

Frequently Asked Questions

◆ **Registration requires my mobile no. Is my mobile operator going to charge me any thing?**

No. Delivery of your message is our responsibility, so you need not to pay anything to your operator for sending SMS from our application.

◆ **How much have I to pay to send a message?**

Opening an account with us is Free.

◆ **What is character limit for 1 SMS?**

1 Message consists of 160 character i.e.1 SMS is utilized to send a message to any mobile network (GSM or CDMA) in India.

◆ **How can I buy the credits? I do not even have a bank account.**

You can re-charge your account by purchasing credits using online (Net Banking / Credit Card) or Offline payment options. In online option, your credits are transferred immediately to your account, however in case of offline payment; credits will be transferred after realization of payment. You can also send a cheque/demand draft. If you do not have a bank account you can send us the required amount through DD. On realization of your payment your credits will be transferred to your account within 2-5 hrs. Please send a support request at support@eshaansystems.com after you made any such transaction, mentioning your User ID or registered mobile number, amount and Sender Id, if possible.

◆ **What is the validity of SMS I purchase?**

No any expiry date of SMS Purchased from Eshaan Systems

◆ **How many minimum SMS I can buy?**

You can buy minimum 1000 SMS.

◆ **How much 1 SMS costs?**

Rate is depend on bulk SMS quantity you purchase.

◆ **Is there any monthly rental or minimum charges or commitment?**

No, there are no rental or minimum monthly charges. Just purchase the SMS as and when you need them.

◆ **How long does message delivery take?**

The average time taken is less than 5-10 seconds! However sometimes congestion in network may cause unavoidable delay.

◆ **At time a message can be sent to how many mobile phones?**

We recommend 100-5000. You can try more than that.

◆ **Which are the operators in India where we can send SMS?**

You can send SMS to almost any operator in India including GSM & CDMA.

◆ **Can I send messages to other countries?**

No

◆ **Do I get notification when I am running low in credits?**

You can check balance at www.eshaan.com by log in with User ID & Password

◆ **What is a Sender ID?**

Sender ID is a max of 8 digit Alpha numeric codes used to send message using your company name. Due to technical restriction some CDMA operator does not accept SMS bearing Alpha numeric Sender ID. In these cases, our default GSM Sender ID will be replaced automatically with alpha numeric id. You can also create and use your GSM sender ID for sending SMS to these operators on written approval. You can create sender IDs based of SMS Package you purchase. In case of violation of the norms your account may be suspended for further use without prior notice.

◆ **Can I use this service for marketing our products?**

As per the prevailing rules you cannot use this service for mass marketing/spam. However you can use this service to push SMS to the clients who are eligible / agreed upon to receive your updates and promotions with DND filter.

◆ **Is it mandatory to use your service after we have registered?**

No, you are free to discontinue using our service whenever you wish to do so.

◆ **What is security of your website?**

Special attention is given to the security aspect. Your information will not be shared with any third party as per our privacy policy.

◆ **What is the protocol of sending message? Can I send anything to any one?**

No, eshaan.com provides you the best of the technology to ensure a better, fast, reliable and secure way of communication. Using our service for sharing adult / porn content, spreading of rumor, threatening language or any purpose which is against the law or causing dissatisfaction to any one is prohibited. Violating this protocol may lead to suspension of your account without prior notification.

◆ **Some times I receive duplicate message.**

This happens in very rare circumstances. This may occur when you are on roaming, or in a very low signal belt. If you continue to face the same problem you can send a mail to support@eshaan.com.

◆ **I have not received my User Id & password.**

Please mail us at support@eshaan.com

◆ **I have a website, can I add SMS facility to it.**

Yes, we also provide http gateway for sending SMS from your website or desktop application.

◆ **Do you offer any technical Support?**

Yes. For any help write us at support@eshaan.com.

◆ **I did not find my question on your FAQ list.**

Kindly mail us all your queries or suggestions at support@eshaan.com. We will be happy to serve you better.