Timeout	Message failed to delivered due to network failure at upstream gateway	upstream gateway
9	EXP-HDST-BUSY	Message Expired for Handset Busy	Message failed to delivered due to handset is busy by any reason	upstream gateway
10	PENDG-ABS-SUB	Message Pending at SMSC For Handset not reachable/switch off	Message is pending at upstream gateway because of handset is not reachable state or switch off	upstream gateway
11	PENDG-MEM-EXCD	Message Pending at SMSC For SIM Memory Full	Message is pending at upstream gateway because of handset memory full	upstream gateway
12	PENDG-NW-FAILR	Message Pending at SMSC For Network Error	Message is pending at upstream gateway because of network error occurs, it may happen that message will not be delivered	upstream gateway

13	PENDG-NW-TMOUT	Message Pending at SMSC For Network Error	Message is pending at upstream gateway because of network error occurs, it may happen that message will not be delivered	upstream gateway
14	PENDG-SMS-TMOUT	Message Pending at SMSC For MSC Timeout	Message is pending at upstream gateway because gateway will tries to deliver sms in certain time limit it handset is not available for that time it will show error	upstream gateway
15	PENDG-HDST-BUSY	Message Pending at SMSC For Handset Busy	Message is pending at upstream gateway because gateway will tries to deliver sms in certain time limit it handset is busy for that time it will show error	upstream gateway
16	L-SUB-FAIL	Message Fail to submit at vibgyor end	Message is submitted at vibgyor server end but fail due to retry count exceed	Vibgyor server
17	L-SUB-BLOCK	Message Block at vibgyor server	Message is submitted at vibgyor server end but in block state because of block mobile number is blocked or sms text is not proper.	Vibgyor server
18	Not Available	Delivery status is not available from upstream gateway	Delivery status is not available from upstream gateway	upstream gateway
19	L-SUB-BLOCK-MKT	BLOCKED	Blocked due to promotional SMS	Vibgyor server
20	NDNC Failed	NDNC Failed	Failed for due to mobile number registrar in NDNC	upstream gateway
21	L-SUB-BLOCK-SERIES-NOT-FOUND	L-SUB-BLOCK-SERIES-NOT-FOUND	Blocked due to series not found	Vibgyor server
22	L-SUB-BLOCK-SERIES-UNSUPPORTED	L-SUB-BLOCK-SERIES-UNSUPPORTED	Blocked due to unsupported operator	Vibgyor server
23	UNKNOWN ERROR	UNKNOWN STATUS	UNKNOWN STATUS	upstream gateway
24	Not Available	Not Available	Not Available	upstream gateway
25	UNDELIV	UNDELIV	UNDELIV	upstream gateway

* Note:- These codes may vary, which will be updated time to time.

4) Is there any Difference between GSM and CDMA delivery reports?

Ans :- Yes there is a difference between GSM and CDMA delivery reports. All the GSM delivery reports come from the handset and all the CDMA delivery reports come from the service providers. Hence there may be possibilities that for CDMA numbers report may show sms delivered but actually that message may not get delivered to the handset.

5) Do CDMA handsets support Alphanumeric Sender id?

Ans:- Yes, CDMA technology is now supporting alpha numeric sender ID. Though, there are some CDMA instruments in which alphanumeric sender id is not supported. We have found some of the Instruments like LG RD 5130, 6830. There may be other instruments available in the market not supporting alphanumeric Sender ID. We will regularly update FAQ as and when we will find any instruments.

6) What kind of actions can be taken if Network or Handset error occurs ?

Ans:- User can switch off his or her handset and switch on. The reason for doing so is described below.

If message is not delivered due handset based error, SMSC flags Home Location Register (HLR) of the destined mobile number indicating that there is a “Message Waiting” for that number. At any point of time when handset comes out of reported error, HLR sends an alert (SC Alert) back to SMSC triggering the delivery attempt of all the pending messages for that number. Message for handset errors are purged and marked as expired if no SC alert is received for 3 hours (from the time of first attempt).

7) Why we have to change the password in Vibgyor every month ?

Ans:- There is a functionality provided by Vibgyor service that user must change his or her password every month because of security reasons. Also we are storing last three passwords in our records for more security of your VIBGYOR account.

8) How secure is my password ?

Ans:- We are storing password in encrypted form (MD5) which is not reversible so that the password is fully protected.

9) Why are we prompted to fill the user information every month ?

Ans:- We need updated contact information of all our users for keeping them updated with every normal or critical informations related to VIBGYOR services. So we prompt the users to fill or update any change in user information.

