

# CLIENT INFORMATION SHEET

## ALCHEMY TELCO LTD

ATLANTIC BOULEVARD  
CAPE POINT  
BAKAU

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[support@alchemytelco.com](mailto:support@alchemytelco.com)



### Re: Failed Sent Messages For API Clients

As you know, our team at Alchemy Telco Ltd prides itself on our attention to detail and in helping our customers wherever we can. It has come to our attention that a large number of your monthly messages are being returned as unsent.

Our Support department has identified the most frequently encountered reasons for this - they are as follows:

1. Number has been input with a **double area/ country code** ( i.e. +2202202345678 or 002202202345678);
2. The number recorded is a "**landline**" number (i.e. 4123456). A landline number cannot receive SMS - landline numbers should all be cleansed from your database;
3. The number recorded is **incorrect or no longer active**. The client has changed numbers or the line is disconnected - please check with the recipient/ your client to update with a correct/ current number;
4. Number field has **spaces** (i.e. 0220 234 5678, or 234 5678) - remove the spaces;
5. The number field has **multiple numbers** input (ie. 84378848-8734884 (often separated by a dash or hyphen)). Each number field should only have one number recorded - store additional numbers as Mrx1, MsY2, MrsZ3, etc.

We would therefore kindly advise your database managers to double-check your database entries in order to correct/remove these numbers at their earliest possible convenience - the first step in providing pain-free sends for your valued clients and/or internal communications.

Please do not hesitate to contact us if you have questions, or email [support@alchemytelco.com](mailto:support@alchemytelco.com) should you identify any other reasons why your SMS messages may fail to reach your clients. We are here to help.

Regards

***Bai Lamin Dondoh***

Chief Technical Officer, Alchemy Telco Ltd.

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#### ALCHEMY TELCO LTD CLIENT INFORMATION SHEET - FAILED MESSAGES

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