

# Resolving Message Bee SMS Notice Failures

Message Bee SMS notices continue to be a very reliable method for notifying library patrons, however, each month some patrons do not receive their messages. To address this problem, MEC will begin sending a list of Message Bee SMS notice failures to the circulation list serv probably once a month.

**It is recommended that every MEC library should monitor the list, contact patrons if the problem is not obvious and make any needed corrections on accounts that are experiencing failures.**

While reviewing your SMS notice failures, you may run across a number of reasons for the error. The list below covers some of the most common errors we run into. Explanations for some of the failure reasons are included.

## **Carrier Rejected as SPAM**

### **Invalid phone number**

### **Messaging to country forbidden**

## **Opt out**

The patron opted out of receiving SMS messages. They will need to text "START" to 660-324-0279 to start receiving SMS messages again.

## **Carrier Rejected as Invalid Destination Address**

This could mean the number is not in the numbering plan (area code does not exist or the number is just invalid) or the number is not enabled for messaging (like a landline).

## **Carrier Application Error**

The carrier is reporting a general error associated with their application processing the message.

## **Carrier Rejected Message**

The destination carrier has rejected the message but provided no specific reason. For AT&T traffic, this could be a prepaid user whose account is out of money, a subscriber that is provisioned to not receive this type of SMS or it was identified as Spam Additionally, for toll free messages to T-Mobile, this could also mean the user has opted to block all toll free and short code traffic

## **Carrier Rejected as Invalid Service Type**

This usually means messaging (SMS or MMS) is not supported by the carrier or handset.