national treasury

Department:
National Treasury
REPUBLIC OF SOUTH AFRICA

ANNEXURE F

RT15-2016 MOBILE COMMUNICATION SERVICES

BULK SMS

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List of Acronyms

APN	Access Point Name
Excl	Excluding
GB	GigaByte
Incl	Inclusive
ISP	Internet Service Provider
Max	Maximum
MB	MegaByte
Min	Minimum
SIM	Subscriber Identity Module
VAT	Value Added Tax

1. BULK SMS

In consideration for the provision of the Bulk SMS service to the State Institutions, the State Institutions will pay to Vodacom Internal WASP the sum of amounts set out below:

Type	SMS Range per month	Cost Incl VAT
All Local Network Operators	Unlimited	R 0.18
Talking SMS *All landline numbers included in the sms batch sent will be referred to as talking time*	Unlimited	R 1.14
International SMS *Please note that Vodacom offers sending of international SMS, but not receiving*	Unlimited	R 2.05

Table 1: Bulk SMS rates

Monthly Subscriptions per product

Product	Frequency	Cost Incl VAT
Bulk SMS (CSV 2 SMS)	Per Month	Free
SMS Mail	Per Month	Free
Email 2 SMS	Per Month	Free
XML 2 SMS	Per Month	R570
SMPP 2 SMS	Per Month	R570

Table 2: Monthly subscriptions per product for Bulk SMS

Figure 1: Bulk SMS features

1.1 XML 2 SMS

The service can also be integrated directly into an State Institution's operating systems, whether its Call Centre application's environment using HTTP and XML or the respective protocol or language that the application is operating on.

Figure 2: XML to SMS functionality

***Note**: You can also attach a .CSV File with MSISDN's and Messages that require sending.*

Figure 3: Bulk SMS sending functionality

SMS Mail

Features:

- Easy to use interface that is web based.
- Mobi responsive design allowing multiple devices to use the service.
- Quick Send and Group Send option available.
- Two-way SMS (Send and Receive)
- Features: Address Book, Calendar Send and Templates.
- Full reporting available online.

Figure 4: Bulk SMS sending functionality

1.2 Reporting and Management

The State Institutions will have access to all their services and reports through a secure and user friendly website, under username and password protection.

Figure 5: Reporting screen example

- Users have direct access to their reports for all the services they are subscribed to.
- The reports allow for online viewing of the reports down to granular detail of individual messages such as delivery status, time sent, time delivered, error message if undelivered etc.
- The reporting tool also has a “search engine” tool which allows the user to search by message text, cell number, date, service used etc. and this significantly enhances the reporting tool.
- Detailed reports are available on-line for analysis by staff and Contract Administrators.
- These reports cover all aspects from monthly growth of individual products to growth of SMS and MMS volumes and client billing reports.

Figure 6: Reporting Volume Trend comparison example

Figure 7: Graphical comparison example

Figure 8: SMS reporting example

- Above is an example of the type of reports a Contract Administrator is able to view.
- The administrator would typically manage all the users for a given State Institution and their role would be to assign credit limits, enable services based on users' requests, run reports for accounting purposes etc.
- The report above is a graphical view of all the Contract Administrators' users and an indication of the total number of SMS messages sent per user.

1.3 Management of Accounts

- There are two types of users within the overall customer facing portion of this service, which are broken down into:

(1) Contract Administrators

- These are the "super users" in an State Institution who are able to administer, add, block, view reports etc. on all the users on this account.

(2) Linked Users

- These are seen as the "consumers" of the services and they are able to apply for services to the Contract Administrator. These users are only able to administer their own services.
- These would be the different departments that will make use of the SMS service.

Figure 9: Administration overview

Figure 10: MMS functionality

- Both Contract Administrators and their Users are able to log online support requests.
- These requests are managed in an online reporting tool which is managed by the Support Contract Administrators.
- The support form is broken down into simple steps which walk the user through the relevant information required although there is no need for the user to fill in their account details as they log the support request while they are logged into the account and as such we log these details.
- Tickets are issued and the support request is logged in a database.
- These support requests can later be analysed and Managers can access these reports which indicate things such as average time to close a support request, most frequently supported service and the like.

Interface Specifications

SMS Gateway

The SMS Gateway manages the actual relationship between the SMSC (Short Message Service Centre) at the GSM Networks and the SMS Router.

Amongst other functions the SMS Gateway is responsible for the administration of users, credit limits, no-send time windows, SMS outgoing queue management, receipt management, SMS retry scheduling, duplicate filtering, maintaining the SMSC binds, SMPP transactions with the SMSC etc. In short the SMS Gateway is the brains behind the general SMS transactions.

SMS Gateway – default view

Figure 11: Interface requirements

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