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Instruction Manual:

Use of SMS by costumers

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The Customer Support System of SmartCard-Service JSC (hereinafter - SCS), has a service for interacting with customers using SMS, which provides the opportunity to:

• process typical customer requests via incoming SMS messages;

• send SMS notifications to customers about actions taken by the SCS;

• send mass texts.

Submitting an SMS request

To submit a standard SMS request, it is necessary to generate and send a formalized text message with predefined code words to the federal number **+7 908 622-87-79**.

1. **CLIENT** code SMS. These messages are used to obtain personal information of the client and to activate / disactivate services.

• obtaining registration data: the **Personal Code** used when contacting telephone Customer Support; the **Login / Password** for access to the Portal of the united service center:

> To:
>
> **+79086228779**
>
> Text:
>
> **CLIENT info**

• deactivation of services: SMS notifications and mass texting:

> To:
>
> **+79086228779**
>
> Text:
>
> **CLIENT sms start**

- activation of services: SMS notifications and SMS notifications.

> To:
>
> **+79086228779**
>
> Text:
>
> **CLIENT sms start**

> *Attention!*
>
> The SMS text can be written in either UPPER or lower case.

> *Attention!*
>
> SMS service does not accept messages containing texts other than the examples above and does not send customers notification that such messages have been delivered. Texts that are different from the examples above do not enter the SMS processing line.

2. If the SMS has been successfully received within 2 minutes, a notification is formed and sent to the client informing them that the SMS has entered the processing line.

> From:
>
> **SCSERV**
>
> Text:
>
> **Your request has been received. Wait for notification of the request being processed.**

3. After the request has been processed, the client is sent SMS-notification that the request has been processed, for example, a text message containing the client's registration data. The sender's name of all the messages sent by the SMS service is **SCSERV.**

> From:
>
> **SCSERV**
>
> Text:
>
> **REGISTRATION CENTER.**
>
> **Personal Code: 1234. CLIENT'S PORTAL: login: ivanov, password: 1a2b3c4d. Do not share your registration data with anyone.**

SMS notifications

When performing some actions, the SCS is supposed to automatically send SMS messages to customers with information on the completed action. The sender's name of all the SMS messages sent by the SMS service is **SCSERV**.

Mass texting

Occasionally customers may be sent text messages with useful information to their cell phones. The sender's name of all the messages sent by the SMS service is **SCSERV**.