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**PTT (Premium Transaction Tracking) ERROR CODE FOR DLR SMS MT**

Status Description	PTT Reason Code	Reason Description	Intermediate/ Permanent/ Temporary	Explanation
Buffered	1	Phone related	Intermediate	Intermediate state notification that the message has not yet been delivered due to a phone related problem but is being retried.
Buffered	2	Deliverer related: message within operator	Intermediate	Used to indicate that the message has not yet been delivered due to some operator related problem but is being retried within the network.
Acked	3	Accepted by SMSC	Intermediate	Used to indicate that the message has been accepted by the operator.
Delivered	4	Delivered to mobile device	n/a	The message was delivered.
Failed	5	Message failed – detailed reason unknown	Unknown	The message has been confirmed as undelivered but no detailed information related to the failure is known.

Unknown	6	Final status of message is unknown	Unknown	KDEV cannot determine whether this message has been delivered or has failed due to lack of final delivery state information from the operator.
Failed	8	Message expired within the operator and failure reason is unknown	Temporary	Used when a message expired (could not be delivered within the life time of the message) within the operator SMSC but is not associated with a reason for failure.

Failed	20	Permanent operator	Permanent error	Used when a message in its current form is undeliverable.
Failed	21	Credit related: message has been retried by operator	Temporary	Only occurs where the operator accepts the message before performing the subscriber credit check. If there is insufficient credit then the operator will retry the message until the subscriber tops up or the message expires. If the message expires and the last failure reason is related to credit then this error code will be used.
Failed	23	Absent subscriber permanent	Permanent	Used when the message is undeliverable due to an incorrect / invalid / blacklisted / permanently barred MSISDN for this operator. This MSISDN should not be used again for message submissions to this operator.
Failed	24	Absent subscriber temporary	Temporary	Used when a message is undeliverable because the subscriber is temporarily absent, e.g. their phone is switch off, they cannot be located on the network.
Failed	25	Operator network failure	Temporary	Used when the message has failed due to a temporary condition in the operator network. This could be related to the SS7 layer, SMSC or gateway.

Failed	26	Phone related	error	Used when a message has failed due to a temporary phone related error, e.g. SIM card full, SME busy, memory
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			Temporary	exceeded etc. This does not mean the phone is unable to receive this type of message/content (refer to error code 27).
Failed	27	Permanent phone related error	Permanent	Used when a handset is permanently incompatible or unable to receive this type of message.
Failed	28	Anti-spam	Permanent	Used if a message fails or is rejected due to suspicion of SPAM on the operator network. This could indicate in some geographies that the operator has no record of the mandatory MO required for an MT.
Failed	29	Content related error	Permanent	Used when this specific content is not permitted on the network / shortcode.
Failed	73	Mobile number portability error	Permanent	The message was failed due to the ported combinations being unreachable
Failed	74	Roaming error	Temporary	The message was failed due to the MSISDN being roaming

#### 4.4. Operator support of codes and recommended logic

The following table indicates the products for which each code is supported and the recommended business logic which the client should implement. Section 4.5 explains the recommended business logic abbreviated in the table.

PTT Reason Code	Reason Description	Intellisend	Direct Plus
1	Phone Related	Intermediate state	Intermediate state

2	Deliver related: message within operator	Intermediate state	Intermediate state
3	Accepted by SMSC	Intermediate state	Intermediate state
4	Delivered to mobile device	DNR	DNR
5	Message failed – detailed reason unknown	DNR	DNR
6	Final status of message is unknown	DNR	DNR
8	Message expired within the operator and failure reason is unknown	Sched C	Sched C
20	Permanent operator error	DNR	DNR
21	Credit related: Message has been retried by operator		Sched C
23	Absent Subscriber Permanent	DNR	DNR
24	Absent Subscriber Temporary	Sched B	Sched B
25	Operator Network Failure	Sched A	Sched A
26	Phone Related Error	Sched B	Sched B
27	Barred by User	DNR	DNR
..	Anti-Spam		DNR

28			
29	Content Related	DNR	DNR
73	Portability related	DNR/RDB	DNR/RDB
74	Roaming related	Sched C	Sched C

#### 4.5. Notes on retry/business logic

! The client must make their application configurable to allow the retry logic to be modified in future. KDEV will update the logic recommended in this guide to meet operator requirements as they arise.

The recommended business logic in Section 0 should be implemented as follows:

- DNR (Do Not Retry) – the message submission has failed with a permanent failure reason. The message should not be resubmitted in its current form.
- Schedule A (Immediate Retry) – The failed message can be retried immediately as there is high probability the message will be successfully delivered in this case. If the same message generates this error three times in a row, the client should attempt to retry on Schedule B.
- Schedule B (Incremental Retry) – The message requires a change in the status of the subscriber (e.g. switching the phone on) for the message to be delivered. A medium frequency retry schedule is appropriate to maximize chances of delivery, whilst not creating unnecessary traffic. Retries should be attempted at the following intervals from the initial submission:

5 mins, 30 mins, 4 hours, 12 hours, 24 hours, Once every 24 hours

Retries should not be attempted more than 7 days after the initial delivery attempt.

- **Schedule C (Long Condition Retry)** – The message has already been retried by the operator and could not be delivered in the message lifetime, although this is not a permanent reason for failure. The failure code is returned only after the message has been with the operator for some time. This message may be resubmitted if it is still appropriate (i.e. the content and charge is still valid).
- **RDB (Remove from Database)** – The subscriber number used is invalid for submissions to this operator. It should be removed from all database records held by the client to avoid further attempts to use it.

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