

# E2C Features FAQ

## 1. What is E2C ?

E2C - Enterprise 2 Customer is a premium offering from Geneva Software Technologies which enables you to send messages from your PC to a mobile over the internet. By using E2C you can send SMS in any of the Major Indian Languages as well as in English.

## 2. Why choose E2C ?

- Supports 11 Indian Languages and English.
- No software required on recipient handsets\* to receive Multilingual SMS
- Ease of composition through Natural Language layout
- Accurate preview of Multilingual messages
- Recipient group management
- Schedule messages to thousands of contacts in the click of a button
- Dynamically integrate and message recipient specific data
- Bulk messaging with data import through Excel, Access & text file formats.

\*Presently does not support CDMA/PDA handsets

## 3. Which are the multilingual languages supported by E2C?

E2C supports Assamese, Bengali, Gujarati, Hindi, Kannada, Malayalam, Marathi, Oriya, Punjabi, Tamil & Telugu.

## 4. What is dynamic SMS?

Dynamic SMS is a feature of E2C which enables a user to send personalized user specific message to a group of people., Example: Different set of people can be intimated about their insurance premium amounts with due dates in one click of a button.

## 5. How many mobile phone numbers can I send to in one batch' and what is the speed of message transmission?

You can send messages to upto 100,000 recipients in one go with a maximum speed of 1,00,000 SMS/hour; however this depends upon the speed of your internet connection.

## 6. What are the system requirements for operation of E2C?

Following are the minimum specific system requirements: Windows 2000/XP, 20 MB disk space, CD drive, 256MB RAM with standard internet connection.

### 7. How am I charged for the SMS I send through E2C?

- SMS on E2C is charged in SMS units that the customer has purchased to his account.
- Each English SMS 160 characters are charged at 1 unit per message for 160 characters. For example a message of 160 characters to a batch of 10 recipients would get redeemed as 10 SMS units.
- Each Multilingual SMS is charged at 3 units per message. A multilingual message can have upto 30 characters & has a bearing on the size of the font used.

### 8. Does the E2C come with a certain number of SMS units FREE? If yes what is volume of SMS attached to the product & the duration within which the SMS units need to get consumed?

- Yes! The purchase of E2C is always associated with a certain number of free SMS units bundled to it.
- Presently there is an offer of 10,000 FREE SMS units along with every purchase of E2C.
- Under the offer the free SMS Units are to be consumed within a period of 1 year and this validity starts from the date of activation of package.

### 9. How do I buy additional SMS units once I exhaust the free SMS and what are its costs?

- Additional SMS Units need to be bought from Geneva software technologies. There are two modes of purchase of SMS units available presently:
- SMS units can be purchased from within the E2C package using credit card /debit card option (OR)
- Through E2C Currency from any of the Geneva Channel partners.

The following are the SMS rate plan pertaining to both the options.

| SMS Denominations<br>INR | Eligible SMS<br>Units | Cost / SMS<br>INR |
|--------------------------|-----------------------|-------------------|
| 25000                    | 100000                | 0.25              |
| 15000                    | 50000                 | 0.30              |
| 7500                     | 22000                 | 0.34              |
| 2500                     | 7000                  | 0.36              |
| 2000                     | 5000                  | 0.40              |
| 500                      | 1200                  | 0.42              |
| 225                      | 500                   | 0.45              |
| 150                      | 300                   | 0.50              |
| 50                       | 100                   | 0.50              |

Above prices are inclusive of Service tax  
All the above packages have a validity of one month

**10. Do I get an itemized billing of the SMS sent at any point of time?**

There is no item wise billing required for a pre-paid model; SMS units are already billed to the customer-item wise consumption would appear in appropriate section of your E2C.

**11. What will happen to the SMS quantity that has not been consumed before the expiry date? Will they get carried forward if I buy additional SMS quantity?**

SMS units not consumed within the specified period cannot be carried forward they will expire.

**12. Does a customer get a pre-alert when his SMS units are about to get exhausted?**

Yes, the customer will get a pre-alert from Geneva through his E2C.

**13. Can I send messages abroad? How many Units will it be?**

No. You will not be able to send messages to any recipient outside India as of now.

**14. Can I use more than 1 language in 1 message?**

No. Only 1 language can be used. When you switch between languages the message content is cleared. But if you use the standard templates provided already, you can add English text to the message.

**15. How secure is my customer data base? Can the numbers I use, be contacted by Geneva or any third-parties?**

Your database is totally secure with E2C. The data base of the recipients to whom you send the messages lie only with you and Geneva or any third party will not be having access to the same.

**16. How will I know the available SMS units on my E2C?**

The Available SMS units are dynamically displayed above the recipient list on your E2C. Alternatively selecting the Check SMS units option in the menu under "SMS" will give you the available SMS units at that point of time.

**17. Do I get notified when my credits are low?**

You will get notified on your balance SMS units at appropriate intervals.

**18. Do I get technical Support post purchase of E2C?**

Yes, Technical support is available from support.e2c@genevasoftech.com, or by calling +91 80 41418666, 41418667 during office hours. We have dedicated technical staff available to address.

**19. Do I need to fill up the registration form for using E2C?**

Yes. Your E2C package contains a registration form that needs to be filled up by the user and sent to GSTL within 15 days of activation. Filling up the registration form and sending a hard copy of the same to the service provider is mandatory as per TRAI regulations.

**20. What happens if I do not fill in the registration form and send it to GSTL?**

If GSTL doesn't receive the registration form within 15 days, your account is liable to be de-activated. Account can be re-activated once the form is received by GSTL

**21. What are the prepaid currency options for buying SMS units for E2C?**

Prepaid currency option is available for buying SMS units for E2C, the same can be purchased from your nearest E2C reseller. The currency is a standard scratch card. There will be a recharge code under the scratch area. The same needs to be entered into the interface in E2C under the buy through currency option

Invented & Developed by

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Excellence is our Motto

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