



IntelliSoftware

SMS Gateway - SLA

Version 1.2

Content subject to change

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1. Document History

Version	Date	Author	Description
1.0	14/11/2004	Chris Vine	First Release
1.1	25/04/2007	Chris Vine	Diagram Updated
1.2	27/04/2009	Chris Vine	Updated Company Address

2. SMS Service SLA

2.1. Message Delivery (UKDirect Service)

99.7% of the time, messages will be submitted to mobile network in less than 10 secs

99.9% of the time, messages will be submitted to mobile network in less than 20 mins

The above figures indicate the service levels for submitting SMS messages to the mobile network on the UKDirect service. Once messages have been submitted to the mobile network they may be subject to additional delays, this will not be dissimilar to delays experienced by normal SMS peer-to-peer traffic. These figures are based on using the IntelliSoftware's interface components (IntelliSMS.dll, IntelliSMSDotNet.dll or the ActiveSMS SMS messaging server) or Email gateway.

2.2. Message Delivery (Economy Service)

92.0% of the time, messages will be submitted to mobile network in less than 10 secs

99.0% of the time, messages will be submitted to mobile network in less than 60 mins

The above figures indicate the service levels for submitting SMS messages to the mobile network on the Economy service. Once messages have been submitted to the mobile network they may be subject to additional delays, this will not be dissimilar to delays experienced by normal SMS peer-to-peer traffic. These figures are based on using the IntelliSoftware's interface components (IntelliSMS.dll, IntelliSMSDotNet.dll or the ActiveSMS SMS messaging server) or Email gateway.

2.3. Receive Message (on Dedicated Inbound Number)

99.85% of the time, messages will be forwarded in less than 10 secs

99.95% of the time, messages will be forwarded in less than 15 mins

The above figures indicate the service levels for receiving and forwarding SMS messages on the IntelliSoftware Dedicated Inbound Number service. These figures do not account for any additional delays caused by the sender's network operator. These figures assume that SMS messages are forwarded via the HTTP protocol and that the target website has availability of 100%.

3. Service Architecture

The IntelliSoftware gateway utilises two redundant service nodes (www.intellisoftware.co.uk and www.intellisoftware2.co.uk, please see diagram below). The two service nodes are geographically separated ensuring the service is not susceptible to local internet outages. If a service node is unavailable, the IntelliSMS components automatically route to the available server. We maintain connections with multiple UK SMS operators, allowing us to send SMS traffic to the best performing route.

