



# SMS Provider Guide





**As a business we have always been careful not to make claims that we can not back up. When half a dozen providers are claiming to be “Australia’s leading provider” of Business SMS services, which do you choose? We urge potential purchasers to do their research when looking at different suppliers.**

**Here are the top questions you should be asking your potential provider**

### **Are there any hidden costs?**

Esendex does not apply any extra charges. There are no set up charges and our SMS tools – Web SMS, Email SMS and SMS API – are provided free of charge. We also provide free sample code and SDKs for developers We offer free technical support by telephone and email during office hours and free email support during out of office hours.

### **Do you have direct connections?**

We have direct connections to the mobile networks, which means we’ll always use the best performing network at any point in time to deliver your SMS.

### **What are the Payment options?**

Pay As You Go customers can purchase SMS messages online at anytime from our secure website or over the phone during office hours.

Subject to status, we also offer pay monthly customers account terms with payment by credit card, EFT, cheque or Direct Debit.

### **Is it easy to manage your account?**

Regardless of which SMS service you choose, your online account provides a straightforward, flexible, and powerful application. You can use it to view recent activity, see how many messages are left in your account and purchase credits at any time. Echo supports:

- Secure, multi-user access
- Access via HTTPS ensuring your data is protected
- Low credit warning email alerts
- Real-time message status reporting
- Download facility to CSV at anytime
- Wide range of user options, to configure your account



### **Is there a 2-way SMS messaging service?**

Esendex provide two-way Business SMS messaging services. All that is required to receive SMS messages is a Virtual Mobile Number (available to all Pay As You Go and Pay Monthly customers). Echo allows messages to be received straight to the Inbox; with Email SMS, received messages are delivered straight into your email Inbox.

### **Is there a disaster recovery plan in place?**

Protecting our customers' data is paramount. We are an ISO 27001 registered firm; this is an independent standard which sets a framework for establishing, operating, reviewing and improving Information Security Management Systems.

We don't just have one data centre. We also have a disaster recovery centre to ensure continuity of service. Both data centres have multi-point access controls. All data that is connected to our services is encrypted and verified by VeriSign.

We have around the clock system monitoring in all of our apps and hardware so that any issues can be seen ahead of time. There's also an on call support team available 24/7 if issues occur outside of working hours.

### **Do you have developer documentation?**

A well-documented API and sample code should be available to all developers. This saves vast amounts of expensive development time. Our developer site, [developers.esendex.com](http://developers.esendex.com), includes comprehensive

API documentation, resources, downloads and SDKs. These are provided free of charge and are available for immediate download.

### **Can I get free messages to test with?**

We want you to be confident in choosing Esendex by encouraging you to trial our service with your software solution for free. We don't expect you to buy our services until you are 100% confident that we are providing the service that meets both you and your customers expectations. We provide a 7 day free trial of our service with 25 messages so you can test the quality of our service for yourself. Please refer to our website to set up a free trial and start testing straight away.

### **Do you offer Support service?**

Our Support Service is free to all Esendex customers. We commit to responding to our customers quickly and effectively, meeting the service level agreements of processing 90% of messages with 5 seconds and 95% of messages within 20 seconds. We usually surpass this with upwards of 98% of messages getting processed within 5 seconds.



Our Technical Support Staff are available to answer any questions you may have and can be contacted by telephone and email during office hours 09:00 – 17:30, and by email out of office hours.

Furthermore we offer a wealth of customer support information on our support website [support.esendex.com](https://support.esendex.com). You can also access API documentation, resources, downloads, SMS SDKs, FAQs and more from our Developer website, [developers.esendex.com](https://developers.esendex.com)

# Questions? Get in touch



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