TOC Net	twork	Error	Error Code	General Description	Resolution Steps
OBS C	ellC	Double Opt In : Billing Error	223	Network Billing Error	Notify ticketman with the account details, MSISDN and date/time stamp.
	ellC	Double Opt In : Generic	6	Generic Error	Cannot be externally resolved, log ticket with ticketman and include account info and XML example
	ellC	Double Opt In : Incorrect Charge Code	215	Internal Network Error	Notify ticketman with the account details, MSISDN and date/time stamp.
		Double Opt In : Incorrect Charge Interval	214	Caused by the either exceeding the charge interval or incorrect billing frequency	Check that the submission XML matches the billing frequency in the Product Portal.
		Double Opt In : Invalid Content Description	217	content description on title and product do not match Orbs request	Check that the subscriber is subscribed to the service, changing the name in the portal can cause this problem.
		Double Opt In : Invalid Service Name	218	content description on title and product do not match OBS request	Check Product Portal Entries for matching details, if details match and error continues, log ticket with ticketman
		Double Opt In : No Service ID Specified Double Opt In : Rejected By Filter : Prohibited Word	224 212	Internal Network Error Prohibited word used.	Notify ticketman with the account details, MSISDN and date/time stamp. Check and confirm correct keyword.
	ellC	Double Opt In : Service In Clearing Period	220	Opt-in or opt-out done within a 24 hour period.	Wait 24 hours before re-attempting to opt-in or out.
		Double opt In : Subscriber Churned	227	Subscriber MSISDN number has been churned	Remove subscriber from further billing
		Double Opt In : Subscriber is already subscribed	201	FIRST parameter was used in the start date after the subscriber was added	Remove the FIRST parameter from the started date (XML)
OBS C		Double Opt In : Subscriber is inactive	228	Subscriber is not opted-in	Check XML and product portal that entries match, check that FIRST parameter was used and Subscriber accepted charge.
		Double Opt In : Subscriber is inactive	-1073734624	Subscriber is not opted-in	Check XML and product portal that entries match, check that FIRST parameter was used and Subscriber accepted charge.
		Double Opt In : Subscriber is not subscribed	221	Subscriber is not opted-in	Check XML and product portal that entries match, check that FIRST parameter was used and Subscriber accepted charge.
		Double Opt In : Subscription Pending	204	Subscriber has not yet accepted the DOI Authorisation from the operator yet.	Wait until subscriber accepts the DOI message or message goes into permanent failure state.
		Double Opt In : Token is Suspended by subscriber Double Opt In : Token maximum billing amount for service interval reached	226 213	Subscriber has requested removal of the subscription service Billing attempt has already been submitted within the specified billing frequency	Remove subscriber from further billing Attempt billing only during the specified billing interval (daily, weekly & etc.)
	ellC	Double Opt In : Token maximum billing amount for service interval reaction Double Opt In : Token was declined by subscriber	225	Subscriber rejected DOI authorisation	Remove subscriber from further billing unless subscriber re-enters opt-in by themselves.
		Generic Error - operator specific	-2147483370	Generic catch all error	Cannot be externally resolved, log ticket with ticketman and include account info and XML example
		Generic Error - operator specific	-1073734622	Generic catch all error	Cannot be externally resolved, log ticket with ticketman and include account info and XML example
		Generic Error - operator specific	2147483370	Generic catch all error	Cannot be externally resolved, log ticket with ticketman and include account info and XML example
		Insufficient Funds	-1073734623	Subscriber has insufficient funds available for billing	Retry later
		Insufficient Funds	202	Subscriber has insufficient funds available for billing	Retry later
		Invalid Source Address	10	Source Address may not be correctly configured	Refer to routing configuration to confirm source addresses.
		MSISDN Barred	264	MSISDN has been Barred	Remove subscriber from further billing
		MSISDN Blacklisted MSISDN Invalid	203 216	MSISDN has been blacklisted MSISDN is invalid	Remove subscriber from further billing Check normalization for SA prefix 27.
		MSISDN Suspended	265	MSISDN is invalid MSISDN has been suspended	Remove subscriber from further billing
		No Stock Available	9017	No Voucher stock available	Contact account manager
		Permanent Charge Error	206	Billing error has occurred	Notify ticketman with the account details, MSISDN and date/time stamp.
		Receipted	0	Successful	No action needed
		Receipted	0	Successful	No action needed
		Receipted	0	Successful	No action needed
		Renotify : Maximum allowed exceeded	210	Maximum allowed re-notifications exceeded	Re-try after 24 hours.
		Renotify : Rejected	211 209	Renotify Rejected	Subscription does not exist or is not in pending state. No further action needed
		Renotify : Rejected SMPP Submit Error	1024	Renotify Success Operator specific error - operator has not provided correct response or connectivity was lost	Retry Transaction after a couple of minutes, if fault persists, report to ticketman with login detail, MSISDN and date/time.
