

# SPIDER NETWORK

[www.spidertext.com](http://www.spidertext.com)

## SUBSCRIBER'S GUIDE

**As a Subscriber, please be aware of the following important reminders:**

### **IMPORTANT !!**

- 1.) The Spider Network is not part of a telecom or cellphone provider. The Spider Network is a separate service being provided to help reduce the cost of sending text messages between the Philippines and the U.S.
- 2.) The Spider Network and its people respect the privacy of communications between two parties; hence, the content of the message(s) sent and received across its network is/are not displayed or known to anyone. Only the Caller ID, Date and Time stamp, and the destination is known to Spider administrators.

Furthermore, as a subscriber, please note the following features:

- 1.) Every message sent/received through the Spider Network is charged at 5 cents (\$0.05).
- 2.) The subscriber is charged the 5 cents (\$0.05), not the contact.
- 3.) Only contacts that have been added by the subscriber can send/reply through the Spider. Messages sent from cellphone numbers not added by the subscriber will be received by the Spider Network but will be dropped. It will not reach the other side of the Spider Network, hence will not charge any. This is done to protect you, our valued customers, from unwanted text messages or SPAM.
- 4.) A text message longer than 160 characters is divided into several messages as follows;

First text message (160 chars) = 160 – length of nickname

Second, and succeeding text message (142 chars) = 142 – length of nickname

So, it is possible to get charged more than 5 cents if the message sent is more than 160 characters.

**If you have questions please call / text us: +12019202877 or +15513584708**

**You can email us: [support@spidertext.com](mailto:support@spidertext.com)**

## HOW TO ADD A CONTACT:

Once you have subscribed, the next step is to add your contacts. Remember that your contacts are the only people who can send and receive message to/from you through the Spider Network. They are the only ones who can enjoy local rates and reduce their cost communicating to you. Please make sure you spell the receiver's name as it is spelled in your contacts list, otherwise, the message will not reach the other side. Also, make sure to remind your contacts to spell YOUR nickname correctly when they send you a message.

There are 3 methods of adding a contact.

- 1.) Through our website when you add your Spider Load to the shopping cart.
- 2.) Through the cellphone; or
- 3.) During the registration process when you initially provide the needed information in the Registration Sheet. The dealer will add your initial contacts for you.

To add a contact through your cellphone, type the text in your cellphone like in the following example:

**ADDCONTACT PAPA +639171234567**



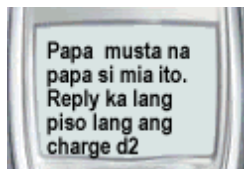
And send to the spidertext number.

Do the same for the rest of your contacts. If you commit a mistake just resend the same with the correction. A confirmation message will be received for every successful addition of a contact.

## HOW TO SEND A MESSAGE TO YOUR CONTACT:

To send a message, the very first word of the message should be the contact name followed by the message body. After typing the message, send it to the spidertext number.

**Papa musta na papa si mia ito. Reply ka lang piso lang ang charge d2**



The above message will be received as follows;

**musta na papa si mia ito. Reply ka lang piso lang ang charge d2 –Mia**

## HOW TO REPLY A MESSAGE:

To reply to a message received, simply "reply" to the message and send to the spidertext number that appears as sender in the last message.

If however, the contact has been added as another contact by another subscriber. The contact should reply with the text proceeded by the subscriber nickname.

Example:

**mama** is a subscriber and has **papa +639171234567** as a contact

**Jr** is a subscriber and has **daddy +639171234567** also as a contact.

So if papa replies or send a text to mia, his text will be:

**Mia Hello Mia. I'm doing fine here. How is mama?**



After the message is typed completely, send it to the spidertext number.

The above message will be received as follows;

**Hello Mia. I'm doing fine here. How is mama? -Papa**

## HOW TO GET A LIST OF MY ADDED CONTACTS:

Lowercase or uppercase doesn't matter as long as the spelling is correct. However, if you forget the particular spelling of your contact as to how you abbreviated the nickname, use the **MYCONTACTS** text command and send to the spidertext number.

**MYCONTACTS**

A message will be received with all the list of contacts you have added. This may come in several messages depending on how many contacts you have added.

## HOW CAN I CHECK MY LOAD BALANCE:

From your subscribed cellphone, use **MYBALANCE** text command and send to the spidertext number to receive a message of your load balance.

**MYBALANCE**

If your balance is less than \$5.00, everytime you receive a text message the actual amount appears in parenthesis at the end of the message.

# HOW TO ASK HELP:

From your subscribed cellphone, use **MYHELP** text command and send to the spidertext number to ask help from your dealer or from any of the Spider's technical support.

## MYHELP



**Note:** The spidertext number will be sent to you when you buy your first load by your dealer or through our website. The spidertext number is where you send / receive your messages so please save this number to your phonebook as **spidertext**.



**Tip:** Add **AAA** in front of **spidertext** so it will be the first in your phonebook and easy to access.