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| **FPT INTERNATIONAL TELECOMMUNICATION COMPANY LIMITED**  **MANUAL FOR CONNECTING SMS BRANDNAME SERVICE API**  **logo-fpt**  ***Ha Noi , July 2022*** |

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**DOCUMENTARY CONTROL**

**Service Information**

|  |  |
| --- | --- |
| **Name of service:** | SMS Brandname service |
| **Representative:** |  |
| **Receiving Date:** |  |

**Document information**

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1. **Overview**
   1. **Overview Instroduction**

The document describes how to integrate with SMS brandname service via API.

The document is written to support users, programmers get authentication information, perform API connection steps to send SMS messages to users.

* 1. **General Term**

|  |  |  |
| --- | --- | --- |
| **Term** | **Definition** | **Notes** |
| SMS | Short Messaging Service |  |
| SMS Brandname | SMS Brandname |  |
| API | Application Programming Interface |  |
| CSKH | Customer Care |  |
| QC | Advertisement |  |
| DLR | Delivery report |  |

1. **Connection Information**
   1. **API Information**

* <http://api01.sms.fpt.net/>
* <https://api01.sms.fpt.net/>
  1. **How to get authentication information**

Client\_id and Secret Key (ID and password) will be sent to customer privately after activating service (via email).

1. **Instruction to connect/integrate API server**

API uses TOKEN for Authorization, therefore the SMS is sent by 2 steps

* Get TOKEN
* Send SMS with the retried TOKEN
  1. **Get access token**
     1. **Request from client to API server**
* URL for getting access TOKEN
  + Production system (live system):
    - <https://api01.sms.fpt.net/oauth2/token>
* Data type: JSON
* Method: POST
* Data input (distinguish between uppercase and lowercase characters)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Parameter Name | Type of Data | Mandatory/ Option | Description | Value |
| grant\_type | String | Mandatory | Authentication type: client\_credentials | client\_credentials |
| client\_id | String | Mandatory | Client ID of connection. Please refer to point 2.2 How to get Authentication Information (Client ID) | client\_id |
| client\_secret | String | Mandatory | Secret Key (Password). Please refer to point 2.2 How to get Authentication Information (Secret Key/Password) | client\_secret |
| scope | String | Mandatory | Type of Application, it is support “send\_brandname\_otp” & “send\_brandname” | send\_brandname\_otp send\_brandname  (Separately by “Space” ) |
| session\_id | String | Mandatory | Session id of request | Auto-generation Chain of Characters (<= 32 characters) |

* + Sample Data

|  |
| --- |
| {      "client\_id": "30278d390f3d4e4542fc7A0200b87aA1A9EdF922",      "client\_secret": "289bdc6d4cf9d466ab3b4ed8235a66F1cE1E9c78aef94076eB83439fcbf9a630c808a908",      "scope": "send\_brandname\_otp send\_brandname",      "session\_id": "5c22be0c0396440829c98d7ba124092020145753419",      "grant\_type": "client\_credentials"  } |

* + 1. **Response from API server returns to client**

The result will be “successful” if input data is validated, or “fail” if input data is in-validated.

* “successful” – HTTP response status code = 200

|  |  |  |
| --- | --- | --- |
| Parameter Name | Type of Data | Description |
| access\_token | String | Returning access token |
| expires\_in | Int | Expired Time of token – by seconds (s) |
| token\_type | String | access token type |
| scope | String | Access grant (Type of authentication) |

* + Sample Data

|  |
| --- |
| {      "access\_token": "dGk1dVF1ZUNPaW9Rak5aRkdqazF2MkxlaVdnejV0MWQ4WWREUVh4cEJOU3dWUER3MmJQNmdTNkU4MG93MzY3NURmeGw1OHFQTUNibXpucnN4czNTdmt5Q3QzVHBsR01HRWFoU3ljdnJPeWJMdHh0VG1VVTlUaDkwUWlWaDR0NUJzQjlqMmhHcEtSM2tvRCt0dGc1YTJjcFlOZm9IV2hISnR6QVBKT05IdVpjSnJzWFlJNnFZMmhHc3BLMURpcWVRR3Z2a1h2T2FydGpJeGJBOWh1YWhtdlk0d0xIMTdHaVpKR2ZLYitHcGljOD0=",      "expires\_in": 86400,      "token\_type": "Bearer",      "scope": "send\_brandname\_otp send\_brandname"  } |

