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Sinch Digital Interconnect Enterprise Services Customer Support Process

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Revision History

Version	Date	Author	Description
11.1	08.01.21	Mark Phillips	First Revised Draft
11.2	11.01.21	Shahzad Ismail	Second Draft



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This document outlines the customer support process for Sinch Digital Interconnects' Enterprise SMS 365 Services.

1 STANDARD TICKET PROCESS

If you experience a messaging issue, take the following steps:

Step 1: Search the various articles and FAQs in the [Enterprise Services Knowledgebase](#) to see if you can find a solution for your problem.

Refer to **Appendix A** for more information about the Enterprise Knowledgebase.

Step 2: If you are unable to find a suitable solution in the knowledgebase, log a ticket. The process for creating a ticket is as follows:

Log onto the [Customer Ticketing Portal](#).

The Portal Login page displays:

The Ticket Portal enables you to raise support tickets to the Service Desk.

In the **User Name** text box, type your email address.

Note: *This text box is case-insensitive.*

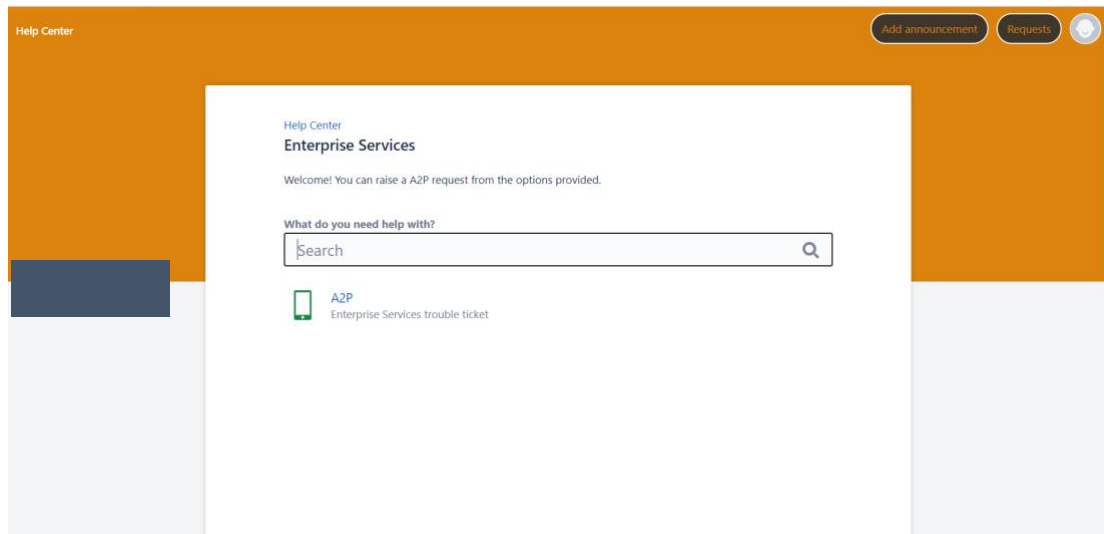
In the **Password** text box, type your password.

Click **Log in**.

