

August 2022

SOAP API Specification

V1.3

Contents

1. Overview	4
2. Introduction	4
3. Getting started	4
4. Submitting SOAP to the gateway	5
5. Basic Commands	6
5.1 Authentication and session IDs	6
5.2 Ping	6
5.3 Send a message	7
5.4 Query a message	8
6. Basic Commands	9
6.1 Table of parameters	9
6.2 Message parameters in detail	12
7. Additional Commands.....	20
7.1 Delete/Stop message.....	20
7.2 Query balance.....	21
7.3 Coverage query.....	21
7.4 MMS Push.....	21
8. Batch messaging.....	23
8.1 Start batch	23
8.2 Sending messages to existing batch	24
8.3 Quick send to batch	25
8.4 End batch	25
9. Message examples	25
9.1 Simple examples.....	25
9.2 Batch SMS examples.....	27
10. Appendix A: Error codes.....	30
11. Appendix B: Message Statuses	31
12. Terminology	32
13. Contact details	32

Important Notice

This API is only supported on Clickatell's SMS Gateway.

Note that no new accounts are being set up, except in very specific circumstances.

This document is provided for historical reasons only, and some of the APIs may no longer be available.

1. Overview

This technical document is intended for developers who wish to use the Clickatell SOAP API for sending messages and describes the various programming methods and commands used by developers when using this API.

SOAP is a protocol for exchanging XML-based messages using HTTP/HTTPS. It uses XML as its message format and is transmitted via HTTP/S. SOAP messages are in the form of a packet and submitted to a SOAP portal for our gateway to pass on.

When you sign up for a SOAP account you will be given a username, password and api_id: keep these at hand. Once you have registered and been activated you will receive 10 free credits with which to test our service. Messages sent with these credits contain a pre-populated Clickatell message. You can test the API using these credits, and purchase credits to start sending your own, customized messages.

Testing the Clickatell Gateway

Clickatell offers a test number range which will assist in reducing testing costs. Messages sent to any number on this prefix will only be charged 1/3 of a credit. When testing the Clickatell gateway you can use the number 279991xxxxx (for South Africa) or 1999xxxxxxx (for the U.S.) where “xxxxx” represents any numeric string. The status of your messages will be returned.

We will cover the **SOAP** method in this document. Additional documentation is available for the other methods. Sample code is provided on the site

2. Introduction

The SOAP API uses **Web Services Description Language**, which is an XML-based language that provides a model for describing web services.

WSDL is often used in combination with SOAP and XML schema to provide web services over the Internet. A client program connecting to a web service can read the WSDL to determine what functions are available on the server. Any special data types used are embedded in the WSDL file in the form of XML schema. The client can then use SOAP to call one of the functions listed in the WSDL.

Note: It is important that the ENTIRE document is read before contacting support. You must use character references for Greek and other extended characters.

3. Getting started

To use the Clickatell gateway you need a Clickatell account and at least one registered connection (API sub-product instance) between your application and our gateway. Each connection method is known as a sub-product (of our API product). You can follow these steps to get started:

Step 1 – Login to your account

When you have logged in you will be on the Clickatell Central landing page. You will receive 10 free credits which you can use to test the Clickatell Gateway. Please note that for security reasons these 10 credits contain pre-set Clickatell content.

An HTTP API will be added to your account for you. This will allow you to start testing the Clickatell Gateway immediately. You can purchase credits when you are ready to start sending personalized messages.

Step 2 – Adding a SOAP API to your account

To add a SOAP API to your account, select APIs from the main menu and then select Setup a new API from the submenu. Click the Add SOAP API button on the Setup API page that opens. You can then complete all the required details to configure your API.

After successfully adding a connection, a confirmation message will be displayed with a unique API ID and information on how to get started.

The getting started section displays the API connection parameters and authentication details. These details are required when connecting to the Clickatell gateway to send a message.

Note: For more information on managing your API connections within your Clickatell account see our API guide at <http://www.clickatell.com/help-support/developer-apis/clickatell-api/>.

4. Submitting SOAP to the gateway

Clickatell offers two SOAP servers - you can use whichever you prefer. WSDL Locations:

- 1) Document/Literal SOAP Server (most popular)
http://api.clickatell.com/soap/document_literal/webservice.php?wsdl
This server supports optional gzip compression.
- 2) RPC/Encoded SOAP Server: http://api.clickatell.com/soap/rpc_encoded/webservice.php?wsdl

Tips:

- You can submit your requests over HTTP or HTTPS.
- If you are using .Net, make sure your connection URL does not have *?wsdl* at the end of the URL. That is only needed when getting the schema.
- In the SOAP API, our callback parameter is named 'msg_callback' (unlike our other APIs). This is because 'callback' is a built-in parameter in certain versions of Visual Studio.

5. Basic Commands

The following sections describe each of the operations used in the SOAP specification in more detail.

5.1 Authentication and session IDs

In order to deliver a message, the system needs to authenticate the request as coming from a valid source. We use several parameters to achieve this:

- **api_id:** This is issued to you when you register for the API product. A single Clickatell account may have multiple api_ids associated with it.
- **user:** This is the username of your account.
- **password:** The current password you have set on your account.

Additionally, we can enforce an IP lockdown, allowing only requests sent from IP addresses that you have specified under the API product preferences. Please ensure that after testing, you remove all unnecessary IP addresses in your preferences, to tighten up on security.

You can have multiple sessions open. However, the session ID will expire after 15 minutes of inactivity. You will then have to re-authenticate to receive a new session ID. Alternatively you can ping every 10 minutes or so, to ensure that the current session ID is kept live.

This session ID must be used with all future commands to the API, unless you authenticate each time within the command itself.

Name:	auth	
Parameters:	api_id	Required
	user	Required
	password	Required
Name:	Auth Response	
Response values:	OK: Session ID or ERR: Error number	

5.2 Ping

This command prevents the session ID from expiring in periods of inactivity. The session ID is set to expire after 15 minutes of inactivity. You may have multiple concurrent sessions using the same session ID.

Name:	ping	
Parameters:	session_id	Required
Name:	Ping Response	
Response values:	Response: OK: or ERR: Error number	

5.3 Send a message

To facilitate sending an SMS with a single command, we have included the ability to post **api_id**, **user** and **password** parameters in *sendmsg*. Using a session ID is preferred to authenticating each time.