* “fail” – HTTP response status codes <> 200

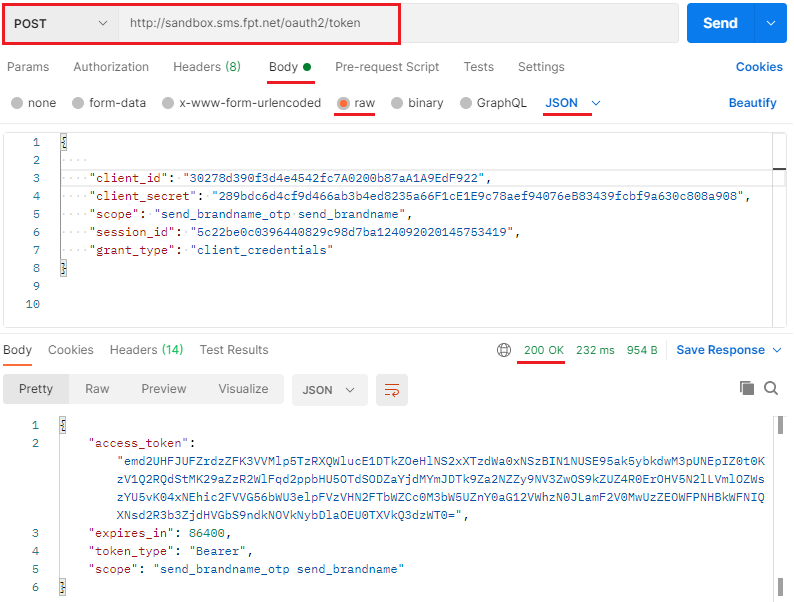
|  |  |  |
| --- | --- | --- |
| Parameter Name | Type of Data | Description |
| error | Int | Error Code |
| error\_description | String | Error Description |

* + Sample Data

|  |
| --- |
| {      "error": 1008,      "error\_description": "Các thông tin client là không đúng."  } |

* + 1. **Example**

The below example to use Postman for testing to “getting access token”



* 1. **Sending Customer Care SMS message domestic**

This Endpoint allows to send Customer Care SMS (OTP, Balance Statement, Invoice, learning schedule …) to domestic mobile subscribers (Viettel, Vina, Mobi...)

* + 1. **Request from client to API Server**
* URL for sending Customer Care SMS
  + Production System (live system)
    - <https://api01.sms.fpt.net/api/push-brandname-otp>
* Scope of request: send\_brandname\_otp
* Data type: JSON
* Method: POST
* Data input

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Parameter Name | Type of Data | Mandatory/ Optional | Description | Value |
| access\_token | String | Mandatory | Access token | Access token has taken as in section 3.1 |
| session\_id | String | Mandatory | Session id of request | Auto-generation Chain of Characters (<= 32 characters) |
| BrandName | String | Mandatory | Brandname which is registered with FPT | The valid registered Brandname which is registered with FPT |
| Phone | String | Mandatory | Receiving number, format 84xx or 0xxx | 84987654321 or 0987654321 |
| Message | String | Mandatory | SMS content, the content must be with Base64 encoding | Example : ZGF5IGxhIG5vaSBkdW5nIHRlc3Q= |
| RequestId | String | Optional | Optional value (<=100). Client can self-define this value for distinguishing the sending source, extract the report … | SMS\_sending \_from\_server\_A  SMS\_sending \_from\_server\_B |

* + Sample Data

|  |
| --- |
| {      "access\_token": "RlNuOGVTSXBWR3czeitUOWw5dTJZa3lQcFJqZ0ZBdkpFdHlKN0lGQW1pVXUvcTNFeHBPeENyM2JnTUNWbGRWK2Y0QXJQQUhSdDEwZ2pvVjRSS1JqbTdkd29vTm9SRkFRbGJrcTNSRGtZTTlGZWVoVVpnUGp3dzhLQjN0SUVYc2FqVGdCWnUwa0dVRUExaEgrK0tGZDQ5bFRySXYvWXF0a1QvV2FWcGNDNHVx",      "session\_id": "5c22be0c0396440829c98d7ba124092020145753419",      "BrandName": "FTI",      "Phone": "84848486687",      "Message": "ZGF5IGxhIG5vaSBkdW5nIHRlc3Q=",      "RequestId":"tranID-Core01-987654321"  } |

* + 1. **Response API Server returns to Client**

The result will be “successful” if input data is validated, or “fail” if input data is in-validated.

* “successful” – HTTP response status code = 200

|  |  |  |
| --- | --- | --- |
| Parameter Name | Type of Data | Description |
| MessageId | Int | ID of sent SMS |
| Phone | String | Receiving mobile number |
| BrandName | String | Brandname |
| Message | String | SMS content |
| PartnerId | String | ID of partner |
| Telco | String | Telco of Subscriber |

* + Sample Data

|  |
| --- |
| {      "MessageId": "491785",      "Phone": "84848486687",      "BrandName": "FTI",      "Message": "day la noi dung test",      "PartnerId": "2215",      "Telco": "vina"  } |

* “fail” – HTTP response status codes <> 200

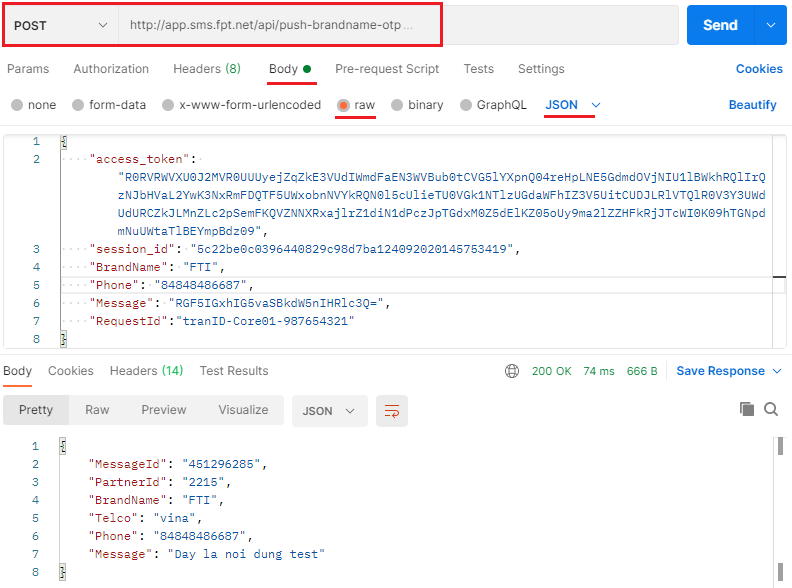
|  |  |  |
| --- | --- | --- |
| Parameter Name | Type of Data | Description |
| Error | Int | Error Code |
| Error\_description | String | Error Description |

* + Sample Data

|  |
| --- |
| {      "error": 1011,      "error\_description": "Access token không đúng."  } |

* + 1. **Example**

The below example to use Postman for testing to “getting access token”



* 1. **Send a Customer Care SMS message to oversea**

This Endpoint allows to send Customer Care SMS (OTP, Balance Statement, Invoice, learning schedule …) to oversea mobile subscribers (USA, Singapore, China ...)

