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## Information about the services .

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### How does SMSGlobal deliver my SMS?

We have a number of different methods we can accept SMS from our customers. In all cases once we receive the SMS we pass it to our Supplier network using an industry protocol known as SMPP ( Short Messaging Pier Protocol) . It is the responsibility of the suppliers from this point to ensure the SMS is received on the end-user's handset.

You are not required to bundle our services with any other service

### SERVICE STANDARDS

#### NETWORK COVERAGE

We will always ensure to be looking for new routes across the globe. However you should still check our coverage suits your needs by visiting [www.msglobal.com/coverage](http://www.msglobal.com/coverage) or if you still can't see the country you are looking for , don't worry, this might just mean are evaluating new suppliers. Please contact our account managers on **1300 883 400** for further details.

#### MESSAGE DELAYS

We constantly monitor our connections to the supplier network and are wholly responsible for the efficiency of our systems once they receive a message from you. Once an SMS is passed to the supplier network successfully it is the responsibility of the network to ensure timely delivery.

If you find there is an unreasonable delay

delivering your SMS we are able to escalate this issue to the relevent supplier. Please call our Support team on **1300 883 400**.

### Dedicated Longcodes and Shortcodes.

SMSGlobal offer all of our customers a range of leaseable phone numbers. These numbers are subject to availability of the relevent operator network and are solely maintained by this operator.

### What Services we Offer

Your SMSGlobal service includes:

- Access to our online web messaging platform. (MXT)
- Access to all of our API's
- 24/7 Email and Phone Support
- The ability to send SMS and MMS.
- Access to all our consultant and development .

### Short Message Service (SMS)

Most mobile phones can send and receive SMS text messages. We'll take reasonable steps to deliver any text messages sent from your account. Sometimes technical, network or other difficulties may stop a message from being delivered, despite our best efforts. However, you must pay for every text message sent from your account that we succesfully pass to the supplier network, whether it's delivered or not.

### Multimedia Messaging Service (MMS)

MMS lets you send your own pictures, photos, videos, audio clips and voice recordings from your account to a MMS compatible mobile phone.

You're responsible for any MMS content you send. We don't guarantee delivery or the image quality of your media messages and we're not responsible for any loss or damage suffered because of failed delivery or poor image quality.

## 2-Way SMS

We are responsible for ensuring when a customer responds to your SMS we are able to route that SMS to your account. In some cases we may need to manually associate some SMS and if you believe you are not receiving SMS please contact us on **1300 883 400**.

## Bulk SMS via API

We offer a number of APIs (REST, HTTP, SMPP, SOAP) which allow a user to send SMS from their own platform.

Please be aware you are wholly responsible for charges incurred by any faults with platforms owned within your environment

## Incoming Keywords

As a key feature of Campaigns and Dedicated Numbers we offer the ability to set keywords that will trigger actions. These can include the sending of additional chargeable SMS.

## Minimum terms.

There is no minimum commitment on our basic plan for pre-paid customers. Post-paid customers have a minimum term of 24 months.

## Important conditions

This service may not be able to deliver to certain locations. Please go to our website [www.msglobal.com/coverage/](http://www.msglobal.com/coverage/) or call us to find out if we can deliver to the areas you need.

Your SMS pre paid balance will expire if unused within 24 months.

## Information about Pricing

We offer a number of subscription plans for both Prepaid and Post Paid customers to suit their needs. Each plan has a different access fee, rate per country and charges associated with extra features. Some are only available to

certain customers.

Our Pricing Estimator\*\* is the best guide on our current SMS rates.

For information about these charges please visit our website [www.msglobal.com/pricing](http://www.msglobal.com/pricing) (Pre-Paid) or contact your account manager (Post Paid)

\*\* Pricing Estimator is valid as of the time of estimation. Prices are subject to change and we would always advise you look at the current price per sms before sending.

## Other Information

### Usage information

You can monitor your usage within your web-platform located at [www.msglobal.com](http://www.msglobal.com).

### Enquires, feedback and complaints

We are committed to providing you with excellent service.

Please contact us by :

- [calling us on 1300 883 400](tel:1300883400)
- [email at support@msglobal.com](mailto:support@msglobal.com)

If you have any questions, would like to give feedback or complain.

Please note our full Complaints Handling Policy can be found on our website.

### Telecommunications Industry Ombudsman

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

You can contact the TIO as follows:

- [Phone: 1 800 062 058](tel:1800062058)
- [Fax: 1 800 630 614](tel:1800630614)
- [Online: http://www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint)