

Introduction to SMS notifications

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Any notification related to OnceHub booking activity can be sent via SMS. You can send SMS notifications to your Customers and Team members anywhere in the world.

We recommend using SMS notifications as a backup for email notifications. Emails are sometimes delayed due to slow Internet connections or other reasons. SMS notifications are several times more reliable and have a higher delivery rate and open rate than email. They are also useful if you want to provide a quick reminder about a booking to Customers or Team Members.

We use a reliable network that will always deliver and confirm receipt of your messages quickly, no matter what length the message is or where the receiver is located.

[Learn more about setting up SMS notifications for your Customers](#)

[Learn more about setting up SMS notifications for your Users](#)

Worldwide reach

Because your Customers can be anywhere, we use a network that can reach any mobile number globally. OnceHub uses a global telecommunications network that services 235 countries and territories.

Enterprise-grade reliability

Your SMS notifications will arrive promptly. Our network uses lines that ensure direct number-to-carrier connectivity, reducing the time it takes for your SMS to arrive. No messages are lost to network outages because we use Adaptive Routing technology that chooses the best path for your SMS notifications.

All SMS notifications are sent through our private dedicated short code, 75732. The short code lets carriers know that OnceHub is a whitelisted service, ensuring that your SMS notifications are never labeled as SPAM.

Our SMS throughput is 100 messages per second, ensuring your SMS notifications will be timely and will never get stuck in a queue. In addition, all SMS notifications sent through OnceHub get a delivery receipt directly from the receiver's carrier, which confirms with 100% certainty that your message arrived.

Complete control over SMS content

You can send your own customized SMS notifications to your Customers and Users. We fully support long SMS notifications, allowing you to send SMS notifications that are far beyond the standard 160 character limit. [Learn more about creating SMS templates](#)

Complete visibility into SMS activity

We provide complete visibility into the SMS activity in your account. In **SMS log data** section, you can see every SMS sent through your account. The SMS log data will instantly tell you who sent the SMS, who received it, how many credits were used and other important information. [Learn more about the SMS log data](#)

SMS Opt-out list

OnceHub maintains an SMS Opt-out list that complies with all relevant regulations. [Learn more about the SMS Opt-out list](#)

SMS pricing

Every standard SMS message sent requires one SMS credit. Each OnceHub account comes with 25 free SMS credits. [Learn more about SMS pricing](#)