* + 1. **Request from client to API Server**
* URL for sending a SMS message
  + Production system (Live system)
    - <https://api01.sms.fpt.net/api/push-brandname-international>
* Scope of request: send\_brandname\_otp
* Data type: JSON
* Method: POST
* Data input (distinguish between uppercase and lowercase characters)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Parameter Name | Type of Data | Mandatory/ Optional | Description | Value |
| access\_token | String | Mandatory | Access token | Access token has taken as in section 3.1 |
| session\_id | String | Mandatory | Session id of request | Auto-generation Chain of Characters (<= 32 characters) |
| BrandName | String | Mandatory | Brandname which is registered with FPT | The valid registered Brandname which is registered with FPT |
| Phone | String | Mandatory | Receiving number, format 84xx or 0xxx | 84987654321 or 0987654321 |
| Message | String | Mandatory | SMS content, the content must be with Base64 encoding | Example : ZGF5IGxhIG5vaSBkdW5nIHRlc3Q= |
| RequestId | String | Optional | Optional value (<=100). Client can self-define this value for distinguishing the sending source, extract the report … | SMS\_sending \_from\_server\_A  SMS\_sending \_from\_server\_B |

* + Sample Data

|  |
| --- |
| {      "access\_token": "RlNuOGVTSXBWR3czeitUOWw5dTJZa3lQcFJqZ0ZBdkpFdHlKN0lGQW1pVXUvcTNFeHBPeENyM2JnTUNWbGRWK2Y0QXJQQUhSdDEwZ2pvVjRSS1JqbTdkd29vTm9SRkFRbGJrcTNSRGtZTTlGZWVoVVpnUGp3dzhLQjN0SUVYc2FqVGdCWnUwa0dVRUExaEgrK0tGZDQ5bFRySXYvWXF0a1QvV2FWcGNDNHVx",      "session\_id": "5c22be0c0396440829c98d7ba124092020145753419",      "BrandName": "FTI",      "Phone": "1749123456",      "Message": "ZGF5IGxhIG5vaSBkdW5nIHRlc3Q=",      "RequestId":"tranID-Core01-987654321"  } |

* + 1. **Response API Server returns to Client**

The result will be “successful” if input data is validated, or “fail” if input data is in-validated.

* “successful” – HTTP response status code = 200

|  |  |  |
| --- | --- | --- |
| Parameter Name | Type of Data | Description |
| MessageId | Int | ID of sent SMS |
| Phone | String | Receiving mobile number |
| BrandName | String | Brandname |
| Message | String | SMS content |
| PartnerId | String | ID of partner |
| Telco | String | Telco of Subscriber |

* + Sample Data

|  |
| --- |
| {      "MessageId": "491785",      "Phone": "1749123456",      "BrandName": "FTI",      "Message": "day la noi dung test",      "PartnerId": "2215",      "Telco": "US"  } |

* fail” – HTTP response status codes <> 200

|  |  |  |
| --- | --- | --- |
| Parameter Name | Type of Data | Description |
| Error | Int | Error Code |
| Error\_description | String | Error Description |

* + Sample Data

|  |
| --- |
| {      "error": 1011,      "error\_description": "Access token không đúng."  } |

* 1. **Send a QC (Advertisement) SMS**
     1. **Some rules for sending QC (Advert) SMS**
* Time to receive orders from the network: from 8:30 a.m. to 4:30 p.m. on weekdays (from Monday to Friday)
* Time to validate Advert SMS: 2-3h
* You can set a schedule to send messages to user subscribers for all days of the week (from Monday to Sunday) but note that the time frame is allowed to send as below, outside of this time frame - Advert messages will blocked

|  |  |  |
| --- | --- | --- |
|  | Time | Status |
| Morning | 08:00 - 11:30 | Allow to send Advert SMS |
| Afternoon | 13h30 - 20h00 | Allow to send Advert SMS |
| Evening |

