

SMS Delivery: Statuses, Troubleshooting, and Regional Guidelines [New]

All SMS notifications sent through your OnceHub account are recorded in your [SMS logs](#). Use this article to help you understand delivery statuses, resolve common delivery failures, identify sender information and ensure compliance with regional carrier requirements.

Understanding SMS Delivery Status Definitions

Your SMS logs display one of the following statuses for every message sent:

- **Delivered:** The message has reached the recipient's device.
- **Sent:** The message was sent but a delivery receipt is pending. This is usually a temporary status while the message is in transit.
- **Rejected:** The message was not sent because the phone number was identified as invalid.
- **Failed:** The message was sent but could not be delivered to the recipient.

Troubleshooting Delivery Failures

When an SMS fails, OnceHub provides a specific error message to help you identify the cause.

Error Message	Meaning	Recommended Resolution
Illegal Number	Invalid phone format.	Verify the recipient's number and country code.
Absent Subscriber	The number is disconnected/ inactive.	Confirm the mobile number with your customer.
Call Barred by User	Recipient blocked incoming SMS.	Recipients must contact their carrier to unblock.
Portability Error	The number recently moved between carriers.	Database sync issue; usually resolves within 24–48 hours.

Anti-Spam Rejection/Invalid Message	Carrier rejected the message because of the message content / sender ID	<ol style="list-style-type: none"> 1. Ensure the message doesn't contain high-risk keywords (e.g., "loan", "debt"). 2. See How to Manage Regional Limitations (Singapore & Turkey) section below for specific rules.
Handset Busy	Device unable to receive (e.g., full inbox).	The system will automatically retry. If the error persists, manually try sending the message again later.
Network Error	Carrier network congestion or outage.	This is usually a temporary carrier issue. Wait a few minutes and manually resend the message.
Unroutable	Carrier cannot route to this number.	Check for regional limitations or verify the number.
Destination Unreachable	General routing failure.	Verify the recipient's number is correct. If it is, attempt to resend the message after a short delay.
Number Blocked by Carrier	Carrier-level block on the device.	Recipients must contact their carrier to enable SMS.
Subscriber Opt-Out	The user has unsubscribed.	See How Guests can Opt-Outs of SMS Notifications (US & Canada) section below.
Prepaid - Insufficient funds	Prepaid plans cannot accept SMS.	The receiver must top up their balance or check their mobile plan.
General Error	Unknown carrier or internal error.	Wait for 15–30 minutes, then manually resend the notification from the SMS logs. If the error persists, Contact OnceHub Support for technical investigation.

How to Identify OnceHub Sender Information

OnceHub uses consistent Sender IDs to ensure high deliverability. You can share these Sender IDs with your customers so they can whitelist them or save them as a contact to prevent messages from being flagged as spam.

- **United States:** 1-844-200-5585
- **Canada:** 1-204-272-8408
- **India:** Random Numeric Sender ID (e.g., 59039465)
- **Rest of World:** Appear with the Sender ID **OnceHub**

How to Manage Regional Limitations (Singapore & Turkey)

Carrier policies in certain regions may impact delivery even when a **Sent** status is displayed.

Singapore

SMS deliverability is highly restricted by local authorities. Automated messages are frequently blocked at the carrier level.

Recommendation: Because OnceHub does not differentiate notifications by region, you cannot enable email alerts for specific countries. If you have customers based in Singapore, we recommend **enabling Email Notifications** in your **Booking Calendars** to ensure they receive meeting details.

Turkey

Turkish carriers strictly filter messages containing URLs, often leading to immediate delivery failure.

Requirement: Because OnceHub does not differentiate notifications by region, you cannot apply specific SMS templates to different countries. If you have customers based in Turkey, you must ensure your **SMS templates are plain-text only** and do not include links (e.g., Cancel or Reschedule links) to avoid carrier blocks.

How Guests can Opt-Out of SMS Notifications (US & Canada)

In compliance with carrier regulations, recipients in the US and Canada can unsubscribe from all OnceHub notifications at any time using some standard Keywords. To opt-out, recipients can reply to any SMS with: **STOP, END, QUIT, CANCEL, UNSUBSCRIBE, REVOKE, or OPT OUT**. These keywords are **not case-sensitive**.



IMPORTANT: Opting out adds the recipient to a blocklist, preventing them from receiving any further SMS alerts from your OnceHub account.
