

1 SMS GATEWAY TIPS

The purpose of your Paratel gateway is to have a connection to the Belgian cellphone network, if necessary other countries can be added on request. We do care about the performance of your gateway. Therefore, to get the maximum out of it, consider the following hints:

XML

Paratel uses XML as a wrapper for your SMS's. Great advantage of XML is that it is very readable, platform independent, you don't have to write your own parser and 1 XML document can contain multiple SMS.

So, you can expect in MO and especially in DR traffic more than 1 SMS per request!!! Paratel maintains a maximum of 200 SMS or DR per request, so in case there are more than 200 SMS or DR queued for transfer you have a number of consecutive requests containing 200 SMS or DR in each request.

MO (Mobile Originated)

Each SMS in MO has a special unique identifier, in the XML this means `<MSG_ID>123456789</MSG_ID>`. You can use this ID to avoid double processing of the same SMS. This can happen if your script processed the MO well, but Paratel didn't receive a HTTP 200 and OK in the body for some reason. In this case the SMS is queued – at Paratel side - for the next transfer, because the previous transfer is considered unsuccessful.

Check your own script on performance! We want to avoid slow processing because our script goes into time out after 60 seconds. This means that every time again the SMS, which we tried to send, are queued once more for the next try. This is an avoidable problem!

MT (Mobile Terminated)

New in the MT part is the XML Feedback. On all your requests there will always be a response indicating the status of that specific request. At this level it will give feedback on whether the XML is correct, all necessary data is there so Paratel can send the SMS, the correct format appropriate to the chosen type is applied, the message was sent already, the message is too long, ... The MT XML Feedback in combination with the DR process will give you a complete track of the SMS's you have sent through your Paratel SMS gateway.

For MT traffic we ask you to manage the same maximum of 200 SMS per request. We concluded this was a good average in case you want to send large amounts of SMS in a short time frame. If you have such large amounts do not use 1 SMS per request, because this will take a lot of time before you'll get through with it.

Ex. 20.000 SMS:

- ⇒ 1 by 1 means 20.000 requests on the server
- ⇒ 200 SMS per request means 100 requests on the server

Too many SMS's per request will eventually cause a time out of the webserver and the execution of the script. This means that probably your request has been processed partially and you did not receive any XML feedback on your request!



Use the PROVID attribute where ever possible in MT traffic, but only for pull services. A pull service means that each MO which is sent to you by Paratel immediately will be answered by 1 and only 1 MT, sent by you. The PROVID will increase the speed of SMS communication, Paratel doesn't have to perform MNP (mobile number portability) processing, which is slower. Caution: if you do not use the correct PROVID, the SMS won't be delivered at all because Paratel doesn't perform MNP processing in this case!!!



In MT traffic you'll have to use your own MSG_ID. Paratel manages a unique identifier on MSG_ID and the TO number. If this combination occurs again within 30 days, the SMS will not be accepted and considered as 'already sent'!



In the XML feedback (on your MT request) you see in each TO an attribute ID (if there are no errors). This ID reflects the unique identifier from Paratel for the unique combination MSG_ID and TO. This same ID you'll find again, later on, in the DR process along with your own MSG_ID and TO.



In case the connection to our webserver, and your gateway, is down or you don't get any XML feedback on your request, please queue your MT messages. In this way you don't lose any message at all.



If you have remarks concerning specific SMS's, it is in your own interest to communicate as much information - like affected MSG_ID's, ID 's or FROM's(MO) and TO's(MT) - as possible. This speeds up query operations and problem solving.



When you don't use the DELIVERY (as send date) and EXPDATE for your SMS, be aware that the SMS will be sent immediately and is valid for 7 days! (Also, this implicates that the DR will be delivered the latest at 'EXPDATE + 2 days' or 'DELIVERY + 7 days + 2 days')

Remember that the 'Content-type: ' header must contain 'text/xml' and of course the 'Content-length: ' the correct length of the XML in the body. If one of them is wrong, the XML won't be parsed and no SMS is sent.

DR (Delivery Receipt)

The DR process, which is an informational service, can deliver interesting information. It provides you with a first indication on how many of your MT messages are delivered and which retribution or cost you can expect. Also, this process will help you to keep your mobile number database clean and up to date. To be able to comply to the GOF – guidelines for SMS/MMS/LBS services, imposed by the Providers, it is required to implement the DR process in the correct way.



In our technical specification document about DR you'll find a list of reason codes in case a message was not delivered. In some cases this can mean you'll have to remove the msisdn from your mobile number database in order to stay up to date. If you don't do this and you keep sending messages to this msisdn, it is possible you'll face fines from the Providers, considering you are sending spam messages for instance, which is prohibited.



The DR process along with the MT XML Feedback gives you complete information about what happened with your SMS. In normal circumstances no interaction from Paratel is needed concerning information about the SMS's sent via your gateway.



Security

To avoid others using your gateway (MT) to send their own SMS's on your expenses, Paratel asks you to provide us with the IP, IP's or IP range from where the XML requests will be coming from. The access to your gateway will be restricted to the provided IP('s) only!

Be aware that if this (these) IP('s) change, you'll have to notify us, otherwise your requests will be denied and you'll receive a 'HTTP 403 Forbidden' on each request.



Paratel provides for MO and DR its own IP('s) where request come from:
194.0.173.130, 194.0.173.135 & 194.0.173.136