Name:	sendMsg	
Parameters:	session_id	Required
	to	Required
	text	Required
	msg_callback	[Optional]
	climsgid	[Optional]
	concat	[Optional]
	deliv_ack	[Optional]
	deliv_time	[Optional]
	from	[Optional]
	msg_type	[Optional]
	udh	[Optional]
	unicode	[Optional]
	validity	[Optional]
	req_feat	[Optional]
	max_credits	[Optional]
	queue	[Optional]
	escalate	[Optional]

Name:	sendMsg Response
Response values:	Response Single Message: ERR: Error number Response Multiple Messages: ERR: Error number To: xxxxxx ERR: Error number To: xxxxxx

5.4 Query a message

This query returns the status of a message. You can query the status with either the **apimsgid** or **climsgid**. The API message ID (**apimsgid**) is the message ID returned by the gateway when a message has been successfully submitted. If you specified your own unique client message ID (**climsgid**) on submission, you may query the message status using this value. You may also authenticate with **api_id**, **user** and **password**.

See [Appendix B](#) for status codes.

Name:	queryMsg	
Parameters:	session_id	Required
	apiMsgId	Required
	or	
	climsgid	
Name:	queryMsg Response	
Response values:	ID: xxxx Status: xxxx	
	or	
	ERR: Error number	

Note: Clickatell can also post message status updates to your application via means of a *Callback URL*. This is the recommended method to obtain message status updates as your application is not required to continually poll the Clickatell gateway. Detailed information can be found in the “Callback URL” section under “Message Parameters”.

Message statuses reports can be viewed online within your Developers’ Central account. These reports can also be exported in CSV or Excel format.

6. Basic Commands

6.1 Table of parameters

There are a variety of messaging and SMS features supported by the gateway, which can be activated by including a number of additional parameters. These parameters include those in the table below.

Name	Parameter name	Short description	Default value	Restricted values
API product ID	api_id	The value for this mandatory parameter can be found logging in online and going to APIs -> Manage APIs		
Username	user	The username you specified.		
Password	password	Your Developers' Central account password.		
Session ID	session_id	The session ID from the auth command. Not applicable to the FTP, SMPP or SMTP APIs.		
Destination address	to	The number of the handset to which the message must be delivered. The number should be in international number format.		No '00' prefix or leading "+" symbol should be used.
Text	text	The text content of the message. Note that some characters take up two characters because of GSM encoding standards		Note this article about Unicode https://www.clickatell.com/articles/technology/unicode-sms-solutions/
Source address	from	The source/sender address that the message will appear to come from also known as "Sender ID". These must be registered within your online account and approved by us before they may be used. MO numbers rented from us do	gateway assigned number	A valid international format number between 1 and 16 characters long, or an 11-character alphanumeric string.

		not require approval.		
Enable callback	msg_callback	Enables you to receive message delivery statuses via an HTTP, SOAP or XML callback which is posted to a URL of yours using the GET or POST method. This is done every time a message status is updated.	0	0,1,2,3,4,5,6,7 Read detailed description of parameter.
Delivery time	deliv_time	Delays delivery of SMS to mobile device in minutes relative to the time at which the SMS was received by our gateway. This should be greater than 10 minutes for best effect. Smaller time frames may be delivered too soon.		The upper limit is 7 days, or 10080 minutes.
Concatenation	concat	Specifies the maximum number of message parts available for the message.	1	1, 2, 3
Maximum credits	max_credits	Overrides the maximum charge specified online in "profiles". It works within the bounds of the profiles. In other words, a profile must exist for the maximum credit that you set.	As per profiles	0.8,1,1.5,2,2.5,3
Required features	req_feat	Allows you to set the features which must be included when a message is sent. If the route does not support the features which you set as 'required' the message will fail. Note: The use of this parameter could increase the cost per message if a more expensive gateway is used.		Read detailed description of parameter.

Delivery queue	queue	Delivers the message through one of three queues assigned to each client account. Messages in the highest priority queue will be delivered first.	3	1, 2,3 1 is highest priority.
Gateway escalation	escalate	Prompts an escalation to an alternative route if messages are queued on the least-cost route.	0	0 - off 1 - Escalate immediately to an alternative route if messages are queued on the least-cost route.
Mobile originated	mo	This is only applicable to clients that have subscribed to a two-way messaging service. We route via a pre-defined carrier to enable the ability for a reply to be received back.	0	0 – Off. We use our normal routing rules. 1 – Enable Reply.
Client message ID	climsgid	Client message ID defined by user for message tracking.		Up to 32 alphanumeric characters. No spaces.
Unicode message	unicode	Two-digit language code. Convert your text to Unicode [UCS-2 encoding]. See http://www.Unicode.org/ .	0	0 – No Unicode 1 – Send as Unicode.
Message type	msg_type	Message types are associated with a structure that defines the fields of the message, e.g., logos and ringtones. See Message Types for more information.	SMS_TX	
User data header	udh	Inform the mobile handset of the type of data and data length of the user data part of an SMS message. The UDH header is used in conjunction with Binary content to define message types. See 8-bit messaging for more information.		Set UDH data manually.

Data	data	The data content of a message, if the UDH component is set manually.		
Validity period	validity	The validity period in minutes relative to the time at which the SMS was received by our gateway. The message will not be delivered if it is still queued on our gateway after this time.	1440 minutes (24 hours)	Set value in X minutes from 1 – 1440 minutes.

6.2 Message parameters in detail

6.2.1 Destination address <to>

SMS messages need to be sent in the standard international format, with country code followed by number. No leading zero to the number and no special characters such as "+" or spaces must be used. For example, a number in the UK being 07901231234 should be changed to 447901231234.

If the optional API setting titled *'Replace the leading zero with correct country code'* is enabled for the API in your Developers' Central account, any mobile numbers starting with zero will have the zero stripped and replaced with the international dialing code.

6.2.2 Text

This is the default parameter that is used to add message content. A single text message can contain up to 160 characters or 140 bytes.

