



Brief Instructions

What is WEB Poštar (Push SMS Service)?

It is a solution designed for all users of Mobitel GSM/UMTS network to send SMS messages via interface to any mobile number. Users need a mobile phone and access to internet.

The solution is designed for individuals (natural persons) and corporate sector (legal entities). For individuals the solution is available on www.planet.si. A legal entity (a company, an organization...) concludes a contract with Mobitel before they start using the solution. Corporate sector (legal entities) can start using the solution immediately after the contract has been signed and user name provided. Legal entities can access the solution on <http://WEBpostar.m-vrata.com>.

Registration

You can access WEB poštar service as a registered user by using an interface on Planet portal. Using interface, legal entities must enter their user name, GSM/UMTS number and request a registration password. The system returns an SMS message with a four-digit password. Only authorized users of a legal entity have access to the service.

SMS Messaging

Before SMS messaging, check if the user has a mobile phone, which supports SMS messaging. After you have registered to use WEB Poštar, a box for simple SMS messaging appears (enter the text and number of addressees). If you click on napredno pošiljanje, it leads you to the messaging procedure and other options described further on.

Messaging procedure uses a »Wizzard«. Follow the “Wizzard” by clicking [Naprej](#) and [Nazaj](#).

1. Text in the message (next to the text box follow the character countdown). Punctuation and character spaces also count as characters. If you use letters such as š, ž, č these will most likely appear as s, z, c on the majority of mobile phones.

After you have entered the message, click [Naprej](#).

2. Addressees - in your WEB-Poštar phone book (hereandafter: the phone book), tick the addressees. You can form addressee groups as you wish, which makes SMS messaging even easier. Addressees you do not have or do not wish to keep in your phone book can be added by directly entering their phone numbers into the box on top of the phone book. After you have ticked addressees or addressee -groups to send an SMS message to, click [Naprej](#).

3. SMS Messaging - An SMS message can be sent immediately, but you can also set a later delivery date and time and the expiry time of an SMS message (see the text below). Legal entities can also choose the number for SMS messaging. Use the preview to edit the text and addressees, who will receive the message. Afterwards click [Pošlji](#).

Archive

Create SMS messages by using your old, already used messages. You can retrieve them from Arhiv sporočil, where you click [Znova uporabi označeno sporočilo](#) next to the message selected and start creating a new message. The content and addressees of the used message will be saved in your new message. Old messages are saved for a minimum three months. Afterwards they are deleted automatically.



Legal entities must not delete a message any later than 40 days after the month in which the message was sent has expired (Example: the message sent on Jan 1 or Jan 31 must not be deleted before March 10).

Phone Book

You can add addressees to the phone book by entering them through Imenik by clicking Uvozi. A box to enter your addressees opens. You can enter them from different office tools, such as Excel, Word, TXT-files etc. by copying imported data and phone numbers of several addressees simultaneously, using »NameSurname OXX123456« or »NameSurname +386XX123456« (XX stands for the operator network area number). Remember: one addressee, one line. Beforehand you can also select an existing group to add new addressees.

Several addressees can be imported simultaneously and on the same page (in the aforementioned format) directly from the TXT file, which must not exceed 20 KB.

You can also add addressees separately by clicking on Dodaj osebo, where on a new page of the addressee you select his/her details and assign him/her to a group.

If you wish to edit addressee details and the groups they are assigned to, click on Popravi, which appears next to each addressee. A page with all current details of a selected addressee appears, the details can be edited and confirmed by clicking Potrdi. You can also cancel the changes by clicking Opusti. Addressee names, family names, phone numbers can be edited, you can also assign them to different groups. If an addressee is not assigned to a group, he or she is only added to the phone book.

You can assign several existing addressees to a group simultaneously and you can also delete them from a group by clicking on Popravi, which appears next to each addressee. This action opens a page with all current group details. The details can then be edited and confirmed by clicking Potrdi. You can also cancel the changes by clicking Opusti. You can change group names and/or addressees assigned to them. If you wish to delete more addressees simultaneously, select them by ticking their details and click on Briši označene. They will be permanently deleted from the phone book and also automatically deleted them from all the groups they were assigned to.

Click +/-, which is available on the left side of the phone book. For an itemized view of the phone book. The view enables a detailed layout of all groups, addressees assigned and addressees not assigned to any group, itemized view can be sorted by addressee names, family names or phone numbers. Click on the links on top of the phone book.