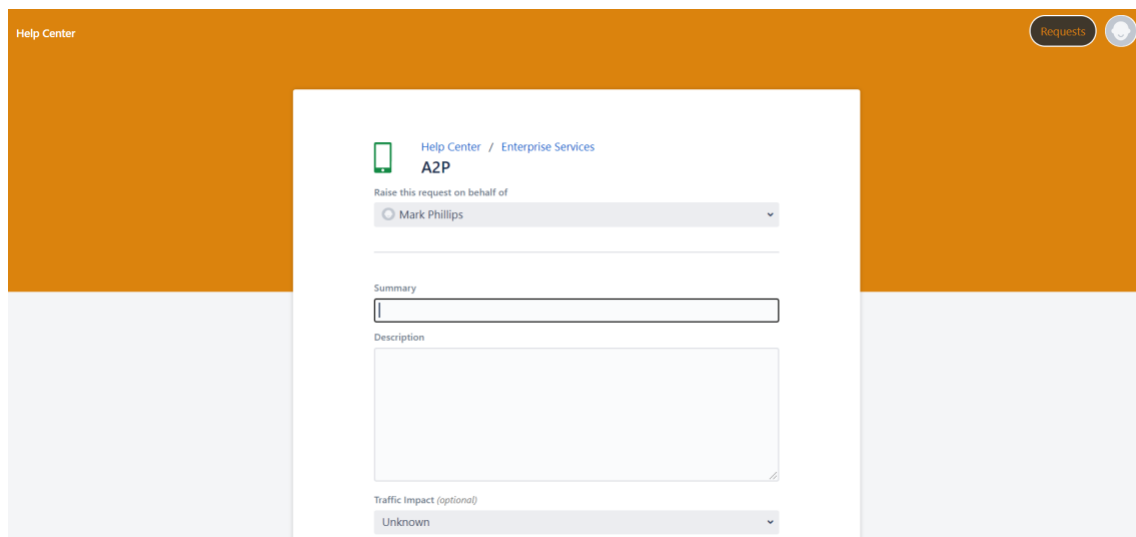
NOTES:

- **New Portal User** - If this is the first time you are using the portal, you must register. Click the "Sign up for an account" link and complete the details. Credentials will be created and returned by email once the request has been processed.
- **Forgotten Password** - If you have forgotten your password, click the Forgotten Password link and complete the details on the form.
- **Login issues** - If you are having issues with the login process, send an email to ESsupport.digitalinterconnect@sinch.com describing your issue or to request your CMP login and password details.

The ticketing portal landing page displays:



Choose **A2P** which will take you to the Enterprise ticket creation screen.



Populate the required fields (some are mandatory) and click **Create**.

You can read more about the fields and how to manage active tickets in the quick start guide on the Enterprise community site.



1.1 Escalations

If you do not get a response from the Service Desk within a satisfactory timescale you can escalate the issue by adding a comment to your existing ticket in the Customer Ticket Portal, or by contacting your Sinch Account Manager.

For more information and details of how to escalate, refer to the [Sinch Digital Interconnect ES Customer Escalation Process](#).



2 TROUBLESHOOTING AND ACCESSING TRAFFIC STATISTICS

Sinch Digital Interconnect provides you with access to the **Report Manager for SMS 365, enterprise service**, which allows you to:

- Access hourly, daily or monthly performance statistics
- Check the status of messages sent through the Sinch Digital Interconnect network
- Make detailed queries based on the message OrderID, mobile phone number or a specific time period
- Contact Sinch Digital Interconnect Customer Support.

2.1 Error and Status Codes

Sinch Digital Interconnect returns response codes for every SMS message submitted to our SMS gateway. Refer **Appendix D**, for details of what the response codes mean and what action you can take.



3 PLATFORM MAINTENANCE

The Sinch Digital Interconnect team performs planned maintenance every two weeks on its Hub infrastructure, to ensure platform stability. This maintenance is carried out every 1st and 3rd Sunday of the month, between 21:00 hrs. and 23:00 hrs. (GMT).

Sinch Digital Interconnect strives to schedule all necessary maintenance for its platforms in these maintenance windows, except for any emergency maintenance that needs to be carried out.

Notifications will be sent out for any such maintenance work, in advance, by the Network Operations Centre (NOC). For any additions/deletions of email addresses to the distribution list for such notifications, you can create a support ticket.



4 APPENDIX A – ENTERPRISE SERVICES KNOWLEDGEBASE

The [Enterprise Services Knowledgebase](#) provides Sinch Digital Interconnect enterprise services customers access to the very latest versions of product documentation, FAQ and support information.

Customers do not need to register to access content and we are continuously adding more content.

