



# email-to-Text (SMS text message)

160 characters (or less)

- 1 **GET PHONE #** – Ask customer if number they provided is a mobile # or ask for their mobile #
- 2 **IDENTIFY CARRIER** – Ask customer for name of carrier for their mobile #
- 3 **CONVERT** – Find carrier on list below, add suffix to ending of mobile # and use as new email address to text customer. Example: **9165551212@mymetropcs.com**

## Notes:

- Shorten your email signature. Each character counts against the 160 character limit. ie. Dwayne, SETA.
- Don't repeat subject line info in message body. Subject line characters count against 160 character limit.
- When replying to customer's reply, delete as much of the previous message characters as possible because they count against your 160 character limit.

## CARRIER

## SUFFIX

American Messaging .....	@amsmsg.net
*Assurance (subs. of Sprint Nextel) .....	@vmobl.com
<b>AT&amp;T</b> .....	<b>@txt.att.net</b>
Boost .....	@myboostmobile.com
*Budget Mobile	
Cingular .....	@cingularme.com
Clartalk .....	@sms.clartalk.us
Cricket .....	@mms.mycricket.com
*Life Wireless	
<b>Metro</b> .....	<b>@mymetropcs.com</b> (or use T-Mobile)
NeT10 .....	@mmst5.tracfone.com
Nextel .....	@messaging.nextel.com
*ReachOut Wireless	
SafeLink .....	@mmst5.tracfone.com
Simple Mobile .....	@omnipoint.com
<b>Sprint</b> .....	<b>@messaging.sprintpcs.com</b>
StraightTalk .....	@mmst5.tracfone.com
<b>T-Mobile</b> .....	<b>@tmomail.net</b> (or use Metro) or <i>iwirelesshometext.com</i>
*Tag Mobile	
Tracfone .....	@mmst5.tracfone.com
<b>Verizon</b> .....	<b>@vtext.com</b>
Virgin Mobile .....	@vmobl.com

## \*"Obama/Government Phone" provider (Lifeline assistance program)

**Note: Be sure to ask client's permission before texting because they may incur a charge.**

If you need assistance or have questions, feel free to contact [dwayne.brown@seta.net](mailto:dwayne.brown@seta.net)