

Guide on filling up LOA towards the Philippines

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Requirements towards the Philippines

For Direct clients (*Owner of SID directly connected to 8x8*)

1. [m360 LOA Template for Access Code & Sender ID \(end client to 8x8\)](#)
2. [LOA - Smart \(Direct\) Ver2 \(end client to 8x8\)](#)
3. [No Objection Certificate \(end client to 8x8\)](#)

For Non-Direct clients: (*Owner of SID is not directly connected to 8x8*)

1. m360 LOA Template for Access Code & Sender ID ****Chained LOA is required****
 - [m360 LOA Template for Access Code & Sender ID \(End-client to Aggregator/Authorized Agent\)](#)
 - [m360 LOA Template for Access Code & Sender ID \(Aggregator to 8x8\)](#)
- OR**
- [m360 LOA Template for Access Code & Sender ID \(End-client to Aggregator/Authorized Agent\)](#)
 - [m360 LOA Template for Access Code & Sender ID \(Authorised Agent to 8x8\)](#)
2. [LOA - Smart \(Non-Direct\) Ver2](#)
 3. [No Objection Certificate \(end client to 8x8\)](#)

Note:

1. All documents provided should be in **PDF format**
2. Sender ID is case sensitive; hence the Sender ID must be the same throughout the letters (e.g., if Sender ID is ABCDE, it should be ABCDE for all and not Abcde)
3. **Do not change any content in the template**

Additional Requirements for BFSI Company / Government Agencies (Globe):

- Business Registration **OR** Articles of Incorporation
- Business Permit
- Specific regulatory agency licenses (*example: Banks require BSP licenses*)
- **Only if Sender ID to be registered has no clear relevance to business:**
 1. Intellectual Property Rights to the Brand Name **OR**
 2. Secretary's Certificate specifying the proof of Sender ID relevance to the business.

Direct Client

DO NOT COPY

Direct Client

m360 LOA Template for Access Code & Sender ID *(end client to 8x8)* (Page 1)

Guide

- A. Provide end-client’s Company letterhead
- B. Fill in end-client’s Company name and Company Address
- C. Fill in current date
- D. Fill in end-client’s Company name and short name of Company of end client
- E. Fill in short name of company
- F. Fill in the following:
 - **Sender ID** (Alphanumeric only, minimum 3 and maximum 11 characters including spacing)
 - **Purpose** (Provide the relevant traffic type: OTP / Notification / Marketing)
 - **Validity period (Maximum one year, end-date must be minus one day from start date and must be in MM/DD/YY format)**
e.g. MM/DD/YY ; 01/02/23 to 01/01/24
 - **Message template** (Provide the relevant content based on traffic type. Full URL is required if there is any)

<INSERT LETTERHEAD OF THE CLIENT> → A

Company Name of Client
 Address
 Address → B

Letter of Authorization

Date → C

This is to confirm that sufficient authority has been given to 8x8 Philippines Inc (8x8) (“Aggregator”), its affiliates, partners, agents, and authorized representatives (collectively “8x8”), to act as a messaging provider and deliver Application to Peer (A2P) SMS on behalf of **Company Name of Client (Short Name of Company)** (“Company”) using the Sender IDs and/or Access Codes (ACs), and within the respective time frames indicated below. → D

Company represents and warrants, and 8x8 acknowledges, that the SID/s and/or ACs below and any and all title, rights, and interest thereto are owned by **Short Name of Client’s Company** and that no other person or entity has the right to use or cause the distribution thereof as SIDs. → E

Accordingly, Company, shall hold 8x8, m360, Globe Telecom, Inc., Smart Communications Inc., its directors, stockholders, officers, employees, and agents, free, harmless, and indemnified against any and all claims, suits, proceedings, actions, and other demands of third parties claiming the title, ownership or any other interest with respect to the use of the Sender IDs and/r AC/s below as masked name, trade name, trademark, domain name, or any name/designation, forwarded to the recipients.

Sender ID/Access Code	Purpose	Validity Period (1 year only)		Message Template (Required)
		From	To	
1. Ex. Globe	OTP	MM/DD/YY	MM/DD/YY	
2. Ex. 22565xxxx	2-way messaging	MM/DD/YY	MM/DD/YY	
3.				
4.				
5.				

