

## Understanding SMS delivery statuses [Legacy]

OnceHub uses a reliable network that will always confirm the delivery of your messages. All SMS messages are sent through our private short code, 75732. The short code provides us with a delivery receipt that confirms the status of your SMS message directly from the receiver's carrier. [Learn more about our SMS service](#)

All SMS notifications sent through your account are recorded in the [SMS log data](#). The possible statuses include Delivered, Sent, Rejected and Failed.

- **Delivered:** The SMS was sent and arrival was confirmed via delivery receipt.
- **Sent:** SMS was sent but a delivery receipt has not been received yet.
- **Rejected:** The phone number was found to be invalid prior to sending.
- **Failed:** The SMS failed to be delivered.



### Note about the "Sent" status:

It is common for an SMS to show as "Sent" when it is in the process of being delivered. Once the SMS is delivered and a delivery receipt is received, the status will change to "Delivered."

When an SMS has a "failed" status, a reason will be given whenever possible. Below are the most common reasons for SMS delivery failures and steps that can be taken to resolve the issue.

Error Message	Meaning	Resolution
Illegal Number	Invalid number	Confirm the receiver's number
Absent Subscriber	Number has been disconnected / number not in use	Contact the receiver's carrier / confirm receiver's number
Call barred by user	Subscriber requested not to receive SMS	The receiver should contact their carrier and ask for SMS to be enabled
Portability Error	The number was recently ported from one carrier to another and the database has not been updated yet	<a href="#">Contact us</a> for more information
Anti-Spam Rejection	Carrier rejected the message because of the message content / sender ID	<a href="#">Contact us</a> for more information
Handset Busy	Handset is busy and not able to receive SMS	Try again later
Network Error	Network is busy or there are Network problems	Try again later

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Invalid Message	Message not supported / rejected by the carrier	<a href="#">Contact us</a> for more information
Unroutable	The carrier is not able to route the SMS to the number	<a href="#">Contact us</a> for more information
Destination Unreachable	N/A	Confirm receiver's number / Try again later
Subscriber Age Restriction	N/A	N/A
Number Blocked by Carrier	N/A	The receiver should contact their carrier and ask for SMS to be enabled
Prepaid - Insufficient funds	Receiver does not have sufficient funds / cannot receive SMS notifications on their plan	Try again later
General Error	N/A	<a href="#">Contact us</a> for more information

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