		Subscribed	271	User is subscribed	No further action needed
		Subscriber invalid	230	Subscriber is not opted-in	Check XML and product portal that entries match, check that FIRST parameter was used and Subscriber accepted charge.
	ellC	Subscriber invalid	-1073734621	Subscriber is not opted-in	Check XML and product portal that entries match, check that FIRST parameter was used and Subscriber accepted charge.
		Subscriber is absent	27	Subscriber devise not active	Retry later
	ellC	Subscriber is unknown	1	Subscriber is unknown on the HLR database	Remove subscriber number
		Success	0	Success	No further action needed
		Success Teleservice Not Provisioned	260 11	Success EMS based error, devise may not be configured for SMS	No further action needed Remove subscriber
		Undeliverable	1	Message is undeliverable (network related)	Retry later, if problem persists, notify ticketman with account details.
		Undeliverable	5	Message is undeliverable (network related)	Retry later, if problem persists, notify ticketman with account details.
SMS C	ellC	Undeliverable	11	Message is undeliverable (network related)	Retry later, if problem persists, notify ticketman with account details.
	ellC	Undeliverable	13	Message is undeliverable (network related)	Retry later, if problem persists, notify ticketman with account details.
	ellC	Undeliverable	36	Message is undeliverable (network related)	Retry later, if problem persists, notify ticketman with account details.
	ellC	Undeliverable	208	Message is undeliverable (network related)	Retry later, if problem persists, notify ticketman with account details.
	ellC	Undeliverable	54 151	Message is undeliverable (network related) Message is undeliverable (network related)	Retry later, if problem persists, notify ticketman with account details.
		Undeliverable Undeliverable	151 152	Message is undeliverable (network related) Message is undeliverable (network related)	Retry later, if problem persists, notify ticketman with account details. Retry later, if problem persists, notify ticketman with account details.
		Undeliverable	258	Message is undeliverable (network related) Message is undeliverable (network related)	Retry later, if problem persists, notify ticketman with account details.
	ellC	Undeliverable	162	Message is undeliverable (network related)	Retry later, if problem persists, notify ticketman with account details.
SMS C	ellC	Undeliverable	65535	Message is undeliverable (network related)	Retry later, if problem persists, notify ticketman with account details.
	ellC	Unknown or Disabled Voucher	9013	Voucher request is unknown or disabled	Notify ticketman with the account details, MSISDN and date/time stamp.
		Unable to Authenticate	1	System was unable t oauthenticate the request	Check account and routing details match in submission.
		Invalid Account	9010	Invalid Account details specified in submission	Check account and routing details match in submission.
		Insufficient Credit Call Barred (Check RICA status)	9016 13	Insufficient credits available SIM may not have completed RICA registration	Notify Account Manager / Accounts Try again later, if fault persists, remove subscriber
		Double Opt In : Back Billing Amount Not Authorised		Backbilling amount is not authorised.	Notify ticketman with the account details, MSISDN and date/time stamp. The XML may be necessary.
		Double Opt In : Invalid Content Description	4072724047	content description on title and product do not match Obs request	Check that the subscriber is subscribed to the service, changing the name in the portal can cause this problem.
OBS N		Double Opt In : No Approval Received from the Subscriber		Subscriber has not yet accepted the DOI Authorisation from the operator yet.	Wait until subscriber accepts the DOI message or message goes into permanent failure state.
OBS N	ΛΤN	Double Opt In : Token in Pending State	-1073715820	Subscriber has not yet accepted the DOI Authorisation from the operator yet.	Wait until subscriber accepts the DOI message or message goes into permanent failure state.
		Double Opt In : Token is Expired/Invalid		Token has expired (Once off billing) or is invalid	Check that the subscriber is correctly subscribed and that the product portal entry matches.
		Double Opt In : Token is invalid because Subscriber Disconnected		Subscriber has been disconnected from the MTN network (Change on contract)	Remove subscriber from further billing attempts. Unless subscriber re-enter service.
		Double Opt In : Token is Suspended by subscriber		Subscriber has requested removal of the subscription service	Remove subscriber from further billing unless subscriber re-enters opt-in by themselves.
		Double Opt In: Token is Suspended by WASP	-1073715817 -1073715811	Subscriber has requested removal of the subscription with the operator. Billing attempt has already been submitted within the specified billing frequency	Remove subscriber from further billing unless subscriber re-enters opt-in by themselves. Attempt billing only during the specified billing interval (daily, weekly & etc.)
		Double Opt In : Token maximum billing amount for service interval reached Double Opt In : Token not found		Subscriber token not found	Attempt billing only during the specified billing interval (daily, weekly & etc.) Check that the subscriber is correctly subscribed and that the product portal entry matches.
		Double Opt In : Token was declined by subscriber		Subscriber rejected DOI authorisation	Remove subscriber from further billing unless subscriber re-enters opt-in by themselves.
		Expired		Transaction has expired	Retry Transaction
SMS N		Expired	27	Transaction has expired	Retry Transaction
	ΛTN	Expired		Transaction has expired	Retry Transaction
		Generic Error - operator specific		Operator specific error	Notify ticketman with the account details, MSISDN and date/time stamp. The XML may be necessary.