Notes: → F

- Add rows to list more Sender IDs/Access Codes
- Access Codes are to be used for 2-way messaging and surveys only
- Access Codes are not to be used for any broadcast, promotional messages and OTPs

m360 LOA Template for Access Code & Sender ID *(end client to 8x8)* (Page 2)

- G. Provide end-client’s Company letterhead
- H. Fill in end-client’s Company name
- I. Signature of Authorized Signatory here
- J. Fill in Authorized Signatory’s name, designation and Company name

DRAFT

<INSERT LETTERHEAD OF THE CLIENT>
 → G

- Message template for the Sender IDs/Access Code is REQUIRED
- Messages that do not follow the Message Template will be blocked
- A maximum of eleven (11) alphanumeric characters is allowed per SID.
- Both uppercase and lowercase are allowed.
- The allowed special characters are period(.), dash(-), underscore(_), space only.
- Each special character is equivalent to one (1) character.
- SIDs will be case-specific and subject to permutations.**
- SID must be linked to the company name/brand/identity to identify the SMS sender easily.
- Use of common nouns as SIDs will not be allowed.
- SIDs must not be that of any other company or competitor.
- SIDs must not be derogatory.
- One (1) message part is 160 characters. Messages with more than 160 characters will be counted per 153 characters per message part.

Undersigned representative of Company Name of Client warrants that they are duly authorized to sign this Letter of Authorization on its behalf.

↓
H

<p>Submitted By:</p> <div style="border: 1px solid red; height: 40px; margin-bottom: 10px;"></div> <div style="border: 1px solid red; padding: 5px;"> <p style="background-color: yellow; margin: 0;">Name of Client’s Authorized Signatory</p> <p style="background-color: yellow; margin: 0;">Designation</p> <p style="background-color: yellow; margin: 0;">Company Name of Client</p> </div>	<p>On behalf of:</p> <div style="border: 1px solid red; height: 40px; margin-bottom: 10px;"></div> <hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> <p>Oscar Lee Vice President of Carrier Relations 8x8 Philippines Inc</p>
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LOA - Smart (Direct) Ver2 (end client to 8x8) (Page 1)

Guide

- A. Provide end-client’s Company letterhead
- B. Fill in current date
- C. Fill in end-client’s Company name
- D. Fill in the following:
 - **Sender ID** (Alphanumeric only, minimum 3 and maximum 11 characters including spacing)
 - **Purpose** (Provide the relevant traffic type: OTP / Notification / Marketing)
 - **Validity period** (Maximum one year, end-date must be **minus one day** from start date and must be in **MM/DD/YY** format)
e.g. **MM/DD/YY** ; 01/02/23 to 01/01/24

Letter Head shall be the letter head of the brand → A

Letter of Authorization

Date → B

This is to certify that **8x8 Philippines Inc** is authorized to use the Sender IDs (“SIDs”) specified below within the indicated time frame to send A2P SMS on behalf of our company, (Full Name of Company), (the “Company”) → C

The **Company** represents and warrants that the SIDs specified below represent the name/brand/identity of the Company and that no other person or entity has the right to use or cause the distribution of these SIDs.

Accordingly, the Company hereby undertakes that it shall indemnify and hold Smart Communications Inc. (“SMART”), its directors, stockholders, officers, employees and agents from any and all claims, suits, proceedings, actions, and other demands of third parties for violation of intellectual property rights or any other cause of action arising from the use of the SIDs and/or messages sent to subscribers using the SIDs.

	Sender ID	Purpose of SMS	Validity Period (1 year only)	
			Start Date	End Date
	MM/DD/YY	MM/DD/YY	MM/DD/YY	MM/DD/YY
1.	8x8PHIL	NOTIFICATIONS	01/01/23	01/01/24
2.				
3.				