The knowledgebase includes the following types of information:

- **Support documentation:** FAQs, troubleshooting documents and error codes
- **Technical Specifications:** HTTP, SMPP and SMTP Interface Specifications
- **Market information:** market updates, regulatory notifications, compliance and best practices information
- **Product documentation:** User Guides and FAQ
- **Glossary:** comprehensive glossary listing commonly used mobile acronyms and terminology.

We do however encourage you to register for the [Sinch Digital Interconnect community](#) as this will allow you to contribute, post and ask questions.



5 APPENDIX B – GUIDELINES FOR ESCALATING TICKETS

Depending on the type of issue you are experiencing, refer to the guidelines below to determine what additional information you need to include in your initial ticket email to Sinch Digital Interconnect:

Connection Issues	<ul style="list-style-type: none"> • Hub Account (specify if it is a new account (less than 4 weeks old) or an old account (more than 4 weeks old)) • Login details (systemid or URI) • Source IP Address • Destination Port Number for SMPP connections • URL or IP Address you are trying to connect to • Any Error Messages received • Traceroute and telnet to Sinch Digital Interconnect (and other external sites) • A TCP Dump showing details of the issue (where appropriate).
MO Delivery Issues	<ul style="list-style-type: none"> • Message ID (if the MO has arrived on the Sinch Digital Interconnect platform and can be seen on the Extranet) • MSISDN (where known) • Date and Time (for a single MSISDN) • Short Code or Long Number • Originating network (where appropriate) • When the issue started • Keyword (where appropriate).
MT Delivery Issues	<ul style="list-style-type: none"> • Hub Account • an example of an Order ID • an example of an MSISDN • Date and Time.
MT Submission Issues	<ul style="list-style-type: none"> • Hub Account • Error Message • MSISDN affected • Date and Time • URL or IP Address you are trying to connect to • Order ID (if available) • A TCP Dump showing details of the issue (where possible).



Notification Issues	<ul style="list-style-type: none">• Hub Account• Order ID• MSISDN affected• Operator (where appropriate).
Other Issues	<ul style="list-style-type: none">• Hub Account• Error Message• MSISDN affected• Date and Time of issue (start and finish time where appropriate)• Order ID / MessageID• Short/Long Code• User Details• Message Count of affected messages (or the % of traffic affected)• Log details (where available)• Any other related information, which may be useful in investigating the issue.



6 APPENDIX C – DEFINITION OF TICKET SEVERITIES

Severity	Description
Severity one (S1)	A <u>severity one (S1)</u> problem consists of a fault, which renders the whole or an important part of the Service unavailable. This applies to total outage of the Service or rejection of more than 20% of incoming order from customer's interface due to server failure.
Severity two (S2)	A <u>severity two (S2)</u> problem consists of a fault causing acute operational problems creating significant business impact (for example, considerable service restriction like the rejection of less than 20% but more than 5% of incoming orders).
Severity three (S3)	A <u>severity three (S3)</u> problem consists of a fault, which causes non-acute operational problem (for example, delays in sending the SMS to the Mobile Network Operator or unavailability of the Service Details-Extranet).
Severity four (S4)	A <u>severity four (S4)</u> problem consists of a fault causing Service Details-Extranet's information to be partially inaccurate.



