

FAQ or frequently asked questions.

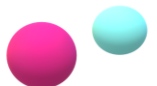


In this document, we will address the questions that our existing and potential clients ask us the most often.

SMS system, system = tool for sending SMS from the company Via Mobile, s.r.o.

Client = SMS system user

- 1) How many characters can an SMS have?
One SMS without diacritics has 160 characters. If you send an SMS longer than 160 characters, the SMS will be divided (calculating only the number of characters, not physically) into sections of 153 characters.
One SMS with diacritics can have maximally 70 characters. If you send an SMS with diacritics longer than 70 characters, the SMS will be divided (calculating only the number of characters, not physically) into sections of 67 characters.
- 2) What does BULK SMS mean?
BULK SMS is an internationally established term for bulk SMS's, i.e. SMS's sent in large volumes to customer databases/client phone numbers.
- 3) Will I pay for sent or received SMS's?
A client of our system pays for all SMS's that he/she sends via our system. Each SMS, even if not delivered, is sent and on the part of the mobile operator it comprises a cost, i.e. the cost subsequently goes to us and we have to transfer it to you, the client.
- 4) How are SMS's sent?
An SMS can be sent via API or WEB interface/form. We deal with illustrations of the WEB form in an individual document, available on our website www.smsmarketing.sk
- 5) How can I use your WEB interface?
Instructions for using our WEB interface for sending SMS's are available on our website and in the WEB form itself in the client access.
- 6) How fast can I start sending SMS, how is cooperation established?
By default, after the client contacts us (by filling in the contact web form or by sending an email to our contacts, by phone to our infoline), we send a price offer for the carrying out of SMS's with all the necessary information. If the client accepts the offer, he/she provides the necessary data, especially the name of the company, Company ID to which the account will be registered, then we immediately send a simple draft cooperation agreement. All you have to do is sign the contract, send us a scan, we will make the access data available and you can send SMS's.
This process normally takes 1-2 days or a few hours, depending on the client's responsiveness.



- 7) Is it possible to test the SMS solution before signing the contract?
Of course, if you want to test our API or WEB form, it is also possible before signing the contract. We will operatively create test accesses for you with a limited available number of SMS's intended for testing.
- 8) Why is it necessary to close a contract?
We prefer contractual relations with clients. On the one hand we are focused on wholesale clients, on the other hand we want the cooperation to be binding and long-lasting for both parties. Because we use post-paid mode in our invoicing, clients do not have to track credits and consumption, but at the same time we need to check clients for this reason. The situation around GDPR supports our intention.
- 9) How do you handle GDPR?
Of course, we handle GDPR as required by law. The definition is given on our website and in the event the client requires it, we have no problem with closing a contract for mediation or a GDPR Agreement.
- 10) What does API mean?
API stands for Application Programming Interface. If you are asking this question, you will probably be a potential user of the WEB interface/form 😊
The API is integrated into the client's systems, has several ways to connect and is especially used when automated SMS's are needed (notifications in an online shop, verification of the user's phone number online, etc.).
- 11) When and how much will I pay for SMS's I send?
The prices of individual SMS's are available to each client individually in the price offer or in the contract. The client only pays for the sent SMS. We do not apply any additional fee or minimum guarantees.
Payment is normally made by post-paid invoicing after the end of the calendar month or through payment of an advance invoice.
If the invoice is not paid on time within the due date, we have the right to immediately restrict your access to SMS and proceed legally in the recovery of the amount due.
- 12) Is it possible to send an SMS abroad?
Of course, we cover the whole world. If you are planning significant volumes of SMS's to foreign countries, we will be happy to provide you with an individual offer.
- 13) Will every phone number belonging to the Slovak network of mobile operators receive my SMS?
Yes, there is a high assumption that the SMS will be received by the holder of any Slovak SIM, as we have connections to all Slovak mobile operators.
- 14) What do the SMS statuses U, W, D, X mean?
U = Undelivered The number may be blocked, incorrect...
D = Delivered
X = Expired The SMS was not delivered at a specified time.
W = Waiting, i.e. it has not been delivered yet, because the number is not active, is switched off, there is a network failure, etc. W status can change to U, D or X.



15) I can see the SMS as delivered, but the customer claims that he/she did not receive it, what could have happened?

Exceptionally, this may also be the case. We receive information about the status of the SMS, i.e. statuses from the mobile operator. Thus, the mobile operator sends us the status that it registers the SMS as delivered to the terminal device = the user's mobile phone. This means that the mobile phone first received the SMS, but did not display it. The reason may be active spam filters in the terminal device, blocking on the part of the mobile operator, or problematic cheap terminal equipment purchased far to the east outside Slovakia.

16) What does sender or sender ID mean?

A string of either numeric characters or only alpha characters, which will be displayed to the recipient of your SMS as the sender of the SMS.

17) Can I set up my own sender?

Yes, you can specify your own sender. The limit is maximally 11 characters without diacritics.

The choice of your own sender is unlimited for Slovakia, but, of course, you cannot use senders to use of whom you do not have the right, such as names of mobile operators, state authorities, etc. The use of such senders is a criminal offense.

In case you would like to use your own sender abroad as well, it is usually necessary to register the sender in the given specific country. Registration may be subject to a fee and depends on the country. Registration is required and charged in the Czech Republic as well.

If you do not register your sender abroad, a general, available sender, e.g. InfoSMS, SMSinfo or local number, will be used.

18) Can I also send SMS's with diacritics or long SMS's?

Yes, it is also possible to send SMS's with diacritics. It is also possible to send long SMS's, i.e. even if one SMS has only 160 characters available, you can also generate a multi-character SMS, which will be displayed in the user's mobile phone as one long SMS.