* + 1. **The Process of sending Advert SMS via API Server**



* + 1. **Create campaign**
       1. **Request from client to API Server**
* URL for creating campaign
  + Production system (Live system)
    - <https://api01.sms.fpt.net/api/create-campaign>
* Scope of request: send\_brandname
* Data type: JSON
* Method: POST
* Data input (distinguish between uppercase and lowercase characters)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Parameter Name | Type of Data | Mandatory/ Optional | Description | Value |
| access\_token | String | Mandatory | Access token | Access token has taken as in section 3.1 |
| session\_id | String | Mandatory | Session id of request | Auto-generation Chain of Characters (<= 32 characters) |
| CampaignName | String | Mandatory | Campaign Name, please note that campaign name is one-time using (can not reuse) | Chain of Characters (<= 32 characters) |
| BrandName | String | Mandatory | Brandname which is registered with FPT | The valid registered Brandname which is registered with FPT |
| Phone | String | Mandatory | Receiving number, format 84xx or 0xxx | 84987654321 or 0987654321 |
| Message | String | Mandatory | SMS content | Example: “Happy Birthday, customers have voucher of 3-star hotel” |
| ScheduleTime | String | Mandatory | Expected time to send messages to user subscribers. Format: yyyy-mm-dd HH:MM | Example: 2021-06-18 09:00 |
| Quota | Int | Mandatory | Quota of SMS in the Campaign | Example: SMS Message has a length of 200 characters (equivalent to 2 messages), and want to send a message to List 1000 phone numbers, so the minimum Quota needs to be: 1000x2 = 2000 |

* + Sample Data

|  |
| --- |
| {      "access\_token": "TjFURGRPZDNqMDF3Sjc0ZkJKbjRhbG5OK2pOZUpnR0tmcVIwdHR6N1haQ2ViV0Z2ZUNKNmxjRjZ1Rk5WMjRhUnMwWlVzdGNWQ2NRRjBGYmYvVWVLQVZ1NFB5ekc2OEtpQVRiUVl0dE9CVEJXZXdRSmJpK3BaSGkzaDBsa213RDNTNmcxUlpubzY1Y3k5RXVmZ0VyM0Q1YTZhZTl5eUtyTjZNWnRkdnlPMWhiaElRL1BNczN5T2FFY1VkaFJlSlNWc3hpR2U0aEsrU09pMFBhUHMyNzdxdzRaL1JJTzlxQlFCeHZTcEo1VTNyUT0",      "session\_id": "5c22be0c0396440829c98d7ba124092020145753419",      "CampaignName": "Chuong trinh khuyen mai 06/2021",      "BrandName": "FTI",      "Message": "Dong loat giam gia 50% cho hoa don tren 100tr dong",      "ScheduleTime":"2021-06-18 09:00",      "Quota":1000  } |

* + - 1. **Response API Server returns to Client**

The result will be “successful” if input data is validated, or “fail” if input data is in-validated.

* “successful” – HTTP response status code = 200

|  |  |  |
| --- | --- | --- |
| Parameter Name | Type of Data | Description |
| CampaignCode | String | The Code/ID of Campaign when creating successfully |

* + Sample Data

|  |
| --- |
| {      "CampaignCode": "MjIxNQ==60cb06fa1d9bb"  } |

* fail” – HTTP response status codes <> 200

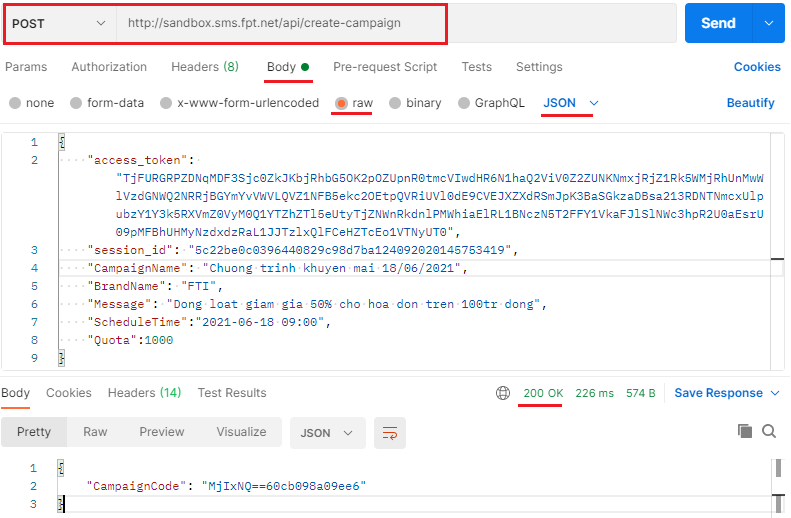
|  |  |  |
| --- | --- | --- |
| Parameter Name | Type of Data | Description |
| Error | Int | Error Code |
| Error\_description | String | Error Description |