6.2.3 Source address <from>

The source address (**from**), also known as the sender ID, can be either a valid international format number between 1 and 16 characters long, or an 11-character alphanumeric string. These must be registered within your online account and approved by us before they may be used. MO numbers rented from us do not require approval.

Note that characters such as spaces, punctuation, Unicode, and other special characters may not always be supported to all destinations and could interfere with your delivery. We suggest that you refrain from using such characters on the source address. The use of an alphanumeric source address with 8-bit messaging may cause message failure. This service is not guaranteed across all mobile networks and may interfere with delivery to certain handsets.

Note: To ensure that this feature is supported when delivering your message, the required features (**req_feat**) parameter for this feature must be set.

6.2.4 Delivery acknowledgment <deliv_ack>

In order to determine whether an SMS has been received by a handset or not, we request delivery acknowledgement for every message we send. The ability to receive reliable delivery acknowledgements varies between mobile networks. Please test to a specific mobile network first, before assuming that you will receive handset acknowledgments for messages that are delivered.

If a GSM handset is 'absent', e.g., switched off or out of coverage, the SMS will be delivered according to a retry cycle once the handset is back in coverage. A delivery receipt will only be returned if and when the retry is delivered. If the validity period or retry cycle (typically 24 hours) is exceeded, the SMS will fail and show 'Error Delivering Message' or status 8.

Delivery acknowledgements can be monitored via the callback system or online reports.

6.2.5 Callback System <msg_callback>

Final or intermediary statuses are passed back by the API depending on the **callback** value set in the original post. This is done by means of:

- HTTP GET
- HTTP POST
- XML GET
- XML POST
- SOAP GET
- SOAP POST

The variables returned are **apiMsgId**, **cliMsgId**, **to**, **timestamp**, **from**, **status** and **charge**.

Validation of Callback URL

The URL entered in your Clickatell central account to receive 'SMS Status notifications' is validated to check if a callback can be completed. The URL must begin with either **http://** (non-encrypted) or **https://** (encrypted). If the callback URL is invalid, a message is displayed indicating an Invalid URL.

Callback retry interval

The MT callback system will make 8 attempts to deliver a callback to your specified callback URL.

For Example:

1. 2 minutes after the original attempt
2. 4 minutes after last retry
3. 8 minutes after last retry
4. 16 minutes after last retry
5. 32 minutes after last retry
6. 64 minutes after last retry
7. 128 minutes after last retry
8. 3 days after last retry (max retries reached)

Optional Callback username and password

An optional “username” and “password” can be set in the preferences section of your API product. This username and passwords are not the same as your Clickatell username and password but is a setting of your choice to add additional security.

Callback value	Message status types returned	Message status code returned
0	No message status returned	
1	Returns only intermediate statuses.	003
2	Returns only final statuses of a message.	004, 005, 007, 009, 010, 012
3	Returns both intermediate and final statuses of a message.	003, 004, 005, 007, 009, 010, 012
4	Returns only error statuses of a message.	005, 007, 009, 010, and 012
5	Returns both intermediate and error statuses of a message.	003, 005, 007, 009, 010, 012
6	Returns both final and error statuses of a message.	004, 005, 007, 009, 010, 012
7	Returns both intermediate, final and error statuses of a message.	003, 004, 005, 007, 009, 010, 012

Examples

- HTTP

Sample callback to your callback URL using an HTTP get:

https://www.yoururl.com/script.asp?api_id=12345&apiMsgId=996f364775e24b8432f45d77da8eca47&cliMsgId=abc123×tamp=1218007814&to=279995631564&from=27833001171&status=003&charge=0.300000

- XML

The following data is sent in XML MT callbacks in a parameter called ‘data’:

```
<?xml version="1.0"?>
<callback>
  <apiMsgId>996411ad91fa211e7d17bc873aa4a41d</apiMsgId>
  <cliMsgId></cliMsgId>
  <timestamp>1218008129</timestamp>
  <to>279995631564</to>
  <from>27833001171</from>
  <charge>0.300000</charge>
  <status>004</status>
</callback>
```

Sample callback to your callback URL using an XML GET:

<https://www.yoururl.com/script.php?data=<?xml version='1.0'?><callback><apiMsgId>996411ad91fa211e7d17bc873aa4a41d</apiMsgId><cliMsgId></cliMsgId><timestamp>1218008129</timestamp><to>279995631564</to><from>27833001171</from><charge>0.300000</charge><status>004</status></callback>>

- SOAP

With the SOAP callback method, a SOAP packet will be sent with a parameter called 'data'. Below is an example packet that will be sent to you via GET or POST.

Example of a SOAP packet that will be sent to you via **GET** or **POST**:

```
<?xml version="1.0" encoding="ISO-8859-1"?>
<SOAP-ENV:Envelope SOAP-ENV:encodingStyle="http://schemas.xmlsoap.org/soap/encoding/"
xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:xsi="http://www.w3.org/2001/XMLSchema-
instance" xmlns:SOAP-ENC="http://schemas.xmlsoap.org/soap/encoding/" xmlns:tns="mt_callback">
  <SOAP-ENV:Body>
    <tns:mt_callback xmlns:tns="mt_callback">
      <api_id xsi:type="xsd:int">1234</api_id>
      <apimsgid xsi:type="xsd:string">2e838df2ee3ea418272ae05aaf84ce5d</apimsgid>
      <climsgid xsi:type="xsd:string">abc123</climsgid>
      <to xsi:type="xsd:string">27999123456</to>
      <from xsi:type="xsd:string">27999000224</from>
      <timestamp xsi:type="xsd:int">1213690834</timestamp>
      <status xsi:type="xsd:int">003</status>
      <charge xsi:type="xsd:float">0.300000</charge>
    </tns:mt_callback>
  </SOAP-ENV:Body>
</SOAP-ENV:Envelope>
```

