# Short Message Service

# FAQ

# Product Introduction

# Contents

# FAQ
# Billing

Last updated : 2018-10-09 17:06:44

### Do SMS products support vouchers?

Vouchers are not applicable to SMS products.

### What is the billing method of China SMS and International SMS?

China SMS: Prepaid billing method is used. You need to purchase an SMS package before using SMS service.

International SMS: Postpaid billing method is used. Only users who have completed the enterprise identity verification can use International SMS service.

For more information, please see Product Prices. For billing rules, please see Billing.

### My account balance is sufficient, but an error 1031 (insufficient balance) is returned when I send SMS messages.

SMS service is billed on a prepaid basis, which cannot be used until an SMS package is purchased. Although your Tencent Cloud account balance is sufficient, an error is returned if you do not purchase an SMS package. The service is resumed when the SMS package you purchased takes effect.

### There are messages available in the SMS package, but an error 1033 (out of service due to arrears) is returned when I send SMS messages.

This is probably caused by a late payment for a postpaid Tencent Cloud service, resulting in the suspension of your SMS service. Check your Tencent Cloud account balance. If your account balance becomes negative, the service is suspended due to arrears. When you pay off the arrears and your balance is greater than 0, the service is automatically resumed, which may take several minutes.

### Is refund of the package balance supported?

The package purchased takes effect within 5 minutes and becomes invalid upon expiration. When purchasing an SMS package, you will be notified of the type of SMS messages that can be sent and the rules of sending SMS messages. If SMS messages cannot be sent due to inconformity with rules, or if individual users have no permission to send marketing SMS messages, the purchased package cannot be unsubscribed/refunded regardless of whether the package is used or not. For more information on how to use SMS package, please see relevant document.

### What can I do if SMS service is in arrears?

Tencent Cloud provides the SMS bill of the previous month before the 3rd day of each month. You need to pay the bill not later than the 8th day of the current month. Otherwise, Tencent Cloud will suspend your service till you pay off the arrears, and you are held liable for any consequences arising from such suspension.

## Is a fee charged for user's reply?

The operator will only charge the sender a fee for user's reply.

# Security

Last updated : 2018-08-24 15:57:31

## What is the default frequency limit for sending SMS messages?

To ensure business and channel security and minimize financial loss caused by unauthorized usage, the default frequency limit for sending SMS messages is set as follows:

1. For SMS messages with the same content, a maximum of one such message can be sent to the same phone number within 30 seconds.
2. A maximum of 10 SMS messages can be sent to the same phone number in one calendar day.
   Users who have completed the enterprise identity verification go to **Project Configuration** -> **Basic Configuration** -> **Delivery Frequency Limit** in the SMS console to set or modify the frequency limit:

## How to prevent SMS bombing?

SMS bombing is a method of sending massive SMS verification messages to numerous phone numbers within a short period of time (such as a day) by using malicious programs or tools to exploit web client or server vulnerabilities, which seriously harasses the phone users.
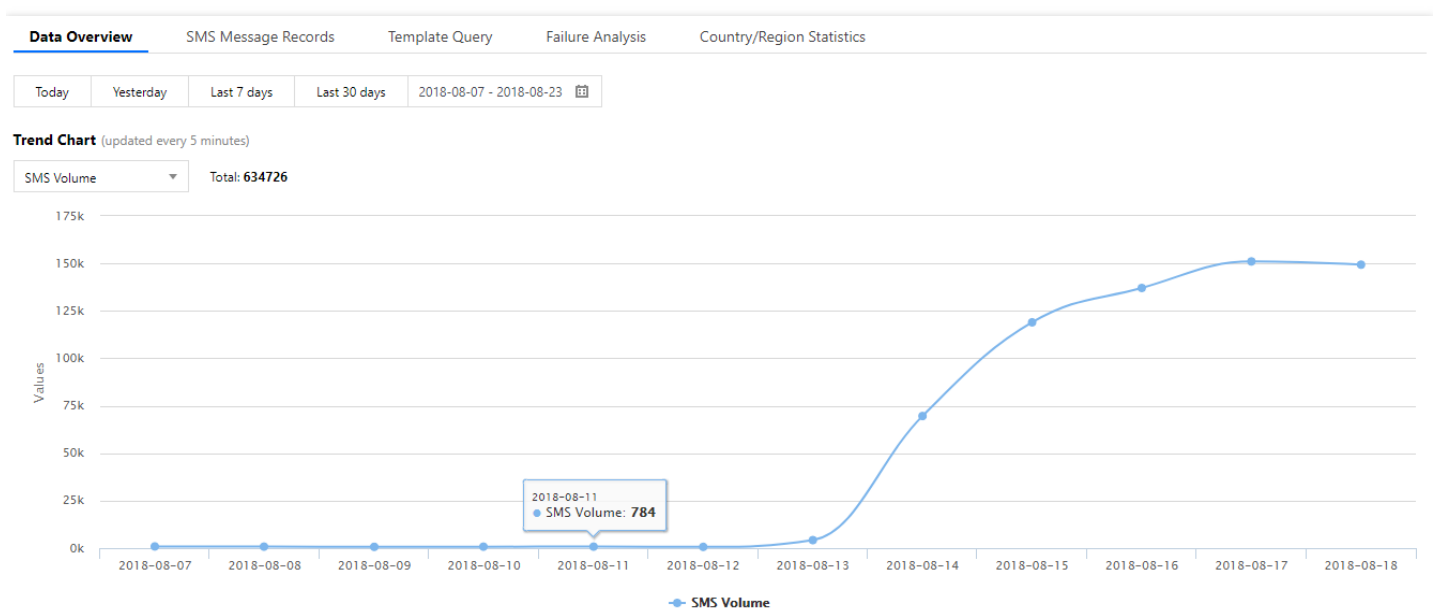


