MMS Connectivity

Frequently Asked Questions

Contents

1 What is the maximum size for MMS messages that a client application can send?

The absolute maximum size that Tieto Connection platform accepts for delivery is 600 kB – 1M. If a client application submits an MT message larger in size, there will be an error message from Tieto Connection and the message will not be accepted for delivery.

Most handsets support MMS messages up to 600 kB in size. Some MMS-capable handset in the market support up to 100 kB, but there are older models that only support up to 30 kB.

The Content Adaptation functionality within MMS Center will take the recipient's handset model into account and decrease the MMS size if required. However, it is the service provider's responsibility to determine the used size and to test that the size works with different handsets.

2 Does the size of the MMS affect the price either to the end-user or to the service provider?

No, it does not.

3 Are there any limitations for MMS content? What picture formats are supported?

There are no limitations – except for some formats recognised as viruses. It is the service provider's responsibility to ensure that handsets support the used format. The Content Adaptation functionality within MMS Center is capable of transforming other picture formats to those supported by the recipient handset. However, we recommend using the most common picture format supported by handsets which is JPG.

4 How many MT-MMS messages can a client application send per second?

Network operator's MMS Center capacity allocated for service traffic is 2 MT-MMS messages per second per MMS service. We kindly ask service providers to limit their sending rate so that on average the 2 messages per second limit is not exceeded. The sending rate must be carefully applied especially in big pushes so that the MMS Center does not exceed its load capacity.

5 How many MT-MMS messages can a client application send in a single HTTP request?

This depends on each case, but in general Tieto recommends using maximum 1000-2000 MSISDNs per a single HTTP request. We ask that the service also limits the per-second sending rate as described in previous question.

If service provider wants to do a large MMS-push sending (more than 5000 messages), we kindly ask to contact vascenter@tieto.com to organise the best possible conditions for running a successful campaign.

6 How do delivery reports (DSRs) work for MMS?

With MMS, there are two kind of reports: delivery reports that tell whether the MT-MMS was delivered to the handset, and read-reply reports that tell when the MT-MMS has been read on the handset. Tieto Connection supports both report types.

If a service provider wishes to utilise delivery receipts, they must be explicitly turned on when sending an MT message. Whether these reports are being used is up to the recipient of the MT-MMS (subscriber). He can disable delivery reporting by either rejecting messages requesting a receipt or accepting the messages but disabling the delivery report request, subject to the features of the handset in use. If the handset does not send a report back to the MMSC, there will be no report back to the service provider's client application.

7 How does premium-rate billing work for MMS? Should I use MO or MT billing for my application?

If MO-based billing is used, the subscriber is charged when his/her MMS arrives from subscriber's network operator's MMSC to Tieto Connection.

If MT-based billing is used, the subscriber is charged when the MT-MMS is transferred from Tieto Connection to the operator's MMSC.

Services where subscribers send in MMS messages (for example to be publised somewhere), can be charged using MO billing. For services in which MT-MMS are sent by the service provider, it is generally a better approach to use MT-billing or combine MMS with premium rate SMS as the charging method. The billing mechanism should always be carefully considered and discussed with Tieto to ensure maximised reliability for both the service provider and the subscribers.

8 Handset recognition and content conversion – does the MMSC do this?

Tieto Connection platform or the operator's MMSC offers content adaptation and content optimization depending on the receiver's handset model. However, it is the service provider's responsibility to ensure that the MMS messages the client application sends are based on most general file formats and that the maximum size is not exceeded.

9 If a handset does not have correct MMSC settings, what happens when a client application sends an MT-MMS to it?

If an MT-MMS is sent to a handset that does not have MMSC settings or does not support MMS messages, instead of delivering it to the handset, the operator's MMSC posts the message to Internet. The end-user is notified of the web address via a text message.

The MMS will be available in the Internet for the validity period as set by the client application upon sending the message.

If premium-rate billing is used, the billing will take place regardless of whether the MT-message was delivered to the handset or Internet. It is not possible to notify the client application which of these two routes was used for delivery.

tieto.com

10 If an MT-MMS cannot be delivered immediately, what happens? Does the MMSC try again?

The delivery of an MT-MMS is dependent on the delivery of the MMS Indication message that initiates the handset to fetch the MMS content from MMSC. The MMS Indication message is delivered over SMS and the retry schedule differs between various situations. As a rule of thumb, the SMSC retries every few minutes, extending to few hours and/or a day until the message is delivered or its validity expires.

11 Both the EAIF and the HTTP interface, there's a possibility to set the Sender field for an MT-MMS. Can the client application set this to be anything?

By default, nothing else is accepted but a valid short number registered to the service provider.

12 How does MO billing based on keywords work for MMS? Where is the keyword in an MMS message?

If you have set up a service where keywords are managed in Tieto Connection platform, then we administer keywords, manage MO charging and route MMS messages based on a keyword found in incoming MMS messages.

A keyword is any easy-to-text word containing any number of letters or digits followed by a space character. In an MMS message, the keyword must be typed in the 1st text part of the message. Tieto Connection does not recognise keywords in the Subject field.

13 Can my application send MT-MMS messages to any networks?

Unfortunately this functionality is no longer supported. Tieto Connection only offers sending MT-MMS and receiving MO-MMS to/from the networks available through the service. Currently this means DNA, Aina, Cubio and TDC. The subscribers of other operators in Finland or any other country will not receive MT-MMS messages sent through Tieto Connection. A 'delivery failed' delivery receipt will be issued.