Guide on filling up LOA towards Indonesia (International)

Created on: 15 December 2023

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Requirements towards Indonesia (International)

For Direct clients *(Owner of SID directly connected to 8x8)*
1. FORM SENDER REGISTRATION INTERNATIONAL SENDER ID
2. Client to 8x8 International (Non-Tsel)
3. 8x8 Sender ID Indonesia International (excel sheet)

For Non-Direct clients: *(Owner of SID is not directly connected to 8x8)*
1. FORM SENDER REGISTRATION INTERNATIONAL SENDER ID **Chained form is required**
   - *FORM SENDER REGISTRATION INTERNATIONAL SENDER ID (End-client to Aggregator/Authorized Agent)*
   - *FORM SENDER REGISTRATION INTERNATIONAL SENDER ID (Aggregator/Authorized Agent to 8x8)*
2. Client to 8x8 International (Non-Tsel) **Chained LOA is required**
   - *Client to 8x8 International (Non-Tsel) (End-client to Aggregator/Authorized Agent)*
   - *Client to 8x8 International (Non-Tsel) (Aggregator/Authorized Agent to 8x8)*
3. 8x8 Sender ID Indonesia International (excel sheet)

Note:
1. Only **1 Sender ID** can be registered per company as per telco's policy.
2. Sender ID is case sensitive; hence the Sender ID must be the same throughout the letters (e.g., if Sender ID is LAZADA, it should be LAZADA for all and not Lazada)
3. All documents provided should be in **PDF format except for the excel sheet**
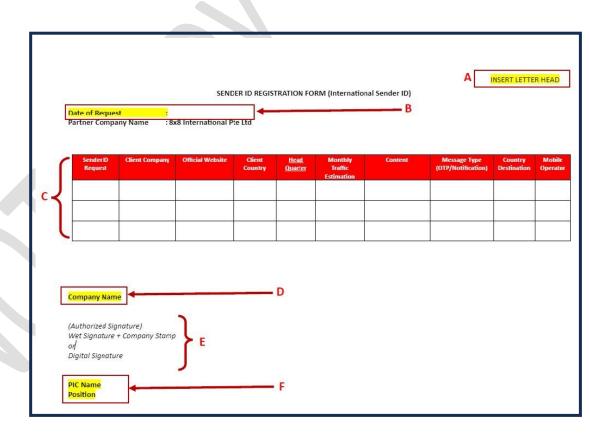4. **Do not change any content in the template**

Direct Client

Direct Client

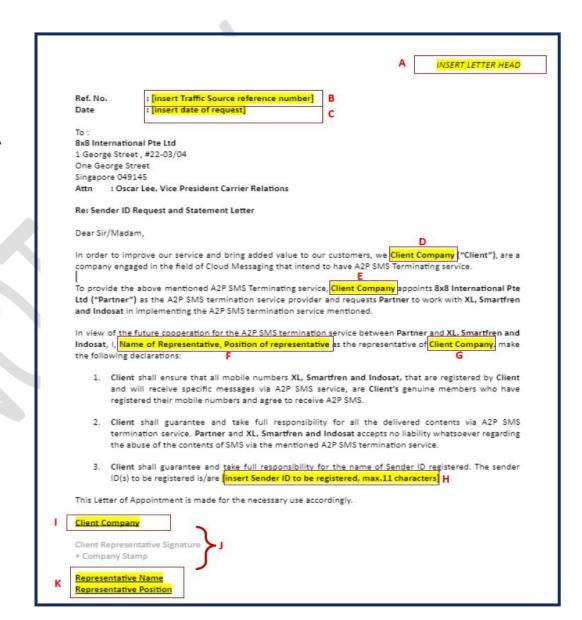**FORM SENDER REGISTRATION INTERNATIONAL SENDER ID**

Guide

A. Provide client's Company letterhead
B. Fill in current date
C. Fill in the following:
- **Sender ID** (Alphanumeric only, minimum 3 and maximum 11 characters including spacing)
- **Client Company** (Client's Company name)
- **Official Website** (Client's Company website)
- **Head Quarter** (Head Quarter location of client's company)
- **Monthly Traffic Estimation** (Estimated message volume per month)
- **Content** (Provide relevant content)
- **Message Type** (Choose OTP or Notification based on the content provided)
- **Country Destination** (Indonesia)
- **Mobile Operator** (Mobile operators to be registered with)