If harassed by SMS bombing, users will complain a lot and SMS channels will be unavailable. Besides, the business side will also suffer heavy economic losses. Therefore, SMS bombing must be prevented in advance.

Because SMS bombing is generally implemented on servers, it is recommended to apply the following methods to defend against it:

1. Limit the number of requests from the same IP address.

2. Limit the number of SMS messages sent from the same phone number by setting the delivery frequency limit on the console.

3. Check the sending of SMS messages regularly (for example, daily), and view the specific data in the SMS console. Resolve any exception immediately. Suspend the SMS service in the SMS console if an emergency arises.

## What are the differences between China SMS messaging and international SMS messaging?

As required by operators, you need to add a signature when sending SMS messages in China. However, if you send international SMS messages to international phone numbers, the signature is optional.

If you want to send SMS messages to Chinese phone numbers with a text template applied for on the international SMS page, you must apply for an SMS signature and add it in the SMS messages to be sent to Chinese phone numbers.

## How can I query the delivery records of a phone number?

If your customers cannot receive SMS messages, or if you want to check the delivery status of SMS messages sent to users, you can query the delivery records in **China SMS Messages** or **International SMS Messages** -> **Statistical Analysis** -> **SMS Message Records** on the Tencent Cloud SMS Console, as shown below:



## What is sdkappid and appkey? How can I create and view projects?

The sdkappid is the unique ID of an SMS project, which is used to identify the project. The appkey is the corresponding password and must be kept confidential.

For more information on how to create a project, please see the access guide.

## How to set a whitelist with no frequency limit on sending SMS messages for a test phone number or alarm phone number?

To impose no frequency limit on test numbers, contact SMS helper to add the numbers to the whitelist.

## How can I check whether a specified phone number has received SMS messages?

1. Check the delivery records in **China SMS Messages** or **International SMS Messages** -> **Statistical Analysis** -> **SMS Message Records** on the Tencent Cloud SMS Console.
2. Export an excel file containing the records of sending SMS messages over a period of time from **China SMS Messages** or **International SMS Messages** -> **Statistical Analysis** -> **SMS Message Records** on the Tencent Cloud SMS Console.

# Signature

Last updated : 2018-09-19 11:16:01

## What can I do if my application for a signature is rejected?

Identification materials are required to apply for an SMS signature. Enter a signature based on the signature audit criteria and upload correct identification materials.

## Why is my application rejected because of "Neutral Signature"?

Neutral signatures, such as "test, aabb, verification code, notification", that cannot be identified as a company or an individual are not supported. You are recommended to use a company name to apply for a signature. For more information, please see Signature Audit Criteria.

## Is there a limit on the number of SMS signatures?

The number of SMS signatures is limited to 200. To apply for multiple signatures, you should provide the qualification certificate for each signature.

## Can I modify the SMS signature?

Approved signatures cannot be modified. However, you can create multiple signatures to choose from when you send SMS messages.

