

SMS / Text Block Troubleshooting & T-Mobile Guidance

This document provides steps to troubleshoot blocked SMS text messages, particularly for clients using T-Mobile.

Steps to Retry Sending Text

1. **Navigate to your [PetDesk Two-Way Texting Inbox](#)**
2. **Mark client's phone number as valid ([follow these instructions](#))**
3. **Test texting your client:**
 - Ideally, the client is present to confirm receipt
 - If not present, request a confirmation of delivery
4. **If message is not received:**
 - Ask for the client's mobile provider. If the provider is **T-Mobile**, follow the guidance below.

Why Blocks Happen (T-Mobile Specific)

- Since 2023, business SMS sent via vendors like Twilio must be registered under **A2P 10DLC** for compliance
 - This lowers spam flagged by carriers like Verizon, AT&T, and T-Mobile
- **T-Mobile lets users block business messages** at the carrier level
- This block applies to **any business** (e.g., dental, veterinary, mechanic) and **cannot be removed by PetDesk or Twilio**

What this means:

If a T-Mobile client isn't receiving texts, their phone settings or account may be blocking ALL business SMS, including texts from your practice.

How T-Mobile Clients Fix It

1. **The T-Mobile account holder must contact T-Mobile Support** using either of these options:
 - Call **611** from their **T-Mobile phone**
 - Or call **1-800-937-8997** from any phone
 2. Ask to **remove the "Shortcode Blocklist"** from their account
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PetDesk Best Practices for T-Mobile Clients

- **Avoid mass-emailing** clients about this issue to prevent confusion and unnecessary calls
- When a T-Mobile issue is identified:
 - Provide a **verbal explanation** if the client is in person or on the phone
 - Send an **individual email or in-app message** using this template:

Hi [Client Name],

We noticed that T-Mobile offers a feature that can block texts from businesses, which includes helpful appointment reminders, updates, and verification codes.

If you're not receiving messages from [Hospital Name], it's possible this setting is turned on. To resolve this issue, we recommend contacting T-Mobile and requesting that they disable the **"Shortcode Blocklist"** for your number.

You can easily call **611** from your T-Mobile device or **1-800-937-8997** from another phone.

Thanks for your understanding!