CDYNE SMS Notify! International Text Messaging

SMS Notify! supports text messaging worldwide with the potential to reach over 5 billion people globally.

This document includes answers to frequently asked questions as well as best practices. For carrier coverage, pricing and restriction details, please download the SMS Notify! International SMS Excel Coverage Sheet.

⌄ How does CDYNE International SMS work?

You can reach this network of mobile users by purchasing a UK DID for assignment to your SMS Notify! license key. When you pass a phone number with 011 + the country code, the API will automatically use the UK DIDs assigned to the license key for sending the text messages. Additional country DIDs are also available.

Contact customer support by phone: 1-800-984-3710, email: info@cdyne.com, or chat for more information.

⌄ Does it support Unicode?

To send Unicode messages using SMS Notify!, set the IsUnicode parameter to True in the AdvancedSMSSend method. The API supports UTF-16, which is a character encoding for Unicode. Unicode text messages are 70 characters per transaction. Non-Unicode messages are 160 characters.

By default the IsUnicode parameter is set to False. In this instance, SMS Notify! supports Latin-9, or ISO/IEC 8859-15 encoding which are 160 characters per transaction.

⌄ Can I send 2-way messages with International SMS?

Many of the international destinations offer 2-way text messaging communication when using a UK DID for sending. In some cases, carriers will change the SenderID so your message will come from a local number or short code. When this happens, the recipient will be unable to respond to the text message unless you provide your sending DID in the body of the text message.

Alternatively, you can purchase DIDs in select countries for two-way SMS communication within those countries.

⌄ Which countries change the SenderID?

Currently the country list includes: Azerbaijan, Bangladesh, Brazil, Chile, China, Croatia, Democratic Republic of the Congo, Egypt, France, Ghana, Hungary, India, Iran, Kenya, Japan, Kuwait, Ghana, Mexico, Morocco, Namibia, New Zealand, Nigeria, Oman, Palestinian Territory, Peru, Philippines, Poland, Qatar, Romania, Saudi Arabia, Sri Lanka, Sweden, Ukraine, United Arab Emirates and Yemen.

Which countries are local DIDs available in?

Local DIDs are available in the following countries:

Country	Price (U.S. Dollars/month)
AU - Australia	$6.00
AT - Austria	$4.00
CA - Canada**	$5.00
CN - China	$2.00
FI - Finland	$5.00
DE - Germany	$5.00
HK - Hong Kong	$7.00
HU - Hungary	$4.00
IE - Ireland	$7.00
LT - Lithuania	$5.00
MX - Mexico	$14.00
NL - Netherlands	$5.00
NO - Norway	$4.00
PK - Pakistan	$14.00
PL - Poland	$14.00
ZA - South Africa	$2.00
ES - Spain	$2.00
SE - Sweden	$2.00
CH - Switzerland	$7.00
GB - United Kingdom	$1.00

**CDYNE recommends using U.S. DIDs for U.S. and Canadian messaging. U.S. DIDs are available for $1/DID/month with 1 cent outbound and inbound messaging. Contact CDYNE at 1-800-984-3710 to place an order.

How much does the International SMS service cost?

CDYNE SMS Notify! costs $10.99 per month which includes 1 UK DID. The monthly fee also covers basic tech support and API maintenance fees. The per-SMS message fee for outbound SMS is dependent on the destination country and may vary depending on the current exchange rate. The following excel document lists the prices by country and carrier in US cents:

SMS Notify! International SMS Excel Coverage Sheet

All incoming messages are 1 cent.

Billing example:

$10.99	Monthly Fee (includes 1 U.K. DID)
$9.00	300 messages to the Philippines at 3 cents per outbound message
$1.00	100 inbound messages
$20.99	Total monthly bill

⊗ Best Practices

1. International number format

When sending to International numbers the following format should be used.

011 + (Country Code) + (City Code) + (Number) ex 01128931468

2. Inbound SMS messages

UK DIDs can receive messages from the countries listed in the following document on the tab labeled UK Incoming. See SMS Notify! International SMS Excel Coverage Sheet.

3. Unicode support

Unicode is not supported in the following countries: Brazil, France, Egypt, Mexico and Turkey.

4. Multiple DIDs assigned to one license key

The SMS Notify! API will automatically choose which DID to use depending on the format in which you format the phone number there is no need to use AssignedDID to pick the correct DID when sending in the US, Canada and Worldwide.

5. Carrier restrictions

Sender ID will be changed when sending to the following countries:

Azerbaijan, Bangladesh, Brazil, Chile, China, Croatia, Democratic Republic of the Congo, Egypt, France, Ghana, Hungary, India, Iran, Kenya, Japan, Kuwait, Ghana, Mexico, Morocco, Namibia, New Zealand, Nigeria, Oman, Palestinian Territory, Peru, Philippines, Poland, Qatar, Romania, Saudi Arabia, Sri Lanka, Sweden, Ukraine, United Arab Emirates and Yemen.

Select content blocked by carriers and/or countries:

The Cameroon, China, India, Mexico and Saudia Arabia block select content for delivery (such as marketing, political, religious and adult content. See the "Carrier Restrictions" tab on the SMS Notify! International SMS Excel Coverage Sheet.

Brazil

SenderID will be changed to a local short code. Unicode not supported. Max size of message is 157 characters. Marketing, political, and religious content not allowed.

China

When sending to China, the SenderID will be changed but when a user responds to the changed SenderID, the message will be routed back correctly. This is the case even if the DID is a local Chinese DID.

India

When sending to India, messages sent to recipients on the NDNC list will be blocked. Messages will only be delivered between 9am to 9pm. Messages sent after 9pm will be buffered and delivered the following morning if possible. If you send more than 6 messages to the same recipient within an hour they will be blocked. More than 20 messages in 60 minutes will be blocked. Messages towards Jammu and Kashmir networks may be blocked by the government due to political sensitivity.

Other Destinations

Carrier restrictions vary by country and carrier. See the "Carrier Restrictions" tab on the SMS Notify! International SMS Excel Coverage Sheet for more details.