## Products cannot be launched during the test, so how can I apply for a signature?

If a product is not launched, use the company name to apply for a signature for product testing. When the product is launched, use the product name to apply for a signature.

## Why hasn't the SMS signature been approved?

This may be caused by many reasons, for example, the signature and the uploaded information are not compliant with the audit criteria, or relevant information is not uploaded. Apply for an appropriate signature as prompted based on the Signature Audit Criteria.

## What should I enter in the remarks for signature?

Signature type is an app: Enter the download URL of the app store.
Signature type is a website: Enter the domain name of the website.
Signature type is an Official Account or a Mini Program: Enter the full name of the Official Account or Mini Program.

## How can I send SMS message(s) with one of the signatures?

Send a single message or bulk messages: Place the required SMS signature before the SMS message text, and call the SMS API to send the message(s).

For example, if you have two signatures, "[Tencent Technology]" and "[Tencent Cloud]", and you want to send an SMS message with "[Tencent Cloud]", the "msg" field can be: "[Tencent Cloud] Your verification code is xxxx". ("xxxx" is the verification code issued)

Send a single message or bulk messages with a specified template: Specify the SMS signature in the sign field.

For example, if you have two signatures, "[Tencent Technology]" and "[Tencent Cloud]", and you want to send an SMS message with "[Tencent Cloud]", the "sign" field can be: "Tencent Cloud".

# Template

Last updated : 2018-08-24 15:58:43

### Why is an SMS message rejected because of "Cannot send XX SMS messages"?

Check whether the template contains prohibited content. For more information, please see here.

### What SMS messages can be sent and what cannot?

Apply for signatures and templates by referring to Standards on Signatures and Standards on SMS Messages.

### Is there any restriction on template name?

No. Enter a template name as needed.

### What should I enter in the remarks for template?

If the template is short or unclear and contains too many variables, or when the reviewer cannot confirm the content and the use of an SMS message to be sent, remarks are required to describe the application scenario. For example, if the template is: "Your verification code is {1}, which is valid for {2} minutes. If you are not using our service, contact the official customer service {3}.", the remarks for template can be: "Your verification code is 123456, which is valid for 5 minutes. If you are not using our service, contact the official customer service XXXX.".

### Can I directly put a link to the template parameters?

Template parameters should not contain any link, including short links. You are recommended to add an ICP licensed URL into the SMS message template and send the message upon approval.

### Is there a limit on the number of SMS message templates?

The number of SMS message templates is limited to 1,000. You can choose different templates to send SMS messages as needed.

# Others

Last updated : 2018-08-23 20:30:18

## What can I do if I cannot receive SMS messages?

First, check the returned message after you call the API. If a message indicating success is returned, check whether the status in the status report is "Successful". You can query the status of the SMS message in the SMS console.

If a message indicating failure is returned, check the failure description in the response packet, for example, the request hits the frequency control policy, the format of the message text is incorrect, or the phone number is listed in the blacklist.

In any of the following circumstances, users cannot receive SMS messages even if a message indicating success is returned:

1. The phone is powered off, or the number is in arrears or out of service. You can call the number to confirm it.
2. The number is listed in the blacklist because the user have filed a complaint against the operator or unsubscribed from some services.
3. The phone has been on for a long time. Power it off and on again.
4. Weak signal. Restart the phone if necessary.
5. The inbox is full. Delete some SMS messages and try again.
6. If your mobile phone can hold two SIM cards, put the SIM card in another slot.
7. The SMS messages are blocked by the security software in the mobile phone. Ask the user to check whether the messages are listed in the block list.
8. Put your SIM card into another phone and see if it can receive the messages.
9. If none of the above methods works, contact SMS Helper.

## What can I do if it takes a long time to call the API?

If it takes a long time to initiate a request when you call the Tencent Cloud SMS API, use the following methods to locate and solve the problem:

1. Dig yun.tim.qq.com to check whether a private or public DNS is used. If a private DNS is used, configure the host with the Tencent Cloud SMS IP address of the same operator in the nearest region, and then check whether the problem is solved.
   1.1 If the problem is solved, it indicates that DNS resolution gets stuck or the operator is accessed from a different region upon DNS resolution. You need to use a DNS proxy or configure a public DNS server.
   1.2 If the problem is not solved, go to method 2.
2. Check whether the persistent or short connection is used, and whether the policy of connection pool is used.