This is an example callback URL that will be sent to your application:

```
http://www.yoursite.com/your_url.php?data="<?xml version="1.0" encoding="ISO-8859-1"?><SOAP-
ENV:Envelope SOAP-ENV:encodingStyle="http://schemas.xmlsoap.org/soap/encoding/" xmlns:SOAP-
ENV="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:SOAP-
ENC="http://schemas.xmlsoap.org/soap/encoding/" xmlns:tns="mt_callback"><SOAP-ENV:Body>
<tns:mt_callback xmlns:tns="mt_callback"><api_id xsi:type="xsd:int">1234</api_id>
<apimsgid xsi:type="xsd:string">2e838df2ee3ea418272ae05aaf84ce5d</apimsgid><climsgid
xsi:type="xsd:string">abc123</climsgid><to xsi:type="xsd:string">27999123456</to>
<from xsi:type="xsd:string">27999000224</from><timestamp
xsi:type="xsd:int">1213690834</timestamp><status xsi:type="xsd:int">003</status>
<charge xsi:type="xsd:float">0.300000</charge></tns:mt_callback></SOAP-ENV:Body></SOAP-
ENV:Envelope>"
```

6.2.6 Delivery time <deliv_time>

The delivery of an SMS message may be delayed by setting an amount of time in **minutes** relative to the time at which it was received by our gateway. We will store the message until the required time frame has elapsed. The maximum delay time is 10080 minutes or 7 days.

Please note: Actual delivery time of scheduled messages can always be handled up to 5 minutes too early.

When sending batches of messages, the delivery time should be set in the *startbatch* command. This will ensure that all messages are delivered X minutes after being posted to the Gateway.

6.2.7 Concatenation <concat>

If this value is set to 1, 2 or 3 the message will span across 1, 2 or 3 SMS messages where applicable. One text SMS will be sent for every 160 characters or 140 bytes. If a message is concatenated, it reduces the

number of characters contained in each message by 3. With 8-bit concatenated messages, each SMS can support up to 140 bytes including the UDH headers.

For more information on characters that require two-character places, please visit:

<http://www.clickatell.com/help-support/frequently-asked-questions/> and search for 'Why do some characters take two spaces?'

Please be aware that a single Unicode SMS can only contain a maximum of 70 characters. You can send 3 Unicode characters less per part when sending a concatenated Unicode message.

Values set are:

Value	Status
1	Default - No concatenation: only 1 message.
2	Concatenate a maximum of 2 messages.
3	Concatenate a maximum of 3 messages.
N	Concatenate a maximum of N messages. (Delivery is dependent on mobile and gateway. A maximum of 3 is recommended. The maximum number of messages that can be concatenated is 35).

6.2.8 Maximum credits <max_credits>

This parameter overrides the maximum charge associated with message delivery, as set by the profiles selected within your client account after logging in online. This parameter can be used to limit the cost of a message to a particular value and is bound by the maximum credit value specified in your profiles.

A valid API message ID can still be returned for messages that are not delivered as a result of the maximum credits value set. These messages will have a status of routing error (009).

The credit value in this parameter can be set to any amount of credits. To set your delivery profile, go to **Manage account -> Account overview** and click the link **Control the routing of messages** located in the section titled **Account Type**.

6.2.9 Required features <req_feat>

This parameter specifies the features that must be present in order for message delivery to occur. If all features are not present, the message will not be delivered. This prevents SMS messages arriving at a destination via the least-cost gateway, without certain features. This would, for instance, prevent the dropping of a sender ID.

This means that we will not route messages through a gateway that cannot support the required features you have set. For certain message types, we always set the required feature bitmask where relevant. These are FEAT_8BIT, FEAT_UDH, FEAT_UCS2 and FEAT_CONCAT.

This parameter is set using a combined decimal number to refer to the additional required features.

E.g.: $32 + 512 = 544$ – Numeric sender ID and Flash SMS both required.

The value you would set to ensure that Flash and numeric sender ID are both supported, would therefore be **544**.

To ensure that delivery acknowledgment and alphanumeric IDs are supported you would use the value **8240** ($16 + 32 + 8192$).

Hex value	Decimal	Feature	Description
0x0001	1	FEAT_TEXT	Text – set by default.
0x0002	2	FEAT_8BIT	8-bit messaging – set by default.
0x0004	4	FEAT_UDH	UDH (Binary) - set by default.
0x0008	8	FEAT_UCS2	UCS2 / Unicode – set by default.
0x0010	16	FEAT_ALPHA	Alpha source address (from parameter).
0x0020	32	FEAT_NUMER	Numeric source address (from parameter).
0x2000	8192	FEAT_DELIVACK	Delivery acknowledgments.
0x4000	16384	FEAT_CONCAT	Concatenation – set by default.

6.2.10 Delivery queue

Setting this parameter will assign the message to one of three queues assigned to each user account. This sets the priority of a message sent to us, relative to other messages sent from the same user account. Messages in queue number 1, will always be delivered before messages in queue number 2 and 3, while messages in the 3rd queue, will have the lowest priority (relative to queues 1 and 2).

This is useful when delivering, for example, a single high priority message while you have a large batch going through that same account. The large batch will be queued through queue number 3 (default), and urgent alerts (sent through queue 1), will be delivered ahead of those messages in the batch (queue 3), regardless of when they are actually sent to us.

Values set are:

Value	Status
1	Use first / primary user queue (highest priority).
2	Use second user queue.
3	Use third user queue (lowest priority) - Default status.

6.2.11 Gateway escalation <escalate>

By default, the message router will select the lowest cost route (matching features and reliability) that is available for a given destination.

This parameter ensures that, should a message be delayed due to gateway congestion or some other reason on the initial gateway selected by our router, then alternative routes that match the required features will be sought. This is done by moving through the available gateways in order of increasing cost, up to the maximum charge set by the user either using the parameter that defines the maximum credits or based on the profiles selected.

When urgent and high priority messages are sent, they should be posted with escalate set to 1 (on), combined with a high maximum credit value to ensure that the greatest number of gateways are available.

Values set are:

Value	Status
0	Off – Default value
1	On - Escalate immediately to an alternative route if the messages are queued on the least-cost route.

6.2.12 Mobile originated <mo>

This parameter is only used when a message is sent to a handset and a reply is expected.

PLEASE NOTE: This parameter is only valid for clients that have signed up and paid for our two-way messaging service. An alternative to our least-cost gateway may be used, which could result in a higher cost per message. Please email Clickatell [support](#) for pricing or view online.

When sending a normal MT message to a handset and you expect a reply to your registered MO number, please set the **mo** parameter to “1”.