D. Fill in client's company name
E. Wet Signature of Authorized Signatory and Company Stamp here (*Digital Signature is acceptable*)
F. Fill in name of Authorized Signatory and title/designation

Client to 8x8 International (Non-Tsel)

Guide

A. Provide client's Company letterhead

B. Fill in client's reference letter number
   (Reference letter number is a unique identifier that is assigned to a particular document determined by the company)

C. Fill in current date

D. Fill in client's Company name

E. Fill in client's Company name

F. Fill in Authorized Signatory's name and position/designation

G. Fill in client's Company name

H. Fill in **Sender ID** (Alphanumeric only, minimum 3 and maximum 11 characters including spacing)

I. Fill in client's Company name

J. Wet signature of Authorized Signatory and Company Stamp here *(Digital Signature is acceptable)*

K. Fill in Authorized Signatory's name and position/designation *(Same as point **F**)*

8x8 Sender ID Indonesia International (excel sheet)

Fill in the respective field in the excel sheet

- **No** (Numbering for sender ids: 1, 2, 3, …)
- **SenderID** (Alphanumeric only, minimum 3 and maximum 11 characters including spacing)
- **Client Company** (Client's Company Name)
- **Official Website** (Client's website)
- **Client Country** (Country of client's Company)
- **Head Quarter** (Head Quarter location of client's company)
- **Monthly Traffic Estimation** (Estimated message volume per month)
- **Content of The Message** (Provide relevant content)
- **OTP or Notification** (Choose OTP or Notification based on the content provided)
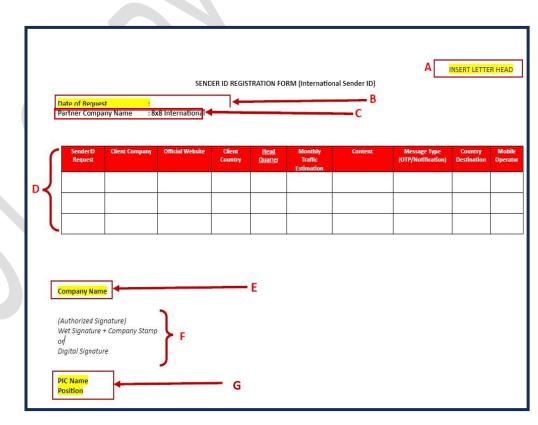- **Country Destination** (Indonesia)

No	SenderID	Client Company	Official Website	Client Country	Head Quarter	Monthly Traffic Estimation	Content of The Message	OTP or Notification	Country Destination

Non-Direct Client

8x8

Non-Direct Client

FORM SENDER REGISTRATION INTERNATIONAL SENDER ID (*End-client to Aggregator/Authorized Agent*)

Guide

A. Provide <mark>end-client's</mark> Company letterhead

B. Fill in current date

C. Change to <mark>Aggregator/Authorized Agent's</mark> Company name

D. Fill in the following:

- **Sender ID** (Alphanumeric only, minimum 3 and maximum 11 characters including spacing)
- **Client Company** (<mark>End-client's</mark> Company name of client)
- **Official Website** (<mark>End-client's</mark> Company website)
- **Head Quarter** (Head Quarter location of <mark>end-client's</mark> company)
- **Monthly Traffic Estimation** (Estimated message volume per month)
- **Content** (Provide relevant content)
- **Message Type** (Choose OTP or Notification based on the content provided)
- **Country Destination** (Indonesia)
- **Mobile Operator** (Mobile operators to be registered with)

E. Fill in <mark>end-client's</mark> company name

F. Wet Signature of Authorized Signatory and Company Stamp of <mark>end-client</mark> here *(Digital Signature is acceptable)*

G. Fill in Authorized Signatory's name and position/designation of <mark>end-client</mark>

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FORM SENDER REGISTRATION INTERNATIONAL SENDER ID (*Aggregator/Authorized Agent to 8x8*)