Expiry Time for SMS Messages

If the first attempt to deliver an SMS message has failed, this function enables you to set the expiry time for subsequent deliveries. It's a very useful feature of Poslovni WEB Poštar, because some of your addressees were out of GSM signal, had a full inbox or had their phones switched off during the first delivery attempt. Mobitel makes it possible to receive SMS messages also under the circumstances described above and tries to deliver the message within the following 72 hours. If a user, for a certain SMS message, sets a period shorter than 72 hours, the SMS message is not delivered after the period has elapsed. Mobitel discards such messages and bills them to addressees.

Sender's Line Identification

Individuals and/or Sole Proprietors (natural persons): An addressee receives an SMS message from a sender's line. Addressees can reply to the message. The message always starts with: »WEBPOSTAR:«

Corporate sector (legal entities): Legal entities (companies, organizations...) can choose the number for SMS messaging. They can choose a four-digit number (1919) or a phone number, which is currently used as a WEB-poštar registration number. If you use your current (registration) number, addressees can reply to



this number directly. The message always starts with a short name of the legal entity (company), as stipulated in the contract.

Delivery Details

If you click on Podrobnosti in Arhiv sporočil you can view all attributes of the message you have selected (time and date, number of addressees, text ...) You can also follow the delivery status of all SMS messages to individual addressee («message sent», «outbox», « undelivered»).

Billing

Each sent message is billed. If the message is sent to a list of addressees, the number of SMS messages billed is equal to the number of the addressees on the list.

Current SMS messaging rates apply for individuals and/or entrepreneurs (natural persons). Please refer to Cenik za naročnike Mobitel GSM/UMTS, Cenik MOBI. The charges are listed on the monthly bill/invoice for GSM/UMTS services under DODATNE STORITVE – MOB. POSTAJE. Mobiusers (pre-paid users) can send SMS messages until the balance on their Mobi (pre-paid) account shows credit. We would like to recommend to check the balance before SMS messaging if the balance on your Mobi (pre-paid) account shows enough credit.

For the corporate sector (legal entities) charges of sent SMS messages will not be invoiced to the phone number of a person, appointed by the legal entity for SMS messaging. Charges will be invoiced to the legal entity according to the contract concluded between the legal entity and Mobitel for using WEB poštar. Please note that for legal entities it is not important if the post-paid package has been concluded between Mobitel and the company (legal entity) or between Mobitel or an individual.

Signing Out

Individuals and/or Sole Proprietors (natural persons): After you sign out from the Planet portal, you also sign out from WEB poštar.

Corporate sector (legal entities): After you have finished using WEB poštar always sign out. This prevents misuse of SMS messaging by third parties during a session, which has not been terminated. If such a misuse appears and if it's clearly user's fault (failing to sign out), the user bears all expenses arising from the misuse. The user is also responsible for any other damages, which result from this misuse (spams, disturbing consumers, copyright violations...).

WEB poštar session has a limited time of use (similar to Planet portal with individuals and/or entrepreneurs -natural persons) If the service has not been used for a certain time, the session automatically expires. To continue, the user must register again.

Administration and use of authorized users of the legal entity

A legal entity authorizes in a contract a user and a phone number as the administrator. The administrator can authorize other persons for the use of WEB poštar by entering their phone numbers, names and family names (optional) in the menu Administracija.

Authorized users can only view the messages they sent themselves, while the administrator is authorized to view all SMS messages sent. The same applies for deleting messages, where each user can delete only his or her own messages, while the administrator can delete all messages.

Everybody uses the same phone book, where they can add, edit or delete addressees and groups.

Supported browsers

WEB poštar supports last versions and one before the last of the following browsers: Internet Explorer, Mozilla, Netscape Navigator, Opera in FireFox.



Terms and Conditions of Use

When using WEB Poštar *General Terms and Conditions of WEB poštar (WEB SMS Messaging) Service and General Terms and Conditions of Operations and Use of Services of Digital Mobile Public Telecommunication Network of Mobitel, Telecommunications Services d.d.*, apply.

SMS MESSAGING TO WEB-POŠTAR PHONE-BOOK GROUPS VIA MOBILE NETWORK

Besides using WEB Poštar, triggering for SMS messaging to the groups of addressees from WEB poštar phone book is also possible. Send an SMS message via mobile network with the keyword POSTAR. This is a very convenient way, when the user is not inside the facilities and does not have internet access.

