Sinch Short Code & 10DLC

User Guide for Deactivation Service and Reseller Files

Version No. 2.1

Table of Contents

1 Purpose, Scope, and Organization of this User Guide

The purpose of this User Guide is to provide technical guidance to Customers of Sinch US Messaging service concerning access to deactivation file and reseller file data from US Mobile Network Operators (MNOs). “Customers” include aggregators and content providers.

Section 2 describes the purpose, content, and availability of deactivation and reseller files and how to initiate Customer access.

Section 3 specifies the SFTP interface in terms of SFTP server access, directory names and content, file name convention, and file formats.

Feedback from Customers aimed at improving the usability of this User Guide is invited.

2 Deactivation and Reseller File Features

2.1 Short Code & 10DLC Deactivation File Database Purpose

The purpose of the Sinch Short Code & 10DLC Deactivation File Database is to maintain, and provide Customer download access to, certain files of telephone numbers from US Mobile Network Operators (MNOs). Content-wise there are two types of files:

- Deactivation Files.
- Reseller Files.

A Customer can download these files using an SFTP interface.

2.2 Deactivation Files

Deactivation files contain two telephone number operations: (1) deactivation of a telephone number, plus (2) swaps of an old, now deactivated, number for a new number. Numbers can also appear here if the Subscriber has elected to not receive messages from these senders. For Verizon, additionally, these files can contain two other telephone number operations: (3) temporary suspension of a number, and (4) reactivation of a previously suspended number.

For deactivations, the MNO intention is that they can deactivate a telephone number, age it, and then reassign that number to a new subscriber without that new subscriber receiving short code and 10DLC Short Messages intended for the old subscriber. If the new subscriber chooses to opt-in, then an entirely new cycle is begun unrelated to the old subscriber.

The intended Customer use of this data is to modify Customer lists so as to permanently stop sending short code and 10DLC Short Messages to deactivated telephone numbers (until a fresh opt-in occurs), temporarily stop sending to suspended telephone numbers, and resume sending to reactivated numbers. It is possible that deactivate for a given telephone number arrives some time after a suspend for that number, in which case the deactivate prevails over the suspend. Note that Sinch is not blocking any Short Messages sent by a Customer to these numbers. However, if an attempt is made to send to an Operator with a user that has be ported the message will fail and an error code will likely be present indicating the user is not a valid subscriber (or something similar).

Daily deactivation files from Sinch contain increments for that day alone. The files are not cumulatively complete in and of themselves. Therefore, the Customer should process files for each day and not skip any files.

2.3 Reseller Files

Reseller files contain MNO reseller[1] active telephone numbers that do not support US short code and 10DLC traffic.

The intended Customer use of this data is to modify Customer lists so as to not send short code and 10DLC Short Messages to these numbers. Note that Sinch is not blocking any Short Messages sent by a Customer to these numbers.

“Reseller” files are complete each day. Therefore, the Customer can process a single file and be current.

[1] At the time of this writing the Reseller file content is from AT&T for subscribers of reseller Tracfone and Cricket. It may also contain other partner MVNO’s.

2.4 Normalized Data Format

Sinch normalizes the original MNO-specific formats into a single format. This is for efficiency of data use by Customers.

2.5 Unvalidated Content

Content-wise the deactivation data that Sinch receives from US MNOs is passed through to Customers without validation. Sinch does not check that the telephone numbers in the files are valid telephone numbers nor that they have the status asserted by the MNO.

2.6 Daily File Publication by Sinch for Download by Customers

Sinch daily normalizes file data as it is available to Sinch. Sinch daily publishes to the Short Code and 10DLC Deactivation File Database at roughly 12pm Eastern Time (Eastern Daylight Time during the summer and Eastern Standard Time during the winter), including on Sundays and Holidays.

2.7 Service Availability

Short Code & 10DLC Deactivation File Database availability is twenty-four (24) hours a day and seven (7) days a week except for scheduled system downtime for maintenance. Notification of outage or planned unavailability will be via a Sinch Customer NOTICE.