		Generic Error - operator specific	-1073717812	Generic operator error	Notify ticketman with the account details, MSISDN and date/time stamp. The XML may be necessary.
-		Generic Error - operator specific Insufficient Credit	3	Generic Operator Error	Notify ticketman with the account details, MSISDN and date/time stamp. The XML may be necessary.
		Insufficient Credit Insufficient Funds	9000	Insufficient credits available Subscriber has insufficient funds available for billing	Notify Account Manager / Accounts Retry later when subscriber could have airtime.
000 IV	er er N	mountaient i dilus	10/3/21121	Subscriber has insufficient funds available for billing	nea y later when substituer could have all time.

SMS MTN				
	Invalid Destination Address	11	MSISDN may not be formatted correctly	Check that number is correctly formatted and normalised (South African 27 Prefix)
EMS MTN	Invalid Source Address	10	MSISDN may not be formatted correctly	Check that number is correctly formatted and normalised (South African 27 Prefix)
SMS MTN	Invalid Source Address	10	MSISDN may not be formatted correctly	Check that number is correctly formatted and normalised (South African 27 Prefix)
LBS MTN	LBS : Generic Error	67584	Internal system error on Network level	Notify ticketman with account/login details, MSISDN and date/time stamp.
OBS MTN	MSISDN Barred	264	MSISDN is barred from billing	Remove subscriber from further billing
	MSISDN Suspended	265	MSISDN has been suspended	Remove subscriber from further billing
OBS MTN	MSISDN Suspended	266	MSISDN has been suspended	Remove subscriber from further billing
VSR MTN	No Stock Available	9017	No Voucher stock available	Notify Account Manager / Accounts
OBS MTN	Not Approved	258	Subscriber has not yet accepted the DOI Authorisation from the operator yet.	Wait until subscriber accepts the DOI message or message goes into permanent failure state.
OBS MTN	Offline Rollback Required	-2147483372	Internal system error on Network level	Notify ticketman with the account details, MSISDN and date/time stamp.
LBS MTN	Receipted	0	Successful	No action needed
OBS MTN	Receipted	0	Successful	No action needed
SMS MTN	Receipted	0	Successful	No action needed
SMS MTN	Receipted	5	Success/ Transaction receipted	No further action needed
SMS MTN	Receipted	31	Success/ Transaction receipted	No further action needed
SMS MTN	Receipted	34	Success/ Transaction receipted	No further action needed
SMS MTN	Receipted	40	Success/ Transaction receipted	No further action needed
	Receipted	41	Success/ Transaction receipted	No further action needed
SMS MTN	Receipted	61	Success/ Transaction receipted	No further action needed
SMS MTN	Receipted	62	Success/ Transaction receipted	No further action needed
SMS MTN	Receipted	83	Success/ Transaction receipted	No further action needed
_		408		
SMS MTN SMS MTN	Receipted Pacainted	408	Success/ Transaction receipted Success/ Transaction receipted	No further action needed No further action needed
	Receipted			
	Receipted	499	Success/ Transaction receipted	No further action needed Retay Transaction after a couple of minutes, if foult possists, report to ticketman with legin detail. MSISDN and date/time
	SMPP Submit Error	8	Operator specific error - operator has not provided correct response or connectivity was lost	Retry Transaction after a couple of minutes, if fault persists, report to ticketman with login detail, MSISDN and date/time.
	SMPP Submit Error	69	Operator specific error - operator has not provided correct response or connectivity was lost	Retry Transaction after a couple of minutes, if fault persists, report to ticketman with login detail, MSISDN and date/time.
SMS MTN	SMPP Submit Error	1024	Operator specific error - operator has not provided correct response or connectivity was lost	Retry Transaction after a couple of minutes, if fault persists, report to ticketman with login detail, MSISDN and date/time.
OBS MTN	Subscribed	271	User is subscribed	If this is occurring after opt-in, check if the FIRST parameter is still been used, remove if yes.
OBS MTN	Subscriber invalid	404	Subscriber is not opted-in	Check XML and product portal that entries match, check that FIRST parameter was used and Subscriber accepted charge.
EMS MTN	Subscriber is absent	27	Subscriber currently not on the detected on the network HLR	Retry later, Devise may be off or out of radio range.
OBS MTN	Subscriber is suspended		Subscriber is suspended from billing	Remove subscriber from further billing
OBS MTN	Subscriber is unknown	-1073720958	Subscriber is unknown or not opted-in	Check that subscriber is correctly opted in, check MSISDN normalisation.
	Subscriber is unknown	1	Subscriber is unknown on the HLR database	Remove subscriber number
OBS MTN	Subscription Product not Defined	406	Caused by either the category field not matching the product portal or entry has not been added	Check Product Portal Entries for matching details and/or create portal entry if missing.
VSR MTN	Success	0	Success	No further action needed
OBS MTN	Success	260	Success	No further action needed
SMS MTN	Undeliverable	1	Message is undeliverable (network related)	Retry later, if problem persists, notify ticketman with account details.
