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Tracking each transactional SMS: the message id, masked numbers, statuses and charged

WhatsApp & APIs

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Tracking each transactional SMS: the message id, masked numbers, statuses and charged

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The short answer: every send through the API returns an `id`. Store it with the event that triggered the SMS (the order, the payment, the booking) and you will always be able to answer «was the customer told?». With that `id`, `GET /v1/sms/messages/{id}` gives the **status**, the parts, the credits and whether they have been taken yet (`charged`).

A send answer, field by field

Field	What it tells you
`id`	The SMS identifier. This is what you keep in your system.
`status`	The current status (see the next table).
`to`	The number, masked: `25884****567`.
`sender`	The sender used: NETMSG or your Sender ID.
`parts` and `encoding`	How many parts it went out in, and with which alphabet.
`credits` and `charged`	How many credits it costs, and whether they have left the balance.
`error`	When it fails, the reason, such as `delivery_failed`.
`scheduled_for`, `created_at`, `sent_at`	The scheduled time (if any), when it was requested and when it went out.

The statuses

Status	What it means
`scheduled`	Scheduled for later with `send_at`. It can still be cancelled.
`queued`	In the queue, waiting its turn. See **why an answer says queued**.
`sending`	Going out right now.
`sent`	Handed to the mobile operator. It does not mean it has been read.
`failed`	It did not go out. The reason is in `error`.
`cancelled`	Cancelled before it went out.
`simulated`	Requested with a Sandbox key: nothing was sent, nothing was charged.

Why the number is masked

The full number is left out of answers so it does not spread through your system's logs and whoever reads them. So **do not look SMS up by number**: link each SMS to your customer through the `id` you stored when sending. The `GET /v1/sms/messages` list takes status, date and number filters, and also returns masked numbers.

Ask, or be told

Your system can learn how each SMS ended in two ways: **ask** with `GET /v1/sms/messages/{id}` now and then, or **register a webhook** and get a signed notice when each SMS is sent or fails. For a few texts, asking is enough; for many, the webhook saves requests. The trade-off is explained in **delivery reports**.

> **Simulated messages can only be seen with the key that created them**
> , and the list leaves out the account's own notices, verification codes and simulated messages. If a message has «vanished», check which key sent it.

RECOMMENDED

Want to know, every time, that the customer was told? See Transactional SMS.

See Transactional SMS →

SEE ALSO

- **SMS API errors and message statuses: what each one means and what to do** →

- Why an SMS answer says queued: the sending queue, batches and what to tell your customer
- SMS delivery reports (DLR): how your application knows whether a message arrived
- SMS history and scheduling: statuses, filters and what happens when a message fails
- SMS statistics and reports through the API: totals by status, credits spent and days
- A reusable send-SMS function in PHP, Python or Node.js, with timeouts and error handling

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TAX ID (NIF)	500 260 5724
COMMERCIAL REGISTRATION NO.	26464-25/250724
REGISTERED OFFICE	Rua Direita do Patriota, Bairro Dangereux Belas, Luanda, Angola
CONTACT	info@interweb.ao · +244 942 011 191 · www.interweb.ao
OPENING HOURS	Monday to Friday - 08 AM to 04 PM Saturday & Sunday - Closed

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