* + Sample Data

|  |
| --- |
| {      "error": 1014,      "error\_description": "Campaign Name is existed"  } |

* + - 1. **Example**

The below example to use Postman for testing to “Create Campaign”



* + 1. **Send SMS message**
       1. **Request from client to API Server**
* URL for sending SMS Message
  + Production System (Live system)
    - <https://api01.sms.fpt.net/api/push-brandname-ads>
* Scope of request: send\_brandname
* Data type: JSON
* Method: POST
* Data input (distinguish between uppercase and lowercase characters)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Parameter Name | Type of Data | Mandatory/ Optional | Description | Value |
| access\_token | String | Mandatory | Access token | Access token has taken as in section 3.1 |
| session\_id | String | Mandatory | Session id of request | Auto-generation Chain of Characters (<= 32 characters) |
| CampaignCode | String | Mandatory | The Code/ID of Campaign when creating successfully in section 3.4.3 | Example: MjIxNQ==60cb06fa1d9bb |
| PhoneList | String | Mandatory | List of receiving mobile phone numbers, separately by comma (,); format 84xx or 0xxx | Example: 0987654321,0123456789 |

* + Sample Data

|  |
| --- |
| {      "access\_token": "TjFURGRPZDNqMDF3Sjc0ZkJKbjRhbG5OK2pOZUpnR0tmcVIwdHR6N1haQ2ViV0Z2ZUNKNmxjRjZ1Rk5WMjRhUnMwWlVzdGNWQ2NRRjBGYmYvVWVLQVZ1NFB5ekc2OEtpQVRiUVl0dE9CVEJXZXdRSmJpK3BaSGkzaDBsa213RDNTNmcxUlpubzY1Y3k5RXVmZ0VyM0Q1YTZhZTl5eUtyTjZNWnRkdnlPMWhiaElRL1BNczN5T2FFY1VkaFJlSlNWc3hpR2U0aEsrU09pMFBhUHMyNzdxdzRaL1JJTzlxQlFCeHZTcEo1VTNyUT0",      "session\_id": "5c22be0c0396440829c98d7ba124092020145753419",      "CampaignCode": "MjIxNQ==60caff8b6f5a6",      "PhoneList":"0987654321,0987654123"  } |

* + - 1. **Response API server returns to Client**

The result will be “successful” if input data is validated, or “fail” if input data is in-validated.

* “successful” – HTTP response status code = 200

|  |  |  |  |
| --- | --- | --- | --- |
| Parameter Name | Type of Data | Description | |
| NumMessageSent | Int | | Number of SMS are sent |
| NumRemainQuota | Int | | Number remaining SMS (in Quota) |
| BatchId | String | | BatchId of the Advert SMS. BatchId + Phone number (format 84xx) will be ID of Advert SMS |

* + Sample Data

|  |
| --- |
| {      "NumMessageSent": 2,      "NumRemainQuota": 8,      "BatchId": "qc.2215.1623984019.82989"  } |

* fail” – HTTP response status codes <> 200

|  |  |  |
| --- | --- | --- |
| Parameter Name | Type of Data | Description |
| Error | Int | Error Code |
| Error\_description | String | Error Description |

* + Sample Data

|  |
| --- |
| {      "error": 1014,      "error\_description": "Campaign had been sent."  } |

1. **Retrieve the delivery report of sent SMS messages**
   1. **Retrieve the delivery report of Customer Care SMS messages**

The response from the API when sending the message in section 3 above is not the final state of the message sent to the user subscriber, it is just a response to the interaction between the client and the API server.