When using triggering for SMS messaging the billing differs from the one of WEB poštar only insofar that all users (legal entities and individuals/sole proprietors -natural persons) are also billed SMS messages for SMS-message triggering to the addressee groups or communicating such actions.

Further on, there's a procedure description, where A stands for an SMS message sent by the user and B stands for a return SMS message, which is always sent back to the addressee.

Step One

Set up the triggering session for SMS messaging by using the POSTAR keyword and send it with the name of the group(s) and with the user's name (user's name is only requested for the corporate sector - legal entities) on 1919.

->A1: POSTAR group_name [user_name for a legal entity]

(If the user name appears after the last blankspace, SMS messaging as for a legal entity is executed. To avoid that, the last part of group names of a user-an individual must not be the same as the user name of the legal entity of the same user if the user uses WEB Poštar as an individual as well as a legal entity.)

<-B1: The message will be sent to a group [group_name], [number of consumers/users] of consumers/users

Example:

The message will be sent to the group FANS/, 123 addressees. To reply to this SMS message send the text. Max n of characters: 139.

Step Two

As a reply to the SMS message received, send the text to the addressees. The length of the message will be cut by the length of a phone number or, with legal entities, by the length of a sender's name - legal entity (individuals up to 143 characters, spaces included; legal entities between 140 and 153 characters, depending on the length of the name of the legal entity).

->A2: Send the text.

<-B2: Your message has been sent [the number of sent messages] from [number of all addressees in the group] addressees. In [time settings - max 10] minutes you will receive a report on the current delivery status.

The addressees are given the sender's GSM number (1919 is no longer available).

Step Three

In a while, you receive an SMS message, which contains a list of addressees, who have not yet received the message. No more than 4 SMSs are received. If the list of the addressees, who have not yet received the message is longer, the list is cut off.

<-B3: Delivery report: [date dd.mm.yy] [time] [group_name - up to 15 characters] [the number of delivered messages]/[number of addressees in the group] [initial text of the message - 25 characters]...
Undelivered: [a list of addressees with the message undelivered - up to 83 characters]



Example:

1. SMS: Delivery report: 04.05.03 12:45 FANS 5/8 , Hello! On Tuesday ... Undelivered: Peter, Ann, John
2. SMS: Undelivered: [a list of contacts with the message undelivered – up to 145 characters]

ADDITIONAL ACTIONS/REQUESTS/INSTRUCTIONS (to be sent on 1919):

POSTAR SKUPINE [user_name] – a list of groups in WEB-Poštar phone book

POSTAR POMOC or POSTAR- an option list with short descriptions

POSTAR DOSTAVA [user_name] – it refers to the delivery report for the last message sent (if there are more than 160 characters, the user will receive a max of 4 SMS messages)

Different options of POSTAR DOSTAVA action:

- POSTAR DOSTAVA [user_name] or

- POSTAR DOSTAVA [user_name] 1

Example 1:

1. SMS: Delivery report: 04.05.03 12:45 FANS 5/8, Hello! On Tuesday ... Undelivered: [a list of addressees with the message undelivered – up to 63 characters]

2. SMS: Undelivered: [a remaining list of addressees with the message undelivered – up to 145 characters]

- POSTAR DOSTAVA [user_name] [2 or 3] – it refers to a delivery report for the last two or three SMS messages sent

The reply layout: [Messaging date] [messaging time] [group name – 6 characters] [number of delivered]/[number of all addressees], [text – initial 20 characters]

Example 2:

Delivery:

04.05.03 12:45 name456 99/99, Hello! On Tuesday;

04.05.03 12:48 name456 99/99, Hello! On Wednesday;

04.05.03 12:49 name456 99/99, Hello! On Friday;

- POSTAR DOSTAVA [user_name] [4 or 5 or more] – refers to a report delivery for the last five packages sent.

The reply layout: [Date of sending] [time of sending] [group name – 6 characters] [number of delivered]/[number of all contacts]

Example 3:

Delivery:

04.05.03 12:45 name456 99/99;

04.05.03 12:48 name456 99/99;

04.05.03 12:49 name456 99/99;

04.05.03 12:58 name456 99/99;

04.05.03 13:49 name456 99/99