Values to set are:

Value	Status
0	Off - Default status. We use the normal routing feature.
1	Enables reply ability. We route via a pre-defined carrier to enable the ability to reply.

It is important that the user specifies the correct **from** parameter together with this parameter. If no **from** parameter is specified, we will use a default originator number as set by Clickatell. You will NOT receive these replies.

If you specify the originator (the purchased mo number), then we will route the message such that it can be replied to by the recipient. This reply will be sent to you.

6.2.13 Client message ID <climsgid>

This parameter is set by the user to enable internal message tracking. It allows the user to set their own tracking ID for each message. Once set for a given message, this may be used in place of the Clickatell issued API message ID (apimsgid) for querying message.

A client message ID (climsgid) may be any combination of alphanumeric characters excluding spaces. A maximum of 32 characters may be used.

Client message IDs may be used with the *querymsg* command.

6.2.14 Unicode <unicode>

If this value is set to 1, the text field must contain two-byte Unicode. Each SMS can handle a maximum of 70 characters. Each Unicode character must be hex encoded. More information is available at <http://www.Unicode.org/>.

Note: When using the batch send facility for delivering Unicode messages, it is not possible to substitute variables into the message content. This is only possible with Germanic characters.

Values set are:

Value	Status
0	Off – Default status
1	On - delivers the text as two-byte Unicode.

We provide a converter to convert text to Unicode within your client account online. Go to “Converters” from within your account online.

6.2.15 Message type <msg_type>

This parameter need not be included if the SMS is a standard text message.

Values set are:

Value	Description
SMS_TEXT	This is the default message type. It is optional to specify this parameter.

6.2.16 Validity period <validity>

A message may be given a time frame for which it is valid. After this period the message will expire. This parameter takes an amount of time in **minutes** relative to the time at which the message was received by our gateway. If the message is queued on our gateway for a period exceeding the validity period set, then a routing error of 115 will be returned. The default validity period is 1440 minutes (24 hours).

Note: The validity period is not passed on to the upstream gateway.

7. Additional Commands

Please note that where commands require a **session id**, you can alternatively authenticate using an **api_id**, **username** and **password**.

7.1 Delete/Stop message

This enables you to stop the delivery of a particular message. This command can only stop messages which may be queued within our router, and not messages which have already been delivered to a SMSC. This command is therefore only really useful for messages with deferred delivery times.

Name:	delMsg	
Parameters:	api_id	Required
	apiMsgId	Required
	or	
	climsgid	
Name:	delMsg Response	
Response values:	ID: xxxx Status: xxxx	
	or	
	ERR: Error number	

7.2 Query balance

This will return the number of credits available on this account. The account balance is returned as a floating-point value.

Name:	getBalance	
Desc:	This enables you to determine your account balance	
Parameters:	session_id	Required
Name:	getBalance Response	
Response values:	Credit: xxxx.x or ERR: Error number	

7.3 Coverage query

This command enables users to check our coverage of a network or number, without sending a message to that number. Authentication is required for this API call. This call should NOT be used before sending each message.

A response tag of ok indicates it is covered, while a fault tag indicates that the destination is not covered. Contact support to enquire about obtaining coverage for this destination.

Name:	delMsg	
Parameters:	msisdn	Required
	session_id	Required
Name:	delMsg Response	
Response values:	OK: This prefix is currently supported. Messages sent to this prefix will be routed. Charge: 1 or ERR: This prefix is not currently supported. Messages sent to this prefix will fail. Please contact support for assistance.	

7.4 MMS Push

When an MMS message is sent to a phone, the mobile device receives an MMS notification message via SMS. When this MMS notification message is received by the mobile device, the mobile device automatically initiates a WAP gateway connection to download the content of the MMS message, from a

URL specified in the SMS notification message. This command enables users to send an MMS notification message. Authentication is required for this API call.

MMS documentation (WAP-209-MMSEncapsulation-20020105-a.pdf, Version 05-Jan-2002) can be found at <http://www.openmobilealliance.org/tech/affiliates/wap/wapindex.html>.

Parameter	Description	Example	Default value	Restricted value	Required
mms_subject	Subject	My+message			Yes
mms_class	Class	80		80 (Personal) 81 (Advertisement) 82 (Informational) 83 (Auto)	Yes
mms_expire	How long before the MMS expires	3000		Time in seconds	Yes
mms_from	From text	John			Yes
mms_url	URL with the MMS content. The URL must be URL encoded.	http://www.mywebsite.com/example.mms			Yes

Name:	ind_push	
Parameters:	<div>session_id</div> <div>mms_subject</div> <div>mms_class</div> <div>mms_expire</div> <div>mms_from</div> <div>mms_url</div>	<div>Required</div> <div>Required</div> <div>[Optional]</div> <div>[Optional]</div> <div>[Optional]</div> <div>[Optional]</div>
Name:	ind_push Response	
Response values:	<div>ID: xxxx To: xxxx</div> <div>or</div> <div>ERR: Error number</div>	

8. Batch messaging

This facility enables one to do high volume delivery and server-side message merging. It offers the end-user the ability to define all elements common to a batch, and then send only the parameters that change on a message-by-message basis.

One initially defines a batch using the `startbatch` command, which will return a unique batch ID. You then use either `senditem` or `quicksend` with the batch ID, depending on whether the message needs to be personalized. See SMS examples below.

Hi #field1#, your doctor's appointment is at #field2# tomorrow, could become:

Hi Fred, your doctor's appointment is at 10:30 tomorrow.

Hi Jane, your doctor's appointment is at 14:00 tomorrow.

8.1 Start batch

Once you have issued this command, you will be returned a batch ID that is to be used when sending multiple batch items. Included functionality also allows for message merging where you can substitute fields that you have defined in your template. The field names are called *field1* though to *fieldN*.

This command can take all the parameters of `sendmsg`, with the addition of a template, and the exception of both the destination address and the text fields. The template parameter must be URL encoded. It must be used before either the `senditem` or `quicksend` command.

