

## FREQUENTLY ASKED QUESTIONS

### **What is JANET txt?**

JANET txt is a comprehensive suite of secure one and 2-way text messaging services, provided by PageOne on behalf of JANET(UK) and specifically tailored to meet the requirements of the UK Education Community.

### **Who are PageOne?**

PageOne are the UK's leading independent mobile messaging provider with over 20 years experience of delivering mission critical messaging to both Public and Corporate sectors. PageOne already have a market leading position in providing messaging to the Government sector, including the NHS, MOD, local government and emergency services and were selected by JANET(UK) following a rigorous procurement process. Based in Brentford, West London PageOne employ a dedicated team of messaging consultants.

Click [here](#) to visit our website for further details

### **How can I be sure the service is secure and resilient?**

The JANET txt services are provided within a secure environment and all data is encrypted using 128-bit SSL encryption.

### **How do I know that my data is secure?**

Security of systems and data was a key part of the JANET(UK) requirements and procurement process. As a national network operator PageOne has the resource and infrastructure to provide high volume, high resilience messaging. We have a proven track record of supporting mission critical and sensitive messaging and are subject to regular external government audits. PageOne specifically excludes support for spamming and/or spoofing of messages and staff involved in the provision of the service have undergone Criminal Records Bureau checks.

### **Are there set-up and recurring charges?**

The basic one-way, secure JANET txt messaging service is available with NO set-up or recurring charges. This provides you with a fully functional, secure 1-way web-based text-messaging service JANET txt. JANET txt also offers a range of approved service enhancements, including 2-way SMS messaging, which may involve set-up and recurring charges.

### **How do I sign-up for JANET txt?**

Simply sign and return the JANET txt Master Agreement, decide on a block of text messages to purchase and let us know how many 1-way and/or 2-way User Accounts you require. PageOne will set-up your account and provision your service within 24 hours.

### **What am I committing to?**

The JANET txt Master Agreement is a 3-year framework agreement between yourselves and PageOne. This means that at any time during those 3 years you can place orders for JANET txt services. You are committing only to what you order and to abide by the terms defined within the Agreement. All individual service ordered have a minimum term of 18 months.

### **How do I buy SMS text messages?**

You simply order a block of SMS messages, depending on your requirement. All messages are priced at the same per message rate. PageOne will provision the messages against your master billing account ready to be used by any User accounts. Any un-used text messages are expired after 12 months.

**Do I get cheaper messages if I buy more?**

No, everyone benefits from a single competitive tariff negotiated by JANET(UK) as part of the national framework agreement, no matter how many you buy. This means all Education establishments can benefit from a single competitive rate, which is already based on an expected nationally consolidated message volume. There are additional volume-related price break-points based on the total national JANET txt message volumes, which will be applied as the JANET txt community and usage increases.

**Can I import data from CSV or Microsoft Excel?**

Yes, the JANET txt web-accounts allow you to import a 'To' list of recipients direct from a CSV file, import/export address book details and also export message logs to Excel. In addition a Microsoft Excel plug-in allows you to send/receive text messages direct from Excel, including the ability to auto-generate messages from column based merge-fields.

**NB** For a step-by-step guide to importing data, please consult the JANET txt User Guide version 1.24 located in the downloads section of the JANET txt microsite.

**Can I integrate JANET txt service with our MIS systems?**

PageOne API's already support millions of messages per month. JANET txt offers a range of API's to facilitate the integration of different internal systems and databases to the JANET txt service from simple 1-way sending using https post (AJAX) to full 2-way messaging and management using our secure SOAP/XML API. PageOne are able to provide API specification, sample code and developer toolkits for a variety of environments.

**Can I just send to mobile phones?**

No, the JANET txt services supports messaging to UK landline phones, email and UK pager networks.

**Does JANET txt support international delivery?**

Yes, JANET txt supports text messaging to over 450 mobile networks worldwide and also supports multi-lingual messaging (subject to network and handset limitations). Note that messages sent using extended character sets will result in less than 160 characters per message.

**Do I get charged for 2-way inbound messages?**

No, PageOne do not charge for 2-way inbound reply messages – you are charged only for outbound messages. The sender is charged as per their own mobile airtime agreement.

**How do I know my message has been sent?**

When you send a message you receive an immediate on-screen notification that the message is valid and has been accepted by PageOne for transmission to the mobile networks. Your Outbox provides an on-screen indicator of whether your message has been successfully delivered to the mobile handset.

**Can I send a single message to groups of recipients?**

Sending to small or large groups of people is a key element of JANET txt. Simply import a recipient list by pasting or importing a CSV file, select multiple recipients from your address book or search for recipients using a keyword or tag. Messages can be sent to any combination of mobile (SMS), landline, email or pager.

**How can I create groups?**

Broadcast groups are a value added feature of JANET txt. To set-up a group users must contact a member of PageOne customer services team. This can be done by emailing a representative at [JANETtxt@pageone.co.uk](mailto:JANETtxt@pageone.co.uk) or by telephone on 0844 822 5100.

PageOne are currently working a Self Provisioning tool, which will allow users to set-up their own groups. Look out for updates about this on the JANET txt microsite or sign up for future updates using our subscription link.

**I'm interested in using Short Codes and keywords for text campaigns.**

JANET txt includes an optional secure web-based text Campaign Manager service that allow you to create and manage your own inbound, outbound and 2-way interactive text-based campaigns using dedicated and/or shared Short Codes and keywords.

**Can JANET txt be integrated into an existing education System?**

PageOne are currently working with one the UK's leading colleges for Moodle. With the aim of integrating the JANET txt messaging service into the Moodle Virtual Learning environment (VLE).

PageOne Moodle will allow users to send messages to any existing contact groups. This will prove to be particularly useful when, for example, you wish to contact all students that attend a specific module.

Look out for updates about this on the JANET txt microsite or sign up for future updates using our subscription link.

**What if I need further information?**

PageOne's JANET txt team is on hand to answer your queries. Further information is available at [www.PageOneJanettxt.com](http://www.PageOneJanettxt.com) or feel free to email us at [JANETtxt@pageone.co.uk](mailto:JANETtxt@pageone.co.uk) or telephone us on 0844 822 5100.