There are two ways to check the final sending status (the carrier sends to the user subscriber):

* Method 1st: Log into <https://portal.sms.fpt.net/> by the authentication provided by FPT
* Method 2nd: Build a webhook (Reverse APIs) for FPT to CALLBACK the results of sending messages from the Telco.

For the method 2nd, you can build up with the below format, and provide FPT the authentication Key for configuration CALLBACK.

* Url: [http/https]://your-domain-name/your-path
* Method: POST
* Request headers:
  + Content-Type: application/json
  + Accept: application/json
  + Authorization: Basic AUTHORIZATION\_KEY
* Request body
* Data input (distinguish between uppercase and lowercase characters)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Parameter Name | Type of Data | Mandatory/ Optional | Description | Value |
| smsid | Int | Mandatory | Message ID of SMS when sending successfully in section 3 | Example: 45838640 |
| Status | TinyInt | Mandatory | Processing Status of SMS from Telco | 1: Successful  2 or 11: Waiting for the result  0: Fail |
| Telco | String | Optional | Telco of Subscriber | Viettel: viettel  Vinaphone: vina  Mobifone: mobi  VNM: htc  Gtel: beeline  Itelecom: itel |
| Error | String | Optional | Error Code or with Description |  |
| mt\_count | TinyInt | Optional | No. of SMS |  |

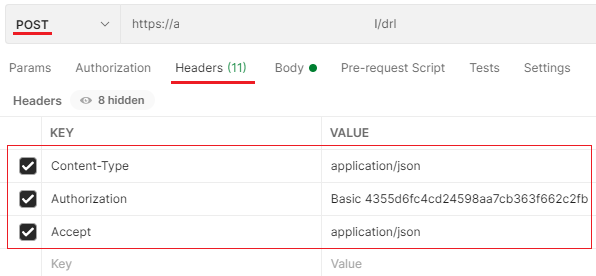
* + “successful” – HTTP response status code = 200

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Parameter Name | Type of Data | Mandatory/ Optional | Description | Value |
| status | TinyInt | Mandatory | Processing Status of request when FPT callback | 1: Successful |

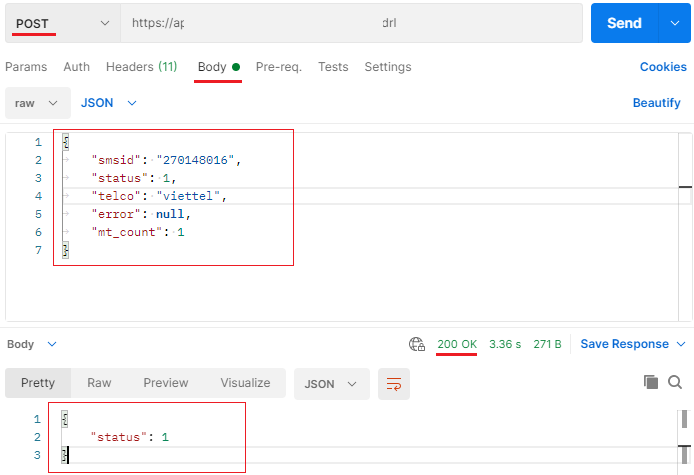
* + fail” – HTTP response status codes <> 200

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Parameter Name | Type of Data | Mandatory/ Optional | Description | Value |
| status | TinyInt | Madatory | Processing Status of request when FPT callback | 0: Fail |
| desc | String | Optional | Description | Example: “Invalid data” |

* The below example to use Postman for request FPT callback
  + Request header



* + Request body



* 1. **Retrieve delivery report of QC (Advertisement) message**
     1. **Retrieve status of Campaign**

API Server will respond the detailed information of Campaign such as: No. of sent SMS, they are approve to send or not and the reason of NOT approve to send.