2.8 Archiving

Daily files will be kept on two SFTP sites for six (6) months then archived. Archived files shall be made available by Sinch in response to a ticket opened by Customer to Sinch US Customer technical support.
Support@sinch.com

2.9 Support for Customer Access to the Database

Short Code & 10DLC service technical support is delivered as documented, this service is typically configured upon new account creation or by opening a ticket by Customer to Sinch US Customer technical support.
Support@sinch.com

3 SFTP Interface

3.1 Interactive and Scripted SFTP Access

Sinch provides access via FTP server. The user will be unable to connect to these servers via telnet. Access to an SFTP server is via ftp the deactivation files can be downloaded at ftp://ftp01.clxnetworks.com

FTP. Access requires a userid and password. Sinch will supply them a USERID and PASSWORD upon account creation.

3.2 Directory Names and File Content

Upon login the user will be placed in a parent directory which contains a set of subdirectories. Identical directories are presented to each Customer. Any attempt to navigate elsewhere on the FTP server machine will either have no effect or will result in an error message such as “No such file or directory”.

Subdirectory names and their contents are as follows:

- ATT, containing deactivation files for AT&T.
- TMobile, containing deactivation files for T-Mobile, Metro and other partner (MVNO) feeds.
- USCC, containing deactivation files for US Cellular.
- Verizon, containing deactivation files for Verizon.
- Unified_Deact, containing deactivation files - each daily file is a concatenation of the MNO-specific deactivation files for that day. This can enable a Customer to use a single deactivation file rather than multiple per-MNO files. Reseller files are not included.
- Reseller, containing reseller files.

The files are not compressed.

3.3 File Name Convention

Short Code and 10DLC Deactivation File Database processing can occur on a daily basis, including Sundays and Holidays. Daily files are named for the day of publication in lowercase format as follows:

att_deact_YYYYMMDD.txt
sprint_deact_YYYYMMDD.txt
verizon_deact_YYYYMMDD.txt
uscc_deact_YYYYMMDD.txt
tmobile_deact_YYYYMMDD.txt
deactivation_YYYYMMDD.txt
att_reseller_YYYYMMDD.txt

The timestamp used in the file name by Sinch is the file create day. For example, an AT&T deactivation file created on October 16, 2023 would be named att_deact_20231016.txt.

3.4 Deactivation File Format

Each row has the following field structure:

Field	Format	Description	Always Present?[2]
Field 1	2 Characters	Action to be taken. Values: DE, for DEactivate. SW, for SWap. SU, for SUspend. RE, for REactivate.	Yes.
Field 2	14 Digits	Timestamp. Format: YYYYMMDDHHMMSS taken from original MNO file if present[3], zero padded if necessary, e.g., YYYYMMDD000000, YYYYMMDDHHMM00; else Sinch uses file create time.	Yes.
Field 3	10 Digits	US telephone number.	Yes.
Field 4	10 Digits	US telephone number.	No. Present only for SWap.

DEactivate action means do not send Short Messages to the telephone number in Field 3.
SWap action means replace old telephone number in Field 3 with new telephone number in Field 4.
SUspend action means temporarily do not send Short Messages to the telephone number in Field 3.
REactivate action means restart sending Short Messages to the telephone number in Field 3.

Each file has rows in “plain text” Character Separated Value (CSV) format with fields separated by pipe “|”. There is no trailing pipe delimiting the end of a row. Examples:

DE|20140826000000|9045552428
SW|20140902132500|9105558837|9105557057
SU|20140824090200|3345551752
RE|20140829090200|3345551752

3.5 Reseller File Format

Each file has a column of 10-digit telephone numbers, one number per row.

[2] In normal operation, an MNO can have an intentional permanent gap for a day in their data to Sinch, whence Sinch will create a zero-length file for that MNO for that day.

[3] In normal operation, an MNO can send data with timestamps that lag the file create day by one or more days, whence the timestamp in Field 2 will be for an earlier day than the file name timestamp.