Guide

A. Provide Aggregator/Authorized Agent's Company letterhead
B. Fill in current date
C. Fill in the following based on end-client's form:
- **Sender ID** (Alphanumeric only, minimum 3 and maximum 11 characters including spacing)
- **Client Company** (End-client's Company name of client)
- **Official Website** (End-client's Company website)
- **Head Quarter** (Head Quarter location of end-client's company)
- **Monthly Traffic Estimation** (Estimated message volume per month)
- **Content** (Provide relevant content)
- **Message Type** (Choose OTP or Notification based on the content provided)
- **Country Destination** (Indonesia)
- **Mobile Operator** (Mobile operators to be registered with)
D. Fill in Authorized Agent/Aggregator's company name
E. Wet Signature of Authorized Signatory and Company Stamp of Authorized Agent/Aggregator here *(Digital Signature is acceptable)*
F. Fill in Authorized Signatory's name and position/designation of Authorized Agent/Aggregator

SENDER ID REGISTRATION FORM (International Sender ID)

A — INSERT LETTER HEAD

Date of Request :
Partner Company Name : 8x8 International Pte Ltd

SenderID Request	Client Company	Official Website	Client Country	Head Quarter	Monthly Traffic Estimation	Content	Message Type (OTP/Notification)	Country Destination	Mobile Operator

Company Name — D

(Authorized Signature)
Wet Signature + Company Stamp
or
Digital Signature — E

PIC Name
Position — F

Client to 8x8 International (Non-Tsel) *(End-client to Aggregator/Authorized Agent)*

A. Provide **end-client's** Company letterhead
B. Fill in **end-client's** reference number
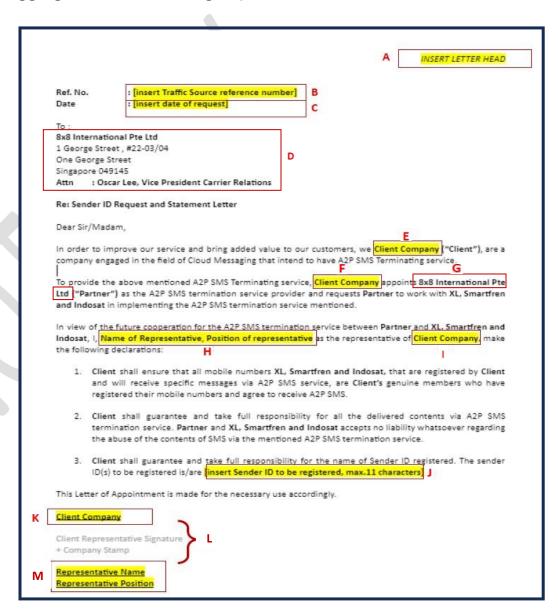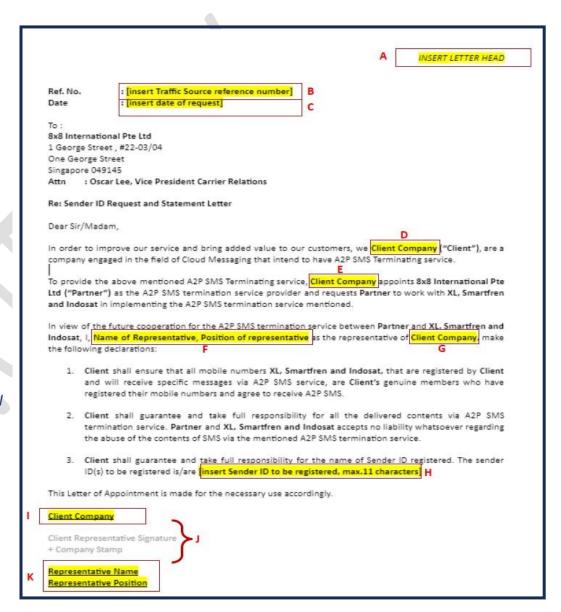   *(Reference letter number is a unique identifier that is assigned to a particular document determined by the company)*
C. Fill in current date
D. Change to **Aggregator/Authorized Agent's** Company name, address and attention.
E. Fill in **end-client's** Company name
F. Fill in **end-client's** Company name
G. Change to **Aggregator/Authorized Agent's** Company name
H. Fill in **end-client's** Authorized Signatory name and position/designation
I. Fill in **end-client's** Company name
J. Fill in **Sender ID** (Alphanumeric only, minimum 3 and maximum 11 characters including spacing)
K. Fill in **end-client's** Company name
L. Wet signature of **end-client's** Authorized Signatory and Company Stamp here *(Digital Signature is acceptable)*
M. Fill in **end-client's** Authorized Signatory's name and position/designation *(Same as point H)*