SMS MTN	Undeliverable	9	Message is undeliverable (network related)	Retry later, if problem persists, notify ticketman with account details.
SMS MTN	Undeliverable	36	Message is undeliverable (network related)	Retry later, if problem persists, notify ticketman with account details.
EMS MTN	Undeliverable	42	Message is undeliverable (network related)	Retry later, if problem persists, notify ticketman with account details.
SMS MTN	Undeliverable	42	Message is undeliverable (network related)	Retry later, if problem persists, notify ticketman with account details.
SMS MTN	Undeliverable	301	Message is undeliverable (network related)	Retry later, if problem persists, notify ticketman with account details.
SMS MTN	Undeliverable	313	Message is undeliverable (network related)	Retry later, if problem persists, notify ticketman with account details.
SMS MTN	Undeliverable	327	Message is undeliverable (network related)	Retry later, if problem persists, notify ticketman with account details.
SMS MTN	Undeliverable	404	Message is undeliverable (network related)	Retry later, if problem persists, notify ticketman with account details.
SMS MTN	Undeliverable	410	Message is undeliverable (network related) Message is undeliverable (network related)	Retry later, if problem persists, notify ticketman with account details.
				Retry later, if problem persists, notify ticketman with account details.
		427		
	Undeliverable	427	Message is undeliverable (network related)	
SMS MTN	Undeliverable	434	Message is undeliverable (network related)	Retry later, if problem persists, notify ticketman with account details.
SMS MTN SMS MTN	Undeliverable Undeliverable	434 901	Message is undeliverable (network related) Message is undeliverable (network related)	Retry later, if problem persists, notify ticketman with account details. Retry later, if problem persists, notify ticketman with account details.
SMS MTN SMS MTN SMS MTN	Undeliverable Undeliverable Undeliverable	434 901 65535	Message is undeliverable (network related) Message is undeliverable (network related) Message is undeliverable (network related)	Retry later, if problem persists, notify ticketman with account details. Retry later, if problem persists, notify ticketman with account details. Retry later, if problem persists, notify ticketman with account details.
SMS MTN SMS MTN SMS MTN SMS MTN	Undeliverable Undeliverable Undeliverable Undeliverable	434 901 65535 12	Message is undeliverable (network related)	Retry later, if problem persists, notify ticketman with account details. Retry later, if problem persists, notify ticketman with account details. Retry later, if problem persists, notify ticketman with account details. Retry later, if problem persists, notify ticketman with account details.
SMS MTN SMS MTN SMS MTN SMS MTN SMS MTN SMS MTN	Undeliverable Undeliverable Undeliverable Undeliverable Expired	434 901 65535 12 243	Message is undeliverable (network related) Transaction has expired	Retry later, if problem persists, notify ticketman with account details. Retry later, if problem persists, notify ticketman with account details. Retry later, if problem persists, notify ticketman with account details. Retry later, if problem persists, notify ticketman with account details. Retry Iater, if problem persists, notify ticketman with account details.
SMS MTN	Undeliverable Undeliverable Undeliverable Undeliverable Expired SAMP Submit Error	434 901 65535 12 243 1026	Message is undeliverable (network related) Transaction has expired Operator specific error - operator has not provided correct response or connectivity was lost	Retry later, if problem persists, notify ticketman with account details. Retry later, if problem persists, notify ticketman with account details. Retry later, if problem persists, notify ticketman with account details. Retry later, if problem persists, notify ticketman with account details. Retry Transaction Retry Transaction after a couple of minutes, if fault persists, report to ticketman with login detail, MSISDN and date/time.
SMS MTN SMS MTN SMS MTN SMS MTN SMS MTN SMS MTN VSR MTN	Undeliverable Undeliverable Undeliverable Undeliverable Expired SMPP Submit Error Invalid Account	434 901 65535 12 243 1026 9010	Message is undeliverable (network related) Transaction has expired Operator specific error - operator has not provided correct response or connectivity was lost Invalid Account details specified in submission	Retry later, if problem persists, notify ticketman with account details. Retry later, if problem persists, notify ticketman with account details. Retry later, if problem persists, notify ticketman with account details. Retry later, if problem persists, notify ticketman with account details. Retry Iransaction Retry Transaction after a couple of minutes, if fault persists, report to ticketman with login detail, MSISDN and date/time. Check account and routing details match in submission.
SMS MTN SMS MTN SMS MTN SMS MTN SMS MTN SMS MTN VSR MTN VSR MTN	Undeliverable Undeliverable Undeliverable Undeliverable Expired SMPP Submit Error Invalid Account Invalid Vtype	434 901 65535 12 243 1026 9010 9013	Message is undeliverable (network related) Transaction has expired Operator specific error - operator has not provided correct response or connectivity was lost Invalid Account details specified in submission Vtype Invalid	Retry later, if problem persists, notify ticketman with account details. Retry later, if problem persists, notify ticketman with account details. Retry later, if problem persists, notify ticketman with account details. Retry later, if problem persists, notify ticketman with account details. Retry later, if problem persists, notify ticketman with account details. Retry Transaction Retry Transaction after a couple of minutes, if fault persists, report to ticketman with login detail, MSISDN and date/time. Check account and routing details match in submission. Check submission parameters for Vtype field.