2.1 If HTTP requests are sent one after another over a single persistent connection, when a request gets stuck, the subsequent requests are also blocked. It is recommended to use "persistent connection + connection pool".

2.2 If the short connection is used, use netstat to check whether the maximum number of connections is reached. If so, "long connection + connection pool" should be used.

2.3 Use netstat to check whether the connected Recv-Q and Send-Q are accumulated. If so, use tcpdump to check whether the lost packets are retransmitted.

2.4 If there is a connection through which no request has occurred for a long time (90 seconds), the requester needs to disable the connection to prevent it from being reclaimed by the intermediate network device. A new connection should be created in case of an inadequate number of connections in the connection pool upon the initiation of next request.

## Why does it take a long time to receive an SMS message?

1. Check whether the SMS message is rapidly submitted to Tencent Cloud SMS platform. Locally record the time when the request is sent, and then query in the console the time when the SMS message is sent to the mobile phone.

   1.1 If the former is greatly different from the latter, see here to solve the problem.

   1.2 If the former is slightly different from the latter, go to method 2.

2. Query in the console the difference between the time when the SMS message is sent to the phone and the time of status reporting.

   2.1 A small difference indicates that the SMS message is successfully sent to the phone. Such difference may be caused by the signal or the status of the phone.

   2.2 For a large difference, the text may contain sensitive words that need to be manually verified, or the phone has poor signals or in poor status.

3. If none of the above methods works, contact SMS Helper.

## What is a phone number blacklist?

The numbers of users who have complained about the unwanted messages or unsubscribed from some SMS services are added to the operator's blacklist. By doing so, the operator will not send SMS messages to the numbers in this blacklist to avoid disturbing users.

If your customers cannot receive SMS messages due to the blacklist, contact SMS Helper to remove their numbers from the blacklist.

## What can I do if a 1004 error is returned?

When you send SMS messages using Tencent Cloud SMS API, if the error code 1004 is returned in the response packet, locate and solve the problem by the following methods:

1. Check whether the sent request is in the standard JSON format. Click here to verify.

2. Check whether single quotation marks are used as double quotation marks (which are standard JSON characters).

3. Check whether there is a typo in the parameter name.

4. Check whether the requested field type is the same as that described in the API, and whether the JSON string and JSON integer are mixed up.

   For example: `{"Name":"Xiao Ming", "Age":23}` ,"Name" is a JSON string and "Age" is a JSON integer.

5. Check whether the API is called as described in the official website. For example, the API for bulk SMS messages is called but the packet format for single SMS messages is used.

6. If none of the above methods works, contact SMS Helper.

## What can I do if a 1014 error is returned?

When you send SMS messages using Tencent Cloud SMS API, if the error code 1014 is returned in the response packet, locate and solve the problem by the following methods:

1. Check whether the format of the body template is correct. For example, "{}" should be used and the number enclosed in the brackets should be a consecutive integer starting from 1, for example: {1}, {2}...

2. Check whether the used body template is approved.

3. Check whether the value (0 indicates common SMS messages and 1 indicates marketing SMS messages) of the parameter type in the request packet matches the type of the used body template.

4. Check whether the format of the content in the SMS message matches that of the used body template. Check whether the mismatch is caused by **invisible characters such as space**.

5. If the content contains Chinese characters, check whether the Chinese characters are UTF-8 encoded.

6. China SMS text message template is only used to send messages to Chinese phone numbers, while international SMS text message template is only used to send messages to international phone numbers.

7. If none of the above methods works, contact SMS Helper.

## What does 60008 error code mean?

When you send SMS messages using Tencent Cloud SMS API, if the error code 60008 is returned in the response packet, locate and solve the problem by the following methods:

1. After you have sent a request, if the error 60008 is returned in one second, check whether the request is in the standard HTTP format.

2. Check whether the DNS is configured properly and whether the public DNS server is used.

3. It is recommended to use the HTTP persistent connection plus the connection pool to improve the network quality.

4. If none of the above methods works, contact SMS Helper.

## What can I do if a 1001 error (sig verification failed) is returned?

1. Check whether the random number generated by sig matches the random number in the URL.
2. Check whether the sdkappid/appkey (sdkappid starts with 14000) in the code is entered incorrectly.
3. Check whether the code used is consistent with the sample code, and whether the sig pseudo code generated by the parameter you specified is consistent.

## Descriptions of other common error codes

Other error codes