10) How do we know when our SMS balance or account gets expired?

Ans:- VIBGYOR communicates SMS balance and account validity of user accounts through user Dashboard, SMS and email. This information is daily available on user dashboard and reminder is sent via SMS and email well in advance of validity expiry.

11) Why is there a time difference in reports vs actual delivery of SMS in CDMA handsets?

Ans:- There is a time difference in CDMA mobile because the delivery time is received from the upstream gateway and not from the handset.

12) Why is there a time difference in SMS Delivery reports compared to the actual time of delivery in handset?

Ans:- The delivery time of SMS shown in reports is as received from upstream Gateway, which may differ from gateway to gateway by some time, so there might be some difference in report.

13) Will I get credit back of those SMS which are not delivered?

Ans:- Yes, you can get the credit back of SMS which are not delivered only when there is some technical issue in VIBGYOR server, which means it couldn't forward the SMS to the upstream gateway. In any situation other than above the number of undelivered SMS will not be given credit back.

14) Why do we get logged out of our VIBGYOR account?

Ans:- Every system has a defined session time, if no activity is done for that defined time, the session automatically expires, and thus the VIBGYOR user will get logged out from the account.

15) What are the criterions for selecting a Login ID?

Ans:- The standards for selecting a Login ID are mentioned below:

- Login id must not contain any special character except “_” (underscore)
- Login id must start from an alphabetic character.
- Login id can be alpha numeric.
- Login Id can have maximum of 20 characters.
- Minimum length should be of 3 characters (for new accounts)
- Space is not allowed in login id
- Duplication of login id is not allowed

16) What are the criterions for selecting a Sender ID?

Ans :- The standards for selecting a Sender ID are mentioned below:

- Sender ID can have maximum of 8 characters
- Sender id must not contain any special characters.
- Sender id must not be numeric.

- Sender id can be alphanumeric.
- Sender id can have one of following
 - i. space
 - ii. under score (_)
 - iii. hyphen (-)
 - iv. numbers
 - v. alphabets
- Duplication of sender id is not allowed
- Same sender id will not be used for different user accounts.

17) How can I view records of SMS sent in the past?

Ans:-Past reports will be available in the report section. You will find date wise summary report. You can select any of the date and details report will be shown for that date.

Note that the reports will be available only of last 3 months.

18) What is NDNC or DND?

Ans: NDNC and DND are services from TRAI, in which if any individual registers his/her mobile number, then he/she shouldn't receive any marketing or promotional SMS or phone call on the registered number. The registered number will get listed in the NDNC and DND list. For more details please visit www.ndncregistry.gov.in

19) Can we send promotional or marketing SMS from my VIBGYOR account?

Ans:- Yes, if you are an existing customer and your account usage category as shown in user dashboard is Promotional SMS, then you can send promotional/marketing SMS and even service SMS from the same account, though the SMS to NDNC or DND listed numbers will be filtered. But if your account usage category is Service SMS, then you have to open another VIBGYOR account with promotional SMS as account usage category and get registered in NDNC as a telemarketer. Also a new Sender ID has to be registered for new account.

If you are planning to buy a new VIBGYOR account for promotional purpose, then you need to register in NDNC as a telemarketer and provide us with the details of your registration. Then you will be availed with a VIBGYOR account with account usage type as Promotional SMS.

20) I have received an NDNC violation complain from Aruhat, what should I do?

Ans:- After receiving the complain from Aruhat for NDNC violation you should pay the amount which is mentioned in the invoice sent along with the details of complaint. Also you have to give the justification of that particular complaint(s) in written. If this will happen more than two times your account, we may convert that account in to promotional account or may even deactivate the services of that account. To reactive your account you have to follow the above mentioned procedure.

21) Why is there a constant problem of SMS delivery to a particular mobile number?

Ans:- There might be many reasons for constant non delivery of SMS to that particular number like wrong/deactivated/unregistered number, mismatch of message center number, message box

full and many other. We recommend users to view the reports for such delivery issues.

22) Why I am not able to set numeric sender id ?

Ans:- As per TRAI regulation no one should send numeric sender id. Also sender id now supports maximum 8 characters only.

23) What will be length of SMS when I send a long SMS ?

Ans :- Usually for single sms, character length is 160 characters. If you type more than 160 characters then the SMS will get split in to multiple SMS as per the SMPP standards:

first SMS: 160 char

second SMS and above: 153 char

While Available maximum character length in VIBGYOR is 400.