→ D

Notes:

- Purpose of SMS: OTP | NOTIFICATIONS | MARKETING | INTERNAL COMPANY USE | ALL
- Maximum of eleven (11) alphanumeric characters only per SID.
- Spaces are allowed. One space is equivalent to one (1) character.
- Big or small caps are allowed.
- Underscore, period, dash, question mark and exclamation points can be used, but this is highly discouraged as it may not reflect depending on the device of the user. We highly recommend clients to limit their SIDs to ASCII letters, 0-9 digits and spaces.
- SIDs should truly represent your Company Name/Brand/Identity to easily identify the SMS sender.
- Use of common nouns/generic names and words as SIDs will not be allowed.
- SIDs must not be that of any other company or competitor.
- SIDs must not be derogatory.
- Revoking of SID will be at the advice of the direct client in writing.

LOA - Smart (Direct) Ver2 (end client to 8x8) (Page 2)

- E. Fill in end-client’s full name / authorized person’s full name
- F. Fill in end-client’s email address / authorized person’s email address
- G. Signature of Authorized Signatory here
- H. Fill in Authorized Signatory’s name, designation, Company name and email address.

DRAFT

In compliance with the Data Privacy Act (DPA) of 2012, and its Implementing Rules and Regulations (IRR) effective since September 8, 2016, I allow SMART to conduct activities relative to the A2P Messaging Service availed. As such, I agree and authorize SMART to:

1. Use the declared information below to proceed with the verification process that will prove the legitimacy of this document
2. Retain my information for a period of 5 years from the date of termination of the service, or at such time that I submit to SMART a written cancellation of this consent, whichever is earlier. I agree that my information will be deleted/destroyed after this period.
3. Retain my information in the Sender ID and Letter of Authorization Centralized Database shared only within SMART organization.
4. Share my information to affiliates and necessary third parties for any legitimate business purpose including investigation during a reported fraud case or similar event.

Due to the cases of false LOA submission, SMART is collecting the information below which will be used during the LOA Verification process to validate authenticity of the document. Please fill out accordingly the section below and DO NOT SKIP.

<p>Name: <input style="width: 90%;" type="text"/></p>	
<p>Contact Channel:</p> <p>Company/Business Email</p> <p><small>Note: An email will be sent to the declared contact information and a reply will be required following the instruction on the email.</small></p>	<p>Email: <input style="width: 80%;" type="text" value="Insert email address"/></p>

I hereby warrant that I am duly authorized to declare the above-mentioned information and to sign this Letter of Authorization by the Company on its behalf.

<p>Submitted By:</p> <div style="border: 1px solid black; height: 20px; width: 95%; margin-bottom: 5px;"></div> <p>Name of Company's Authorized Signatory</p> <p>Designation</p> <p>Company Name</p> <p>Email</p>	<p>Noted by:</p> <p>_____ Oscar Lee VP of Carrier Relations 8x8 Philippines Inc</p>
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No Objection Certificate (end client to 8x8)

Guide

- A. Provide end-client's Company letterhead
- B. Fill in current date
- C. Fill in end-client's Company name and Company Address
- D. Fill in end-client's Company name
- E. Fill in the following:
 - **Sender ID** (Alphanumeric only, minimum 3 and maximum 11 characters including spacing)
 - **Purpose** (Provide the relevant traffic type: OTP / Notifications / Marketing)
 - **Validity period (Maximum one year, end-date must be minus one day from start date and must be in MM/DD/YY format)**
e.g. **MM/DD/YY ; 01/02/23 to 01/01/24**
- F. Fill in Authorized Signatory's name, designation, Company name. Signature of Authorized Signatory and company stamp here. *(Note: If there is no company stamp, a valid DocuSign is acceptable)*

COMPANY LETTERHEAD → A

DATE → B

COMPANY NAME
COMPANY ADDRESS → C

TO WHOM IT MAY CONCERN

D
↑

This is to confirm that we, BRAND/COMPANY NAME do not have any objection to register a sender I.D. with SMART COMMUNICATIONS.

We Pledge not to send any spam or fake messages and we take full responsibility for any messages will be sent from these sender ids

By signing this form, we confirm that all SMS will only be sent to eligible customers who have consented (in a form that is recorded and physically presentable) to receive SMS communication.

We undertake to comply with all applicable laws detailed under our agreement (including, but not limited to, as they relate to fraud and SPAM) and indemnify SMART COMMUNICATIONS against any action, claim, fine or loss whatsoever incurred because of a breach of law or regulation.