SMS MTN SMS MTN SMS MTN SMS MTN SMS MTN SMS MTN VSR MTN VSR MTN VSR MTN VSR MTN	Undeliverable Undeliverable Undeliverable Undeliverable Expired SMPP Submit Error Invalid Account Invalid Vtype Unauthorized	434 901 65535 12 243 1026 9010 9013 9015	Message is undeliverable (network related) Transaction has expired Operator specific error - operator has not provided correct response or connectivity was lost Invalid Account details specified in submission Vtype Invalid Unauthorised access	Retry later, if problem persists, notify ticketman with account details. Retry later, if problem persists, notify ticketman with account details. Retry later, if problem persists, notify ticketman with account details. Retry later, if problem persists, notify ticketman with account details. Retry later, if problem persists, notify ticketman with account details. Retry Transaction Retry Transaction after a couple of minutes, if fault persists, report to ticketman with login detail, MSISDN and date/time. Check account and routing details match in submission. Check account and routing details match in submission.
SMS MTN SMS MTN SMS MTN SMS MTN SMS MTN SMS MTN VSR MTN VSR MTN VSR MTN VSR MTN VSR MTN VSR MTN	Undeliverable Undeliverable Undeliverable Undeliverable Expired SMPP Submit Error Invalid Account Invalid Vtype Unauthorized Insufficient Credit	434 901 65535 12 243 1026 9010 9013	Message is undeliverable (network related) Transaction has expired Operator specific error - operator has not provided correct response or connectivity was lost Invalid Account details specified in submission Vtype Invalid Unauthorised access Insufficient credits available	Retry later, if problem persists, notify ticketman with account details. Retry later, if problem persists, notify ticketman with account details. Retry later, if problem persists, notify ticketman with account details. Retry later, if problem persists, notify ticketman with account details. Retry Iransaction Retry Transaction after a couple of minutes, if fault persists, report to ticketman with login detail, MSISDN and date/time. Check account and routing details match in submission. Check submission parameters for Vtype field. Check account and routing details match in submission. Notify Account Manager / Accounts Notify Account Manager / Accounts
SMS MTN SMS MTN SMS MTN SMS MTN SMS MTN SMS MTN VSR MTN VSR MTN VSR MTN VSR MTN VSR MTN OBS Telkom Mobile	Undeliverable Undeliverable Undeliverable Undeliverable Expired SMPP Submit Error Invalid Account Invalid Vtype Unauthorized Insufficient Credit Double Opt In : Invalid Product	434 901 65535 12 243 1026 9010 9013 9015 9016 6	Message is undeliverable (network related) Transaction has expired Operator specific error - operator has not provided correct response or connectivity was lost Invalid Account details specified in submission Vtype Invalid Unauthorised access Insufficient reedits available May be caused by Product Portal entry not matching the "category" field in the XML to Higate.	Retry later, if problem persists, notify ticketman with account details. Retry later, if problem persists, notify ticketman with account details. Retry later, if problem persists, notify ticketman with account details. Retry later, if problem persists, notify ticketman with account details. Retry Iransaction Retry Transaction Retry Transaction after a couple of minutes, if fault persists, report to ticketman with login detail, MSISDN and date/time. Check account and routing details match in submission. Check account and routing details match in submission. Notify Account Manager / Accounts Check Product Portal Entries for matching details, if details match and error continues, log ticket with ticketman
SMS MTN SMS MTN SMS MTN SMS MTN SMS MTN SMS MTN VSR MTN VSR MTN VSR MTN VSR MTN OBS Telkom Mobile OBS Telkom Mobile OBS Telkom Mobile	Undeliverable Undeliverable Undeliverable Undeliverable Expired SMPP Submit Error Invalid Account Invalid Avount Unsult Otype Unauthorized Insufficient Credit Double Opt In : Invalid Product Double Opt In : Subscriber is not subscribed	434 901 65535 12 243 1026 9010 9013 9015 9016 6 -2147483370	Message is undeliverable (network related) Transaction has expired Operator specific error - operator has not provided correct response or connectivity was lost Invalid Account details specified in submission Vtype Invalid Unauthorised access Insufficient credits available May be caused by Product Portal entry not matching the "category" field in the XML to Higate. Subscriber is not opted-in	Retry later, if problem persists, notify ticketman with account details. Retry later, if problem persists, notify ticketman with account details. Retry later, if problem persists, notify ticketman with account details. Retry later, if problem persists, notify ticketman with account details. Retry later, if problem persists, notify ticketman with account details. Retry Transaction Retry Transaction after a couple of minutes, if fault persists, report to ticketman with login detail, MSISDN and date/time. Check account and routing details match in submission. Check submission parameters for Vtype field. Check account and routing details match in submission. Notify Account Manager / Accounts Check Product Portal Entries for matching details, if details match and error continues, log ticket with ticketman Check XML and product portal that entries match, check that FIRST parameter was used and Subscriber accepted charge.