Name:	startBatch	
Parameters:	session_id	Required
	template	Required
	msg_callback	[Optional]
	climsgid	[Optional]
	concat	[Optional]
	deliv_ack	[Optional]
	deliv_time	[Optional]
	escalate	[Optional]
	from	[Optional]
	max_credits	[Optional]
	msg_type	[Optional]
	queue	[Optional]
	req_feat	[Optional]

	udh	[Optional]
	unicode	[Optional]
	validity	[Optional]
Name:	startBatch Response	
Response values:	ID: batch_id or ERR: Error number	

8.2 Sending messages to existing batch

Send a message to a batch passing the destination mobile number and optional field replacement values. The fields 1-4 that you defined in the *startbatch* command are used to optionally personalize the message.

Name:	sendItem	
Parameters:	session_id	Required
	batch_id	Required
	to	Required
	fields	[Optional]

Set the field values as per the template set up in *startbatch* command tag. This tag can only be used within *sendItem* command tag

Name:	fields	
Parameters:	field1	Required
	field2	[Optional]
	field3	[Optional]
	field4	[Optional]
Name:	sendItem Response	
Response values:	ID: apimsgid or ERR: Error number	

8.3 Quick send to batch

Where one has the requirement to send the same message to multiple recipients, you can use the *quicksend* command. This command offers low overhead and maximum throughput. It is essentially a reference to a predefined template and a string of destination addresses.

Name:	quickSend	
Parameters:	session_id	Required
	batch_id	Required
	to	Required
Name:	quickSend Response	
Response values:	ID: apimsgid To: xxxxx	
	or	
	ERR: Error number To: xxxxxx	

8.4 End batch

This command ends a batch and is not required (following a batch send). Batches will expire automatically after 24 hours.

Name:	endBatch	
Parameters:	session_id	Required
	batch_id	Required
Name:	endBatch Response	
Response values:	OK	
	or	
	ERR: Error number	

9. Message examples

Here are some examples for the RPC/Encoded server that demonstrates how to use the API. All values in these examples should be replaced by your own values.

9.1 Simple examples

sendmsg operation including authentication and sender ID:

```
<?xml version="1.0" encoding="ISO-8859-1"?>
<SOAP-ENV:Envelope SOAP-ENV:encodingStyle="http://schemas.xmlsoap.org/soap/encoding/"
xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:SOAP-
ENC="http://schemas.xmlsoap.org/soap/encoding/" xmlns:tns="soap.clickatell.com">
  <SOAP-ENV:Body>
    <tns:sendmsg xmlns:tns="soap.clickatell.com">
      <session_id xsi:nil="true" xsi:type="xsd:string"/>
      <api_id xsi:type="xsd:int">1234</api_id>
      <user xsi:type="xsd:string">demo</user>
      <password xsi:type="xsd:string">demo</password>
      <to xsi:type="SOAP-ENC:Array" SOAP-ENC:arrayType="xsd:string[2]">
        <item xsi:type="xsd:string">2799912345</item>
        <item xsi:type="xsd:string">27999123134</item>
      </to>
      <from xsi:type="xsd:string">me</from>
      <text xsi:type="xsd:string">Initial test message</text>
      <concat xsi:nil="true" xsi:type="xsd:int"/>
      <deliv_ack xsi:nil="true" xsi:type="xsd:int"/>
    </tns:sendmsg>
  </SOAP-ENV:Body>
</SOAP-ENV:Envelope>
```

```

    <msg_callback xsi:nil="true" xsi:type="xsd:int"/>
    <deliv_time xsi:nil="true" xsi:type="xsd:int"/>
    <max_credits xsi:nil="true" xsi:type="xsd:float"/>
    <req_feat xsi:nil="true" xsi:type="xsd:int"/>
    <queue xsi:nil="true" xsi:type="xsd:int"/>
    <escalate xsi:nil="true" xsi:type="xsd:int"/>
    <mo xsi:nil="true" xsi:type="xsd:int"/>
    <climsgid xsi:nil="true" xsi:type="xsd:string"/>
    <unicode xsi:nil="true" xsi:type="xsd:int"/>
    <msg_type xsi:nil="true" xsi:type="xsd:string"/>
    <udh xsi:nil="true" xsi:type="xsd:string"/>
    <data xsi:nil="true" xsi:type="xsd:string"/>
    <validity xsi:nil="true" xsi:type="xsd:int"/>
  </tns:sendmsg>
</SOAP-ENV:Body>
</SOAP-ENV:Envelope>
```

Initial authentication:

```
<?xml version="1.0" encoding="ISO-8859-1"?>
  <SOAP-ENV:Envelope SOAP-
ENV:encodingStyle="http://schemas.xmlsoap.org/soap/encoding/" xmlns:SOAP-
ENV="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:SOAP-
ENC="http://schemas.xmlsoap.org/soap/encoding/" xmlns:tns="soap.clickatell.com">
  <SOAP-ENV:Body>
    <tns:auth xmlns:tns="soap.clickatell.com">
      <api_id xsi:type="xsd:int">1234</api_id>
      <user xsi:type="xsd:string">demo</user>
      <password xsi:type="xsd:string">demo</password>
    </tns:auth>
  </SOAP-ENV:Body>
</SOAP-ENV:Envelope>
```

Account balance:

```
<?xml version="1.0" encoding="ISO-8859-1"?>
<SOAP-ENV:Envelope SOAP-ENV:encodingStyle="http://schemas.xmlsoap.org/soap/encoding/"
xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:SOAP-
ENC="http://schemas.xmlsoap.org/soap/encoding/" xmlns:tns="soap.clickatell.com">
  <SOAP-ENV:Body>
    <tns:getbalance xmlns:tns="soap.clickatell.com">
      <session_id xsi:nil="true" xsi:type="xsd:string"/>
      <api_id xsi:type="xsd:int">1234</api_id>
      <user xsi:type="xsd:string">demo</user>
      <password xsi:type="xsd:string">demo</password>
    </tns:getbalance>
  </SOAP-ENV:Body>
</SOAP-ENV:Envelope>
```