A — INSERT LETTER HEAD

Ref. No. : [insert Traffic Source reference number] **B**
Date : [insert date of request] **C**

To :
8x8 International Pte Ltd
1 George Street , #22-03/04
One George Street
Singapore 049145
Attn : Oscar Lee, Vice President Carrier Relations **D**

Re: Sender ID Request and Statement Letter

Dear Sir/Madam,

In order to improve our service and bring added value to our customers, we **E** Client Company ("Client"), are a company engaged in the field of Cloud Messaging that intend to have A2P SMS Terminating service.

To provide the above mentioned A2P SMS Terminating service, **F** Client Company appoints **G** 8x8 International Pte Ltd ("Partner") as the A2P SMS termination service provider and requests **Partner** to work with **XL, Smartfren and Indosat** in implementing the A2P SMS termination service mentioned.

In view of the future cooperation for the A2P SMS termination service between **Partner and XL, Smartfren and Indosat**, I, **H** Name of Representative, Position of representative as the representative of **I** Client Company, make the following declarations:

1. **Client** shall ensure that all mobile numbers XL, Smartfren and Indosat, that are registered by **Client** and will receive specific messages via A2P SMS service, are **Client's** genuine members who have registered their mobile numbers and agree to receive A2P SMS.

2. **Client** shall guarantee and take full responsibility for all the delivered contents via A2P SMS termination service. **Partner and XL, Smartfren and Indosat** accepts no liability whatsoever regarding the abuse of the contents of SMS via the mentioned A2P SMS termination service.

3. **Client** shall guarantee and take full responsibility for the name of Sender ID registered. The sender ID(s) to be registered is/are **J** insert Sender ID to be registered, max.11 characters

This Letter of Appointment is made for the necessary use accordingly.

K Client Company

Client Representative Signature + Company Stamp **L**

M Representative Name
Representative Position

Client to 8x8 International (Non-Tsel) (*Aggregator/Authorized Agent to 8x8*)

A. Provide <mark>Aggregator/Authorized Agent's</mark> Company letterhead

B. Fill in <mark>Aggregator/Authorized Agent's</mark> reference number
(Reference letter number is a unique identifier that is assigned to a particular document determined by the company)

C. Fill in current date

D. Fill in <mark>Aggregator/Authorized Agent's</mark> Company name

E. Fill in <mark>Aggregator/Authorized Agent's</mark> Company name

F. Fill in <mark>Aggregator/Authorized Agent's</mark> Authorized Signatory's name and position/designation

G. Fill in <mark>Aggregator/Authorized Agent's</mark> Company name

H. Fill in **Sender ID** (Alphanumeric only, minimum 3 and maximum 11 characters including spacing)

I. Fill in <mark>Aggregator/Authorized Agent's</mark> Company name

J. Wet signature of <mark>Aggregator/Authorized Agent's</mark> Authorized Signatory and Company Stamp here *(Digital Signature is acceptable)*

K. Fill in <mark>Aggregator/Authorized Agent's</mark> Authorized Signatory's name and position/designation *(Same as point **F**)*

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- **Content of The Message** (Provide relevant content)
- **OTP or Notification** (Choose OTP or Notification based on the content provided)
- **Country Destination** (Indonesia)

No	SenderID	Client Company	Official Website	Client Country	Head Quarter	Monthly Traffic Estimation	Content of The Message	OTP or Notification	Country Destination