SMS MTN SMS MTN SMS MTN SMS MTN SMS MTN SMS MTN VSR MTN VSR MTN VSR MTN VSR MTN OBS Telkom Mobile OBS Telkom Mobile SMS Telkom Mobile	Undeliverable Undeliverable Undeliverable Undeliverable Undeliverable Expired SMPP Submit Error Invalid Account Invalid Vtype Unauthorized Insufficient Credit Double Opt In : Invalid Product Double Opt In : Subscriber is not subscribed Invalid Source Address	434 901 65535 12 243 1026 9010 9013 9015 9016 6 -2147483370 10	Message is undeliverable (network related) Transaction has expired Operator specific error - operator has not provided correct response or connectivity was lost Invalid Account details specified in submission Vtype Invalid Unauthorised access Insufficient credits available May be caused by Product Portal entry not matching the "category" field in the XML to Higate. Subscriber is not opted-in MSISDN may not be formatted correctly	Retry later, if problem persists, notify ticketman with account details. Retry later, if problem persists, notify ticketman with account details. Retry later, if problem persists, notify ticketman with account details. Retry later, if problem persists, notify ticketman with account details. Retry Iransaction Retry Transaction after a couple of minutes, if fault persists, report to ticketman with login detail, MSISDN and date/time. Check account and routing details match in submission. Check submission parameters for Vtype field. Check account and routing details match in submission. Notify Account Manager / Accounts Check Product Portal Entries for matching details, if details match and error continues, log ticket with ticketman Check MIL and product portal that entries match, check that FIRST parameter was used and Subscriber accepted charge. Check that number is correctly formatted and normalised (South African 27 Prefix)
SMS MTN SMS MTN SMS MTN SMS MTN SMS MTN SMS MTN VSR MTN VSR MTN VSR MTN VSR MTN OBS Telkom Mobile	Undeliverable Undeliverable Undeliverable Undeliverable Undeliverable Expired SMPP Submit Error Invalid Account Invalid Vtype Unauthorized Insufficient Credit Double Opt In : Invalid Product Double Opt In : Subscriber is not subscribed Invalid Succe Address MSISDN Suspended	434 901 65535 12 243 1026 9010 9013 9015 9016 6 -2147483370 265	Message is undeliverable (network related) Transaction has expired Operator specific error - operator has not provided correct response or connectivity was lost Invalid Account details specified in submission Vtype Invalid Unauthorised access Insufficient credits available May be caused by Product Portal entry not matching the "category" field in the XML to Higate. Subscriber is not opted-in MSISDN may not be formatted correctly MSISDN has been suspended	Retry later, if problem persists, notify ticketman with account details. Retry later, if problem persists, notify ticketman with account details. Retry later, if problem persists, notify ticketman with account details. Retry later, if problem persists, notify ticketman with account details. Retry Iransaction Retry Transaction Retry Transaction after a couple of minutes, if fault persists, report to ticketman with login detail, MSISDN and date/time. Check account and routing details match in submission. Check submission parameters for Vtype field. Check account and routing details match in submission. Notify Account Manager / Accounts Check Product Portal Entries for matching details, if details match and error continues, log ticket with ticketman Check XML and product portal that entries match, check that FIRST parameter was used and Subscriber accepted charge. Check that number is correctly formatted and normalised (South African 27 Prefix) Remove subscriber from further billing
SMS MTN SMS MTN SMS MTN SMS MTN SMS MTN SMS MTN VSR MTN VSR MTN VSR MTN VSR MTN OBS Telkom Mobile SMS Telkom Mobile OBS Telkom Mobile OBS Telkom Mobile OBS Telkom Mobile	Undeliverable Undeliverable Undeliverable Undeliverable Expired SMPP Submit Error Invalid Account Invalid Account Invalid Vtype Unauthorized Insufficient Credit Double Opt In : Invalid Product Double Opt In : Subscriber is not subscribed Invalid Source Address MSISDN Suspended Not Approved	434 901 65535 12 243 1026 9010 9013 9015 9016 6 -2147483370 10 265 258	Message is undeliverable (network related) Transaction has expired Operator specific error - operator has not provided correct response or connectivity was lost Invalid Account details specified in submission Vtype Invalid Unauthorised access Insufficient credits available May be caused by Product Portal entry not matching the "category" field in the XML to Higate. Subscriber is not opted-in MSISDN may not be formatted correctly MSISDN has been suspended Subscriber has not yet accepted the DOI Authorisation from the operator yet.	Retry later, if problem persists, notify ticketman with account details. Retry later, if problem persists, notify ticketman with account details. Retry later, if problem persists, notify ticketman with account details. Retry later, if problem persists, notify ticketman with account details. Retry Iransaction Retry Transaction after a couple of minutes, if fault persists, report to ticketman with login detail, MSISDN and date/time. Check account and routing details match in submission. Check submission parameters for Vtype field. Check account and routing details match in submission. Notify Account Manager / Accounts Check Product Portal Entries for matching details, if details match and error continues, log ticket with ticketman Check XML and product portal that entries match, check that FIRST parameter was used and Subscriber accepted charge. Check that number is correctly formatted and normalised (South African 27 Prefix) Remove subscriber from further billing Wait until subscriber accepts the DOI message or message goes into permanent failure state.