Sender ID	Purpose of SMS Blast	Validity Period (1 Year)	
		From	To
1. Ex: SenderID	Client Notifications	MM/DD/YY	MM/DD/YY
2.			
3.			

→ E

We hereby authorize **8x8 Philippines, Inc.** to register above SIDs on our behalf.

Thanking you,

Signature
Name of Signing Officer → F
Title
Company Stamp

Non-Direct Client

DO NOT COPY

Non-Direct Client

m360 LOA Template for Access Code & Sender ID (End-client to Aggregator/Authorized Agent) (Page 1)

Guide

- A. Provide **end client's** Company letterhead
- B. Fill in **end client's** Company name and Company Address
- C. Fill in current date
- D. Fill in **Aggregator/Authorized Agent's** Company name and Short name of **Aggregator/Authorized Agent**
- E. Fill in **end client's** Company name and Short name of **end client**
- F. Fill in Short name of **Aggregator/Authorized Agent**
- G. Fill in Short name of **end client**
- H. Fill in the following:
 - **Sender ID** (Alphanumeric only, minimum 3 and maximum 11 characters including spacing)
 - **Purpose** (Provide the relevant traffic type: OTP / Notification / Marketing)
 - **Validity period (Maximum one year, end-date must be minus one day from start date and must be in MM/DD/YY format)**
e.g. MM/DD/YY ; 01/02/23 to 01/01/24
 - **Message template** (Provide the relevant content based on traffic type. Full URL is required if there is any)

<INSERT LETTERHEAD OF THE CLIENT> → A

Company Name of Client
 Address
 Address → B

Letter of Authorization

Date → C

Company Name of Aggregator (Short Name of Aggregator) ("Aggregator"), its affiliates, partners, agents, and authorized representatives, to act as a messaging provider and deliver Application to Peer (A2P) SMS on behalf of Company Name of Client (Short Name of Client) ("Company") using the Sender IDs and/or Access Codes (ACs), and within the respective time frames indicated below. → E

Company represents and warrants, and Short Name of Aggregator acknowledges, that the SID/s and/or ACs below and any and all title, rights, and interest thereto are owned by Short Name of Client and that no other person or entity has the right to use or cause the distribution thereof as SID/s. → G

Accordingly, Company, shall hold Short Name of Aggregator m360, Globe Telecom, Inc., Smart Communications Inc., its directors, stockholders, officers, employees, and agents, free, harmless, and indemnified against any and all claims, suits, proceedings, actions, and other demands of third parties claiming the title, ownership or any other interest with respect to the use of the Sender IDs and/r AC/s below as masked name, trade name, trademark, domain name, or any name/designation, forwarded to the recipients. → F

Sender ID/Access Code	Purpose	Validity Period (1 year only)		Message Template (Required)
		From	To	
1. Ex. Globe	OTP	MM/DD/YY	MM/DD/YY	→ H
2. Ex. 22565xxxx	2-way messaging	MM/DD/YY	MM/DD/YY	
3.				
4.				
5.				

Notes:

- Add rows to list more Sender IDs/Access Codes
- Access Codes are to be used for 2-way messaging and surveys only
- Access Codes are not to be used for any broadcast, promotional messages and OTPs
- Message template for the Sender IDs/Access Code is REQUIRED

m360 LOA Template for Access Code & Sender ID (End-client to Aggregator/Authorized Agent) (Page 2)

Guide

- I. Provide end client's Company letterhead
- J. Fill in end client's Company name
- K. Signature of end-client's Authorized Signatory here
- L. Fill in end-client's Authorized Signatory's name, designation and Company name
- M. Signature of Aggregator/Authorized Agent's Authorized Signatory here
- N. Fill in Aggregator/Authorized Agent's Authorized Signatory's name, designation and Company name

<INSERT LETTERHEAD OF THE CLIENT>

- Messages that do not follow the Message Template will be blocked
- A maximum of eleven (11) alphanumeric characters is allowed per SID.
- Both uppercase and lowercase are allowed.
- The allowed special characters are period(.), dash(-), underscore(_), space only.
- Each special character is equivalent to one (1) character.
- SIDs will be case-specific and subject to permutations.
- SID must be linked to the company name/brand/identity to identify the SMS sender easily.
- Use of common nouns as SIDs will not be allowed.
- SIDs must not be that of any other company or competitor.
- SIDs must not be derogatory.
- One (1) message part is 160 characters. Messages with more than 160 characters will be counted per 153 characters per message part.

