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Properties

DEBUG EVENT SID	N0c53b584fcd9b095ab13ed521987ba4db	RESOURCE SID	SM1f4d5f9b1cffe372deabe6594f0fc4e
SERVICE SID		TIMESTAMP	2019-04-16 20:24:49 UTC

Error - 30003

Message Delivery - Unreachable destination handset

Possible Causes

- The destination handset you are trying to reach is switched off or otherwise unavailable.
- The device you are trying to reach does not have sufficient signal
- The device cannot receive SMS (for example, the phone number belongs to a landline)
- There is an issue with the mobile carrier

Possible Solutions

The first step to troubleshooting this issue is to attempt to replicate the problems. Attempt to send another test message to this user via a REST API request, or through the API Explorer in the [Twilio Console](#).

If you see similar results, continue troubleshooting with the following checklist:

- Is the destination device powered on?
- Does the device have sufficient signal? If not power the device off, wait 30 seconds, and then power it back up.
- Is the device connected to the home carrier's network? We cannot guarantee message delivery on devices roaming off-network.
- Can the device receive non-Twilio SMS?
- Can the device receive messages from another Twilio number (non-Alphanumeric Sender ID), or with a shorter one-segment (non-concatenated) body?
- Can other devices using the same mobile carrier receive your messages?

If you can rule out all of the above issues, continue troubleshooting below.

Messages sent from short codes