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SMS Telkom Mobile	Undeliverable	54	Message is undeliverable (network related)	Retry later, if problem persists, notify ticketman with account details.
SMS Telkom Mobile	Undeliverable	162	Message is undeliverable (network related)	Retry later, if problem persists, notify ticketman with account details.
SMS Telkom Mobile	Undeliverable	207	Message is undeliverable (network related)	Retry later, if problem persists, notify ticketman with account details.
SMS Telkom Mobile	Undeliverable	208	Message is undeliverable (network related)	Retry later, if problem persists, notify ticketman with account details.
SMS Telkom Mobile	Undeliverable	217	Message is undeliverable (network related)	Retry later, if problem persists, notify ticketman with account details.
SMS Telkom Mobile	Undeliverable	404	Message is undeliverable (network related)	Retry later, if problem persists, notify ticketman with account details.
SMS Telkom Mobile	Undeliverable	512	Message is undeliverable (network related)	Retry later, if problem persists, notify ticketman with account details.
SMS Telkom Mobile	Rejected	999	Message has been rejected by the operator	Retry later, if problem persists, notify ticketman with account details.
SMS Telkom Mobile		1024	Operator specific error - operator has not provided correct response or connectivity was lost	Retry Transaction after a couple of minutes, if fault persists, report to ticketman with login detail, MSISDN and date/time.
EMS Vodacom	Call Barred (Check RICA status)	13	SIM may not have completed RICA registration	Try again later, if fault persists, remove subscriber
OBS Vodacom	Cancelled	262	Subscriber has cancelled the subscription with the operator	Remove subscriber from further billing unless subscriber re-enters opt-in by themselves.
OBS Vodacom	Double Opt In : Declined	-2147483381	Subscriber has cancelled the subscription with the operator	Remove subscriber from further billing unless subscriber re-enters opt-in by themselves. Remove subscriber from further billing unless subscriber re-enters opt-in by themselves.
OBS Vodacom	Double Opt In : Generic	-2147483377	Internal system error on Network level	Remove subscriber from further billing unless subscriber re-enters opt-in by themselves.
OBS Vodacom	Double Opt In : Generic	-2147483379	Internal system error on Network level	Remove subscriber from further billing unless subscriber re-enters opt-in by themselves.
OBS Vodacom	Double Opt In : Invalid Product	-2147483343		Check Product Portal Entries for matching details, if details match and error continues, log ticket with ticketman
OBS Vodacom	Double Opt In : Invalid Product		May be caused by Product Portal entry not matching the "category" field in the XML to Higate.	Check Product Portal Entries for matching details, if details match and error continues, log ticket with ticketman
OBS Vodacom	Double Opt In : Invalid Service Name	-1073741024		Check Product Portal Entries for matching details, if details match and error continues, log ticket with ticketman
OBS Vodacom	Double Opt In : No Approval Received from the Subscriber	-1073741822	Subscriber has not yet accepted the DOI Authorisation from the operator yet.	Wait until subscriber accepts the DOI message or message goes into permanent failure state.
OBS Vodacom	Double Opt In : Subscriber is not subscribed	-1073737824	Subscriber is not opted-in	Check XML and product portal that entries match, check that FIRST parameter was used and Subscriber accepted charge.
OBS Vodacom	Double Opt In : Token is Expired/Invalid	-1073741823		Check that the subscriber is correctly subscribed and that the product portal entry matches.
VSR Vodacom	Duplicate RefNo	9001	Duplicate reference number has been used	Change reference number and try again.
EMS Vodacom	Facility Not Supported	21	Record may not be configured for SMS.	Remove subscriber
OBS Vodacom	Insufficient Funds	-1073741224	Subscriber has insufficient funds available for billing	Retry later
LBS Vodacom	LBS : Auth request failed	65543	Authorisation Request to the subscriber has failed/rejected	Subscriber should not be added to the LBS Auth listing, if Auth was rejected in error, notify ticketman.
LBS Vodacom	LBS : Blacklisted Service	65545	Subscriber is listed as blacklisted	Do not attempt LBS requests to the subscriber.
LBS Vodacom	LBS : Generic Error	65544	Internal system error on Network level	Notify ticketman with account/login details, MSISDN and date/time stamp.
LBS Vodacom	LBS: Invalid Auth Reply	65542	Invalid reply received from the authorisation message	Check that the subscriber replied correctly to the authorisation message.