Undersigned representative of Company Name of Client warrants that they are duly authorized to sign this Letter of Authorization on its behalf.

Submitted By:

Name of Client's Authorized Signatory

Designation

Company Name of Client

On behalf of:

Name of Aggregator's Authorized Signatory

Designation

Company Name of Aggregator

m360 LOA Template for Access Code & Sender ID (*Aggregator to 8x8*) (Page 1)

Guide

- A. Provide **Aggregator's** Company letterhead
- B. Fill in **Aggregator's** Company name and Company Address
- C. Fill in current date
- D. Fill in **Aggregator's** Company name and Short name of **Aggregator's**
- E. Fill in Short name of **Aggregator**
- F. Fill in the following:
 - **Sender ID** (Alphanumeric only, minimum 3 and maximum 11 characters including spacing)
 - **Purpose** (Provide the relevant traffic type: OTP / Notification / Marketing)
 - **Validity period** (Maximum one year, end-date must be **minus one day** from start date and must be in **MM/DD/YY** format)
e.g. **MM/DD/YY** ; 01/02/23 to 01/01/24
 - **Message template** (Provide the relevant content based on traffic type. Full URL is required if there is any)

<INSERT LETTERHEAD OF THE CLIENT> → **A**

Company Name of Aggregator
 Address
 Address → **B**

Letter of Authorization

Date → **C**

This is to confirm that sufficient authority has been given to **8x8 Philippines Inc (8x8)** ("Aggregator"), its affiliates, partners, agents, and authorized representatives (collectively "**8x8**") to act as a messaging provider and deliver Application to Peer (A2P) SMS on behalf of **Company Name of Aggregator (Short Name of Aggregator)** ("Company") using the Sender IDs and/or Access Codes (ACs), and within the respective time frames indicated below. → **D**

Company represents and warrants, and **8x8** acknowledges, that the SID/s and/or ACs below and any and all title, rights, and interest thereto are owned by **Short Name of Aggregator** and that no other person or entity has the right to use or cause the distribution thereof as SIDs. → **E**

Accordingly, Company, shall hold **8x8**, m360, Globe Telecom, Inc., Smart Communications Inc., its directors, stockholders, officers, employees, and agents, free, harmless, and indemnified against any and all claims, suits, proceedings, actions, and other demands of third parties claiming the title, ownership or any other interest with respect to the use of the Sender IDs and/r AC/s below as masked name, trade name, trademark, domain name, or any name/designation, forwarded to the recipients.

Sender ID/Access Code	Purpose	Validity Period (1 year only)		Message Template (Required)
		From	To	
1. Ex. Globe	OTP	MM/DD/YY	MM/DD/YY	
2. Ex. 22565xxxx	2-way messaging	MM/DD/YY	MM/DD/YY	
3.				
4.				
5.				

→ **F**

Notes:

- Add rows to list more Sender IDs/Access Codes
- Access Codes are to be used for 2-way messaging and surveys only
- Access Codes are not to be used for any broadcast, promotional messages and OTPs
- Message template for the Sender IDs/Access Code is REQUIRED

m360 LOA Template for Access Code & Sender ID (Aggregator to 8x8) (Page 2)

- G. Provide **Aggregator's** Company letterhead
- H. Fill in **Aggregator's** Company name
- I. Signature of **Aggregator's** Authorized Signatory here
- J. Fill in **Aggregator's** Authorized Signatory's name, designation and Company name

DRAFT

<INSERT LETTERHEAD OF THE CLIENT> → **G**

- Messages that do not follow the Message Template will be blocked
- A maximum of eleven (11) alphanumeric characters is allowed per SID.
- Both uppercase and lowercase are allowed.
- The allowed special characters are period(.), dash(-), underscore(_), space only.
- Each special character is equivalent to one (1) character.
- SIDs will be case-specific and subject to permutations.**
- SID must be linked to the company name/brand/identity to identify the SMS sender easily.
- Use of common nouns as SIDs will not be allowed.
- SIDs must not be that of any other company or competitor.
- SIDs must not be derogatory.
- One (1) message part is 160 characters. Messages with more than 160 characters will be counted per 153 characters per message part.