7 APPENDIX D – ERROR CODES

Internal Code	Notification Status	Notification Indicates	Message Sent to Customer	Customer Receives (Example)	Retriable Notification ? (Y/N)
450E	Temporary Positive	Sinch Digital Interconnect Ack	Your message has been correctly processed. <NBROFMESS> message has been generated with order ID <ORDERID>.	Your message has been correctly processed. 1 message has been generated with order ID 1886867226.	N
450A	Temporary Positive	SMS-C Ack, waiting for Handset Ack	Message <MESSID> of the order <ORDERID> at destination of <MSISDNNBR> has been sent at <TIME> (CET) on the <DATE>.	STATUS = Message 1 of the order 1887109085 at destination of +6512345678 has been sent at 09:20:31 (CET) on the	N
450A	Final Positive	SMS-C Ack, not waiting for Handset Ack	Message <MESSID> of the order <ORDERID> at destination of <MSISDNNBR> has been sent at <TIME> (CET) on the <DATE>.	STATUS = Message 1 of the order 1887138700 at destination of +6512345678 has been sent at 09:28:45 (CET) on the 11-	N
451A	Final Positive	Handset Ack	Message <MESSID> of the order <ORDERID> at destination of <MSISDNNBR> has been received at <TIME> (CET) on the <DATE>.	STATUS = Message 1 of the order 1887109085 at destination of +6512345678 has been received at 09:20:31 (CET) on the 11-05-2005.	N
DBF3	Temporary Negative	Sinch Digital Interconnect is retrying delivery	<ERROR> Message <MESSID> of orderid <ORDERID> for number <MSISDNNBR>: Mobileway retrying.	STATUS = OxDBF3 Message 1 of orderid 1886867226 for number +6512345678: Mobileway retrying.	N



450D	Final Negative	Account limit is reached	<ERROR> You have reached the maximum amount of messages allowed. Please contact your account manager.	Ox450D You have reached the maximum amount of messages allowed. Please contact your account manager.	N
4524	Final Negative	MSISDN is blacklisted	Message <MESSID> of orderid <ORDERID> for number <MSISDNNBR> has been filtered on customer request.	STATUS = Message 1 of orderid 1886867226 for number +6512345678 has been filtered on customer request.	N
4503	Final Negative	No operator found for current MSISDN	<ERROR> Message <MESSID> of the order <ORDERID> at destination of <MSISDNNBR> is out of coverage	STATUS = Ox4503 Message 1 of the order 2016569242 at destination of +83118 is out of coverage	N
DB05	Final Negative	Call barred by operator	<ERROR> Message <MESSID> of orderid <ORDERID> for number <MSISDNNBR> rejected by destination	STATUS = OxDB05 Message 1 of orderid 1886867226 for number +6512345678 rejected by destination operator.	N
DB52	Final Negative	Failed Message Delivery	<ERROR> Message <MESSID> of orderid <ORDERID> for number <MSISDNNBR> rejected by Operator.	STATUS = OxDB52 Message 1 of orderid 1886867226 for number +6512345678 rejected by Operator.	N
DB76	Final Negative	Subscriber profile does not permit service	<ERROR> Message <MESSID> of orderid <ORDERID> for number <MSISDNNBR> rejected by Operator. MSISDN	STATUS = OxDB76 Message 1 of orderid 1886867226 for number +6512345678 rejected by Operator. MSISDN	Final Negative



DB99	Final Negative	Unknown or Ported Number	<ERROR> Message <MESSID> of orderid <ORDERID> for number <MSISDNNBR> rejected by Operator.	STATUS = OxDB99 Message 1 of orderid 1886867226 for number +6512345678 rejected by Operator.	Final Negative
DB62	Final Negative	Failed Message Delivery	<ERROR> Message <MESSID> of orderid <ORDERID> for number <MSISDNNBR> rejected by Operator.	STATUS = OxDB62 Message 1 of orderid 1886867226 for number +6512345678 rejected by Operator.	Final Negative
DB65	Final Negative	Validity Period Expired	<ERROR> Message <MESSID> of orderid <ORDERID> for number <MSISDNNBR> rejected by Operator.	STATUS = OxDB65 Message 1 of orderid 1886867226 for number +6512345678 rejected by Operator.	Final Negative
DB78	Final Negative	Subscriber is temporarily out of credit	<ERROR> Message <MESSID> of orderid <ORDERID> for number <MSISDNNBR> does not have sufficient credit.	STATUS = OxDB78 Message 1 of orderid 1886867226 for number +6512345678 does not have sufficient credit.	Final Negative