Query message status:

```
<?xml version="1.0" encoding="ISO-8859-1"?>
<SOAP-ENV:Envelope SOAP-ENV:encodingStyle="http://schemas.xmlsoap.org/soap/encoding/"
xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:SOAP-
ENC="http://schemas.xmlsoap.org/soap/encoding/" xmlns:tns="soap.clickatell.com">
  <SOAP-ENV:Body>
```

```
    <tns:querymsg xmlns:tns="soap.clickatell.com">
      <session_id
xsi:type="xsd:string">330df12c75bf8046942c3304639aa646</session_id>
      <api_id xsi:nil="true" xsi:type="xsd:int"/>
      <user xsi:nil="true" xsi:type="xsd:string"/>
      <password xsi:nil="true" xsi:type="xsd:string"/>
      <apimsgid
xsi:type="xsd:string">37e06b93444d607285226387390e299c</apimsgid>
      <climsgid xsi:nil="true" xsi:type="xsd:string"/>
    </tns:querymsg>
  </SOAP-ENV:Body>
</SOAP-ENV:Envelope>
```

9.2 Batch SMS examples

9.2.1 Sending a personalized message to multiple recipients

To start the batch:

```

<?xml version="1.0" encoding="ISO-8859-1"?>
<SOAP-ENV:Envelope SOAP-ENV:encodingStyle="http://schemas.xmlsoap.org/soap/encoding/"
xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:SOAP-
ENC="http://schemas.xmlsoap.org/soap/encoding/" xmlns:tns="soap.clickatell.com">
  <SOAP-ENV:Body>
    <tns:startbatch xmlns:tns="soap.clickatell.com">
      <session_id
xsi:type="xsd:string">330df12c75bf8046942c3304639aa646</session_id>
      <api_id xsi:nil="true" xsi:type="xsd:int"/>
      <user xsi:nil="true" xsi:type="xsd:string"/>
      <password xsi:nil="true" xsi:type="xsd:string"/>
      <from xsi:nil="true" xsi:type="xsd:string"/>
      <concat xsi:nil="true" xsi:type="xsd:int"/>
      <template xsi:type="xsd:string">Hi #field1# this is a personalised
message</template>
      <deliv_ack xsi:nil="true" xsi:type="xsd:int"/>
      <msg_callback xsi:nil="true" xsi:type="xsd:int"/>
      <deliv_time xsi:nil="true" xsi:type="xsd:int"/>
      <max_credits xsi:nil="true" xsi:type="xsd:float"/>
      <req_feat xsi:nil="true" xsi:type="xsd:int"/>
      <queue xsi:nil="true" xsi:type="xsd:int"/>
      <escalate xsi:nil="true" xsi:type="xsd:int"/>
      <mo xsi:nil="true" xsi:type="xsd:int"/>
      <climsgid xsi:nil="true" xsi:type="xsd:string"/>
      <unicode xsi:nil="true" xsi:type="xsd:int"/>
      <msg_type xsi:nil="true" xsi:type="xsd:string"/>
      <udh xsi:nil="true" xsi:type="xsd:string"/>
      <data xsi:nil="true" xsi:type="xsd:string"/>
      <validity xsi:nil="true" xsi:type="xsd:int"/>
    </tns:startbatch>
  </SOAP-ENV:Body>
</SOAP-ENV:Envelope>

```

To end the batch:

```

<?xml version="1.0" encoding="ISO-8859-1"?>
<SOAP-ENV:Envelope SOAP-ENV:encodingStyle="http://schemas.xmlsoap.org/soap/encoding/"
xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:SOAP-
ENC="http://schemas.xmlsoap.org/soap/encoding/" xmlns:tns="soap.clickatell.com">
  <SOAP-ENV:Body>
    <tns:endbatch xmlns:tns="soap.clickatell.com">
      <session_id
xsi:type="xsd:string">330df12c75bf8046942c3304639aa646</session_id>
      <api_id xsi:nil="true" xsi:type="xsd:int"/>
      <user xsi:nil="true" xsi:type="xsd:string"/>
      <password xsi:nil="true" xsi:type="xsd:string"/>
      <batch_id
xsi:type="xsd:string">630d9a8b093b4f0c13392ff0e0e4f863</batch_id>
    </tns:endbatch>
  </SOAP-ENV:Body>
</SOAP-ENV:Envelope>

```

9.2.2 Sending a personalized message

```
<?xml version="1.0" encoding="ISO-8859-1"?>
<SOAP-ENV:Envelope SOAP-ENV:encodingStyle="http://schemas.xmlsoap.org/soap/encoding/"
xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:SOAP-
ENC="http://schemas.xmlsoap.org/soap/encoding/" xmlns:tns="soap.clickatell.com">
  <SOAP-ENV:Body>
    <tns:senditem xmlns:tns="soap.clickatell.com">
      <session_id
xsi:type="xsd:string">330df12c75bf8046942c3304639aa646</session_id>
      <api_id xsi:nil="true" xsi:type="xsd:int"/>
      <user xsi:nil="true" xsi:type="xsd:string"/>
      <password xsi:nil="true" xsi:type="xsd:string"/>
      <batch_id
xsi:type="xsd:string">a96d70df18b7b56f2965e816c76d317b</batch_id>
      <to xsi:type="SOAP-ENC:Array" SOAP-ENC:arrayType="xsd:string[1]">
        <item xsi:type="xsd:string">27999123454</item>
      </to>
      <field1 xsi:type="xsd:string">John</field1>
      <field2 xsi:nil="true" xsi:type="xsd:string"/>
      <field3 xsi:nil="true" xsi:type="xsd:string"/>
      <field4 xsi:nil="true" xsi:type="xsd:string"/>
    </tns:senditem>
  </SOAP-ENV:Body>
</SOAP-ENV:Envelope>
```

Sending multiple SMS using batches

```
<?xml version="1.0" encoding="ISO-8859-1"?>
<SOAP-ENV:Envelope SOAP-ENV:encodingStyle="http://schemas.xmlsoap.org/soap/encoding/"
xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:SOAP-
ENC="http://schemas.xmlsoap.org/soap/encoding/" xmlns:tns="soap.clickatell.com">
  <SOAP-ENV:Body>
    <tns:quicksend xmlns:tns="soap.clickatell.com">
      <session_id
xsi:type="xsd:string">330df12c75bf8046942c3304639aa646</session_id>
      <api_id xsi:nil="true" xsi:type="xsd:int"/>
      <user xsi:nil="true" xsi:type="xsd:string"/>
      <password xsi:nil="true" xsi:type="xsd:string"/>
      <batch_id
xsi:type="xsd:string">a96d70df18b7b56f2965e816c76d317b</batch_id>
      <to xsi:type="SOAP-ENC:Array" SOAP-ENC:arrayType="xsd:string[3]">
        <item xsi:type="xsd:string">2799912345</item>
        <item xsi:type="xsd:string">27999123134</item>
        <item xsi:type="xsd:string">2799923424</item>
      </to>
    </tns:quicksend>
  </SOAP-ENV:Body>
</SOAP-ENV:Envelope>
```