Undersigned representative of Company Name of Aggregator warrants that they are duly authorized to sign this Letter of Authorization on its behalf. **H**

Submitted By:

Name of Aggregators Authorized
 Designation
 Company Name of Aggregator

On behalf of:

Oscar Lee
 Vice President of Carrier Relations
 8x8 Philippines Inc

m360 LOA Template for Access Code & Sender ID (Authorized Agent to 8x8) (Page 1)

Guide

- A. Provide **Authorized Agent's** Company letterhead
- B. Fill in **Authorized Agent's** Company name and Company Address
- C. Fill in current date
- D. Fill in Company name and short name of **Authorized Agent**
- E. Fill in short name of **Authorized Agent**
- F. Fill in the following:
 - **Sender ID** (Alphanumeric only, minimum 3 and maximum 11 characters including spacing)
 - **Purpose** (Provide the relevant traffic type: OTP / Notification / Marketing)
 - **Validity period (Maximum one year, end-date must be minus one day from start date and must be in MM/DD/YY format)**
e.g. MM/DD/YY ; 01/02/23 to 01/01/24
 - **Message template** (Provide the relevant content based on traffic type. Full URL is required if there is any)

<INSERT LETTERHEAD OF THE CLIENT> → A

Company Name of Authorized Agent
 Address
 Address → B

Letter of Authorization

Date → C

This is to confirm that sufficient authority has been given to **8x8 Philippines Inc (8x8)** ("Aggregator"), its affiliates, partners, agents, and authorized representatives (collectively "8x8"), to act as a messaging provider and deliver Application to Peer (A2P) SMS on behalf of **Company Name of Authorized Agent (Short Name of Authorized Agent)** ("Company") using the Sender IDs and/or Access Codes (ACs), and within the respective time frames indicated below. → D

Company represents and warrants, and **8x8** acknowledges, that the SID/s and/or ACs below and any and all title, rights, and interest thereto are owned by **Short Name of Authorized Agent** and that no other person or entity has the right to use or cause the distribution thereof as SIDs. → E

Accordingly, Company, shall hold **8x8**, m360, Globe Telecom, Inc., Smart Communications Inc., its directors, stockholders, officers, employees, and agents, free, harmless, and indemnified against any and all claims, suits, proceedings, actions, and other demands of third parties claiming the title, ownership or any other interest with respect to the use of the Sender IDs and/r AC/s below as masked name, trade name, trademark, domain name, or any name/designation, forwarded to the recipients.

Sender ID/Access Code	Purpose	Validity Period (1 year only)		Message Template (Required)
		From	To	
1. Ex. Globe	OTP	MM/DD/YY	MM/DD/YY	
2. Ex. 22565xxxx	2-way messaging	MM/DD/YY	MM/DD/YY	
3.				
4.				
5.				

→ F

Notes:

- Add rows to list more Sender IDs/Access Codes
- Access Codes are to be used for 2-way messaging and surveys only
- Access Codes are not to be used for any broadcast, promotional messages and OTPs

m360 LOA Template for Access Code & Sender ID (*Authorized Agent to 8x8*) (Page 2)

- G. Provide **Authorized Agent's** Company letterhead
- H. Fill in **Authorized Agent's** Company name
- I. Signature of Authorized Signatory here
- J. Fill in Authorized Signatory's name, signature, designation and Company name of **Authorized Agent**

<INSERT LETTERHEAD OF THE CLIENT> → **G**

- Message template for the Sender IDs/Access Code is REQUIRED
- Messages that do not follow the Message Template will be blocked
- A maximum of eleven (11) alphanumeric characters is allowed per SID.
- Both uppercase and lowercase are allowed.
- The allowed special characters are period(.), dash(-), underscore(_), space only.
- Each special character is equivalent to one (1) character.
- **SIDs will be case-specific and subject to permutations.**
- SID must be linked to the company name/brand/identity to identify the SMS sender easily.
- Use of common nouns as SIDs will not be allowed.
- SIDs must not be that of any other company or competitor.
- SIDs must not be derogatory.
- One (1) message part is 160 characters. Messages with more than 160 characters will be counted per 153 characters per message part.