LBS Vodacom	LBS: Invalid Auth Reply	65546	Invalid reply received from the authorisation message	Check that the subscriber replied correctly to the authorisation message.
VSR Vodacom	Linked Voucher Account Is Not Defined	9010	Voucher account is not linked	Notify ticketman with account/login details, MSISDN and date/time stamp.
OBS Vodacom	MSISDN Suspended	265	MSISDN has been suspended	Remove subscriber from further billing
VSR Vodacom	No Stock Available	9017	No Voucher stock available	Notify Account Manager / Accounts
OBS Vodacom	Offline Rollback Required	-2147483372	Operator specific error	Retry transaction and notify ticketman if the problem persists.
OBS Vodacom	Offline Rollback Required	-1073741725		Retry transaction and notify ticketman if the problem persists.
LBS Vodacom	Receipted	0	Success/ Transaction receipted	No further action needed
OBS Vodacom	Receipted	0	Success/ Transaction receipted	No further action needed
SMS Vodacom	Receipted	0	Success/ Transaction receipted	No further action needed
				Potry Transaction after a couple of minutes, if fault possists, report to ticketman with login detail, MCICON and date/time
SMS Vodacom	SMPP Submit Error	8	Operator specific error - operator has not provided correct response or connectivity was lost	Retry Transaction after a couple of minutes, if fault persists, report to ticketman with login detail, MSISDN and date/time.
SMS Vodacom	SMPP Submit Error	69	Operator specific error - operator has not provided correct response or connectivity was lost	Retry Transaction after a couple of minutes, if fault persists, report to ticketman with login detail, MSISDN and date/time.
SMS Vodacom SMS Vodacom	SMPP Submit Error SMPP Submit Error	69 255	Operator specific error - operator has not provided correct response or connectivity was lost Operator specific error - operator has not provided correct response or connectivity was lost	Retry Transaction after a couple of minutes, if fault persists, report to ticketman with login detail, MSISDN and date/time. Retry Transaction after a couple of minutes, if fault persists, report to ticketman with login detail, MSISDN and date/time.
SMS Vodacom SMS Vodacom SMS Vodacom	SMPP Submit Error SMPP Submit Error SMPP Submit Error	69 255 1024	Operator specific error - operator has not provided correct response or connectivity was lost Operator specific error - operator has not provided correct response or connectivity was lost Operator specific error - operator has not provided correct response or connectivity was lost	Retry Transaction after a couple of minutes, if fault persists, report to ticketman with login detail, MSISDN and date/time. Retry Transaction after a couple of minutes, if fault persists, report to ticketman with login detail, MSISDN and date/time. Retry Transaction after a couple of minutes, if fault persists, report to ticketman with login detail, MSISDN and date/time.
SMS Vodacom SMS Vodacom SMS Vodacom OBS Vodacom	SMPP Submit Error SMPP Submit Error SMPP Submit Error Subscriber invalid	69 255 1024 -1073741724	Operator specific error - operator has not provided correct response or connectivity was lost Operator specific error - operator has not provided correct response or connectivity was lost Operator specific error - operator has not provided correct response or connectivity was lost Subscriber is not opted-in	Retry Transaction after a couple of minutes, if fault persists, report to ticketman with login detail, MSISDN and date/time. Retry Transaction after a couple of minutes, if fault persists, report to ticketman with login detail, MSISDN and date/time. Retry Transaction after a couple of minutes, if fault persists, report to ticketman with login detail, MSISDN and date/time. Check XML and product portal that entries match, check that FiRST parameter was used and Subscriber accepted charge.
SMS Vodacom SMS Vodacom SMS Vodacom	SMPP Submit Error SMPP Submit Error SMPP Submit Error	69 255 1024 -1073741724	Operator specific error - operator has not provided correct response or connectivity was lost Operator specific error - operator has not provided correct response or connectivity was lost Operator specific error - operator has not provided correct response or connectivity was lost	Retry Transaction after a couple of minutes, if fault persists, report to ticketman with login detail, MSISDN and date/time. Retry Transaction after a couple of minutes, if fault persists, report to ticketman with login detail, MSISDN and date/time. Retry Transaction after a couple of minutes, if fault persists, report to ticketman with login detail, MSISDN and date/time.
SMS Vodacom SMS Vodacom SMS Vodacom OBS Vodacom	SMPP Submit Error SMPP Submit Error SMPP Submit Error Subscriber invalid	69 255 1024 -1073741724	Operator specific error - operator has not provided correct response or connectivity was lost Operator specific error - operator has not provided correct response or connectivity was lost Operator specific error - operator has not provided correct response or connectivity was lost Subscriber is not opted-in	Retry Transaction after a couple of minutes, if fault persists, report to ticketman with login detail, MSISDN and date/time. Retry Transaction after a couple of minutes, if fault persists, report to ticketman with login detail, MSISDN and date/time. Retry Transaction after a couple of minutes, if fault persists, report to ticketman with login detail, MSISDN and date/time. Check XML and product portal that entries match, check that FiRST parameter was used and Subscriber accepted charge.
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