10. Appendix A: Error codes

The following list of error messages are generated by the Clickatell gateway during a validation phase before we accept the message. These error messages are sent back to your application. There will be no message charge if these errors are generated when sending a message. Data regarding messages that do not pass initial validation will not be included in your Clickatell Central reports.

Number	Description	Detail
001	Authentication failed	Authentication details are incorrect.
002	Unknown username or password	Authorization error, unknown username or incorrect password
003	Session ID expired	The session ID has expired after a pre-set time of inactivity.
004	Account frozen	
005	Missing session ID	Missing session ID attribute in request.
007	IP Lockdown violation	You have locked down the API instance to a specific IP address and then sent from an IP address different to the one you set.
101	Invalid or missing parameters	One or more required parameters are missing or invalid.
102	Invalid user data header	The format of the user data header is incorrect.
103	Unknown API message ID	The API message ID is unknown. Log in to your API account to check the ID or create a new one.
104	Unknown client message ID	The client ID message that you are querying does not exist.
105	Invalid destination address	The destination address you are attempting to send to is invalid.
106	Invalid source address	The sender address that is specified is incorrect.
107	Empty message	The message has no content.
108	Invalid or missing API ID	The API message ID is either incorrect or has not been included in the API call.
109	Missing message ID	This can be either a client message ID or API message ID. For example, when using the stop message command.
110	Error with email message	
111	Invalid protocol	
112	Invalid message type	
113	Maximum message parts exceeded	The text message component of the message is greater than the permitted 160 characters (70 Unicode characters). Select concat equal to 1,2,3-N to overcome this by splitting the message across multiple messages.
114	Cannot route message	This implies that the gateway is not currently routing messages to this network prefix. Please email support@clickatell.com with the mobile number in question.

115	Message expired	Message has expired before we were able to deliver it to the upstream gateway. No charge applies.
116	Invalid Unicode data	The format of the Unicode data entered is incorrect.
120	Invalid delivery time	The format of the delivery time entered is incorrect.
121	Destination mobile number blocked	This number is not allowed to receive messages from us and has been put on our block list.
122	Destination mobile opted out	The user has opted out and is no longer subscribed to your service.
123	Invalid Sender ID	A sender ID needs to be registered and approved before it can be successfully used in message sending.
128	Number delisted	This error may be returned when a number has been delisted.
130	Maximum MT limit exceeded until <UNIX TIME STAMP>	This error is returned when an account has exceeded the maximum number of MT messages which can be sent daily or monthly. You can send messages again on the date indicated by the UNIX TIMESTAMP.
201	Invalid batch ID	The batch ID that you have entered for batch messaging is not valid.
202	No batch template	The batch template has not been defined for the batch command.
301	No credit left	Insufficient credits
302	Max allowed credit	You have exceeded the maximum credit amount that you have set for messaging.
901	Internal error – please retry	The server encountered an internal error, please retry the request.

11. Appendix B: Message Statuses

These are message statuses that are generated after the Clickatell gateway has accepted the message for delivery. Data regarding messages passing initial validation and accepted for delivery will be included in your Clickatell Central reports.

Number	Hex	Description	Detail
001	0x001	Message unknown	The message ID is incorrect, or reporting is delayed.
002	0x002	Message queued	The message could not be delivered and has been queued for attempted redelivery.
003	0x003	Delivered to gateway	Delivered to the upstream gateway or network (delivered to the recipient).
004	0x004	Received by recipient	Confirmation of receipt on the handset of the recipient.
005	0x005	Error with message	There was an error with the message, probably caused by the content of the message itself.
006	0x006	User cancelled message delivery	The message was terminated by a user (stop message command) or by our staff.
007	0x007	Error delivering message	An error occurred delivering the message to the handset
008	0x008	OK	Message received by gateway.

009	0x009	Routing error	An error occurred while attempting to route the message.
010	0x00A	Message expired	Message has expired before we were able to deliver it to the upstream gateway. No charge applies.
011	0x00B	Message queue for later delivery	Message has been queued at the gateway for delivery at a later time (delayed delivery).
012	0x00C	Out of credit	The message cannot be delivered due to a lack of funds in your account. Please re-purchase credits.
014	0x00E	Maximum MT limit exceeded	The allowable amount for MT messaging has been exceeded.

12. Terminology

- **Receiving Messages:** A message sent (originating) from a mobile handset to an application via Clickatell.
- **Sending Messages:** A message sent from an application to (terminating on) a mobile handset via Clickatell.
- **Content provider:** This is the Clickatell customer who is offering one or more services that are usually premium rated SMS system.
- **Customer:** A registered Clickatell customer utilizing the Clickatell API for message delivery and receipt.
- **Sender ID:** The “from” address that appears on the user’s handset. This is also known as the message originator or source address. A Sender ID must be registered within your account and approved by us before it may be used.
- **Destination address:** The mobile number/MSISDN of the handset to which the message must be delivered. The number should be in international number format, e.g., country code + local mobile number, excluding the leading zero (0).
- **Source address:** See ‘Sender ID’ above.
- **Short code:** A short number which is common across all the operators for a specific region.
- **Subscriber:** The mobile network subscriber who owns the mobile number (MSISDN) which will send or receive SMSs or be billed for premium rated services.
- **Upstream gateway:** A network operator, third party or our own short message service center (SMSC).

13. Contact details

Website: www.clickatell.com

Help URL: <https://www.clickatell.com/about-us/contact-us/contact-support/>

Support: support@clickatell.com

Info: info@clickatell.com

Sales: sales@clickatell.com