↓ **H**

Undersigned representative of **Company Name of Authorized Agent** warrants that they are duly authorized to sign this Letter of Authorization on its behalf.

Submitted By: → **I**

On behalf of:

Name of Authorized Agent → **J**
Designation
Company Name of Authorized Agent

Oscar Lee
 Vice President of Carrier Relations
 8x8 Philippines Inc

LOA - Smart (Non-Direct) Ver2 (Page 1)

Guide

- A. Provide **end-client's** Company letterhead
- B. Fill in current date
- C. Fill in Company Name of **Aggregator/Authorized Agent**
- D. Fill in Company Name of **end-client**
- E. Fill in the following:
 - **Sender ID** (Alphanumeric only, minimum 3 and maximum 11 characters including spacing)
 - **Purpose** (Provide the relevant traffic type: OTP / Notification / Marketing)
 - **Validity period (Maximum one year, end-date must be minus one day from start date and must be in MM/DD/YY format)**
e.g. **MM/DD/YY ; 01/02/23 to 01/01/24**

Letter Head shall be the letter head of the brand → A

Letter of Authorization

Date → B

C

This is to certify that **Company Name of Aggregator** and their duly appointed partner (8x8 Philippines Inc) is authorized to use the Sender IDs (SIDs) specified below within the indicated time frame to send A2P SMS on behalf of our company, **(Full Name of Company)** (the "Company"). ← D

The Company represents and warrants that the SIDs specified below represent the name/brand/identity of the Company and that no other person or entity has the right to use or cause the distribution of these SIDs.

Accordingly, the Company hereby undertakes that it shall indemnify and hold Smart Communications Inc. ("SMART"), its directors, stockholders, officers, employees and agents from any and all claims, suits, proceedings, actions, and other demands of third parties for violation of intellectual property rights or any other cause of action arising from the use of the SIDs and/or messages sent to subscribers using the SIDs.

Sender ID	Purpose of SMS	Validity Period (1 year only)	
		Start Date MM/DD/YY	End Date MM/DD/YY
1. Ex: Smart	NOTIFICATIONS	MM/DD/YY	MM/DD/YY
2.			
3.			

→ E

Notes:

- Purpose of SMS: OTP | NOTIFICATIONS | MARKETING | INTERNAL COMPANY USE | ALL
- Maximum of eleven (11) alphanumeric characters only per SID.
- Spaces are allowed. One space is equivalent to one (1) character.
- Big or small caps are allowed.
- Underscore, period, dash, question mark and exclamation points can be used, but this is highly discouraged as it may not reflect depending on the device of the user. We highly recommend clients to limit their SIDs to ASCII letters, 0-9 digits and spaces.
- SIDs should truly represent your Company Name/Brand/Identity to easily identify the SMS sender.
- Use of common nouns/generic names and words as SIDs will not be allowed.
- SIDs must not be that of any other company or competitor.
- SIDs must not be derogatory.
- Revoking of SID will be at the advice of the direct client in writing.

LOA - Smart (Non-Direct) Ver2 (Page 2)

- F. Fill in **end-client's** full name / authorized person's full name
Choose between G and H
- G. Tick the box and fill in **end-client's** Email address / authorized person's email address
- H. Tick the box and fill in **end-client's** contact number / authorized person's contact number
- I. Signature of **end-client's** Authorized Signatory here
- J. Fill in **end-client's** Authorized Signatory's name, designation and Company name
- K. Signature of **Aggregator/Authorized Agent's** Authorized Signatory here
- L. Fill in **Aggregator/Authorized Agent's** Authorized Signatory's name, designation and Company name

In compliance with the Data Privacy Act (DPA) of 2012, and its Implementing Rules and Regulations (IRR) effective since September 8, 2016, I allow SMART to conduct activities relative to the A2P Messaging Service availed. As such, I agree and authorize SMART to:

1. Use the declared information below to proceed with the verification process that will prove the legitimacy of this document
2. Retain my information for a period of xx years from the date of termination of the service, or at such time that I submit to SMART a written cancellation of this consent, whichever is earlier. I agree that my information will be deleted/destroyed after this period.
3. Retain my information in the Sender ID and Letter of Authorization Centralized Database shared only within SMART organization.
4. Share my information to affiliates and necessary third parties for any legitimate business purpose including investigation during a reported fraud case or similar event.