* Url: <https://api01.sms.fpt.net/api/detail-ads>
* Scope of request: send\_brandname
* Data type: JSON
* Method: POST
* Data input (distinguish between uppercase and lowercase characters)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Parameter Name | Type of Data | Mandatory/ Optional | Description | Value |
| access\_token | String | Mandatory | Access token | Access token has taken as in section 3.1 |
| CampaignCode | String | Mandatory | The Code/ID of Campaign when sending Advert SMS |  |

* + “Successful” (HTTP response status codes = 200)

|  |  |  |
| --- | --- | --- |
| Parameter Name | Type of Data | Description |
| CampaignCode | String | Campaign code has created |
| Total | String | Number of Advert SMS were sent |
| Quotes | String | Quotation that the Campaign has create |
| IsSent | String | 0: Not Sent  1: Sent |
| SendingTime | String | Sending Schedule of Campaign |
| StatusDetail[Reason] | String | Reason of NOT approve to send |
| StatusDetail[Status] | String | 0: Not approved  1: Get approved |

* + “Fail” (HTTP response status codes <> 200)

|  |  |  |
| --- | --- | --- |
| Parameter Name | Type of Data | Description |
| Error | Int | Error Code |
| Error\_description | String | Error description |

* + 1. **Retrieve status of every Advertisement SMS**

The API Server will return the log details of each subscriber number according to the csv file list. Note that QC results will not be real-time like customer service, usually results will be returned 3-5 working days after sending the message.

* Url: <https://api01.sms.fpt.net/api/dlr-ads>
* Scope of request: send\_brandname
* Data type: JSON
* Method: POST
* Data input (distinguish between uppercase and lowercase characters)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Parameter Name | Type of Data | Mandatory/ Optional | Description | Value |
| access\_token | String | Mandatory | Access token | Access token has taken as in section 3.1 |
| campaign\_code | String | Mandatory | campaign code of sent advertisement SMS |  |

* + “Successful” (HTTP response status codes = 200)

The result will be the csv with detailed rows

* + “Fail” (HTTP response status codes <> 200)

|  |  |  |
| --- | --- | --- |
| Parameter Name | Type of Data | Description |
| Error | Int | Error Code |
| Error\_description | String | Detailed Description |

1. **Error Codes**

|  |  |
| --- | --- |
| Error Code | Description |
| 1001 | Invalid request |
| 1002 | Client does not have access permission |
| 1003 | Access denied |
| 1004 | Requested response is not supported |
| 1005 | Invalid scope |
| 1006 | Server error |
| 1007 | Server temporary stops processing requests from clients |
| 1008 | Wrong Client information (client\_id or client\_secret) |
| 1009 | The Granted permission invalid |
| 1010 | Scope which doesn’t have enough access permission |
| 1011 | Access token invalid |
| 1012 | Access token has beend changed |
| 1013 | Access token is expired |
| 1014 | Input parameters error |
| 1015 | The Granted permission is not supported |
| 1016 | No. of SMS is exceeded the quota |
| 2501 or 1 | Duplicated SMS in 5 minutes |
| 2502 | Quota (of sending SMS) is exceeded |
| 2503 | Not yet configure the quota |
| 2504 or 54 | Brandname is blocked |
| 2505 or -11 | Phone number is blocked |
| 2506 | Service error |
| 2507 | Unknown Error |
| 2 or -8 | Brandname has not been registered with Telco |
| 3 | Service error at Telco |
| 4 or -14 or 901 | SMS length is longer than telco allows |
| 5 or -20 or 55 | SMS content (template) is not correct or not registered with telco |
| 6 or -18 | SMS content included blocked “keywords” |
| 7 | Content includes Vietnamese character with Unicode when decrypted (Viettel Bank) |
| 8 | Can not decrypted, SMS is not encrypted … (Viettel Bank) |
| 53 or -10 or 902 | Wrong phone number |