Due to the cases of false LOA submission, SMART is collecting the information below which will be used during the LOA Verification process to validate authenticity of the document. Please fill out accordingly the section below and DO NOT SKIP.

F	Name:		
G	Preferred Contact Channel:	If email: <input type="text" value="Insert email address"/>	→ G
	<input type="checkbox"/> Email	If call: <input type="text" value="Insert contact number"/>	
H	<input type="checkbox"/> Call		
	Preferred time for a call:		

Note: An email will be sent to the declared information and a reply will be required following the instruction on the email. Until such time that the confirmation reply is provided will the onboarding team proceed on the SID Whitelisting process.

I hereby warrant that I am duly authorized to declare the above-mentioned information and to sign this Letter of Authorization by the Company on its behalf.

<p>Submitted By:</p> <div style="border: 1px solid black; height: 20px; width: 100%;"></div> <p style="text-align: center;">I ←</p>	<p>Noted by:</p> <div style="border: 1px solid black; height: 20px; width: 100%;"></div> <p style="text-align: center;">→ K</p>
<div style="border: 1px solid black; padding: 2px;"> <p style="margin: 0;">Name of Company's Authorized Signatory</p> <p style="margin: 0;">Designation</p> <p style="margin: 0;">Company Name</p> </div> <p style="text-align: center;">J ←</p>	<div style="border: 1px solid black; padding: 2px;"> <p style="margin: 0; color: green;">Aggregator's Authorized Signatory</p> <p style="margin: 0; color: green;">Designation</p> <p style="margin: 0; color: green;">Company Name of Aggregator</p> </div> <p style="text-align: center;">→ L</p>

Oscar Lee
VP of Carrier Relations
8x8 Philippines Inc

No Objection Certificate *(end client to 8x8)*

Guide

- A. Provide **end-client's** Company letterhead
- B. Fill in current date
- C. Fill in **end-client's** Company name and Company Address
- D. Fill in Company name of **end-client**
- E. Fill in the following:
 - **Sender ID** (Alphanumeric only, minimum 3 and maximum 11 characters including spacing)
 - **Purpose** (Provide the relevant traffic type: OTP / Notification / Marketing)
 - **Validity period (Maximum one year, end-date must be minus one day from start date and must be in MM/DD/YY format)**
e.g. **MM/DD/YY ; 01/02/23 to 01/01/24**
- F. Fill in **end-client's** Authorized Signatory's name, designation and Company name. Signature of **end-client's** Authorized signatory and company stamp here. *(Note: If there is no company stamp, a valid DocuSign is acceptable)*

COMPANY LETTERHEAD → A

DATE → B

COMPANY NAME
COMPANY ADDRESS → C

D

TO WHOM IT MAY CONCERN

This is to confirm that we, **BRAND/COMPANY NAME** do not have any objection to register a sender I.D. with SMART COMMUNICATIONS.

We Pledge not to send any spam or fake messages and we take full responsibility for any messages will be sent from these sender ids

By signing this form, we confirm that all SMS will only be sent to eligible customers who have consented (in a form that is recorded and physically presentable) to receive SMS communication.

We undertake to comply with all applicable laws detailed under our agreement (including, but not limited to, as they relate to fraud and SPAM) and indemnify SMART COMMUNICATIONS against any action, claim, fine or loss whatsoever incurred because of a breach of law or regulation.

Sender ID	Purpose of SMS Blast	Validity Period (1 Year)	
		From	To
1. Ex: SenderID	Client Notifications	MM/DD/YY	MM/DD/YY
2.			
3.			

→ E

We hereby authorize **8x8 Philippines, Inc.** to register above SIDs on our behalf.

Thanking you,

Signature
Name of Signing Officer → F
Title
Company Stamp