Guide on filling up LOA towards the Philippines

Created on: 1 December 2023

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.

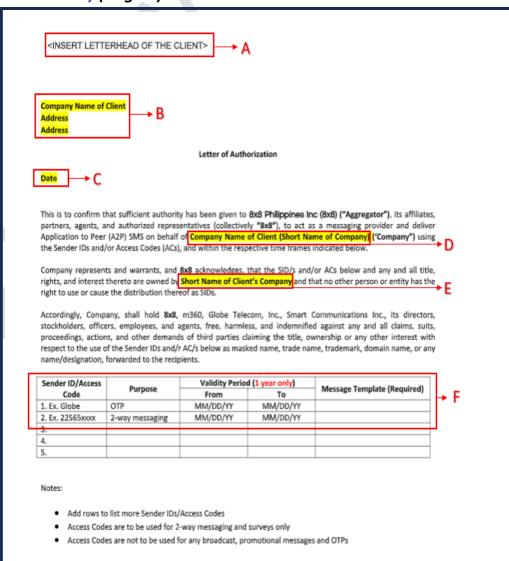


Direct Client

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

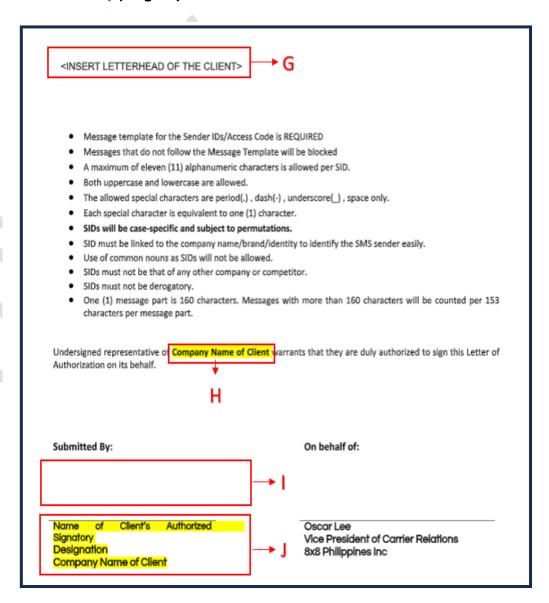
<u>Guide</u>

- 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)



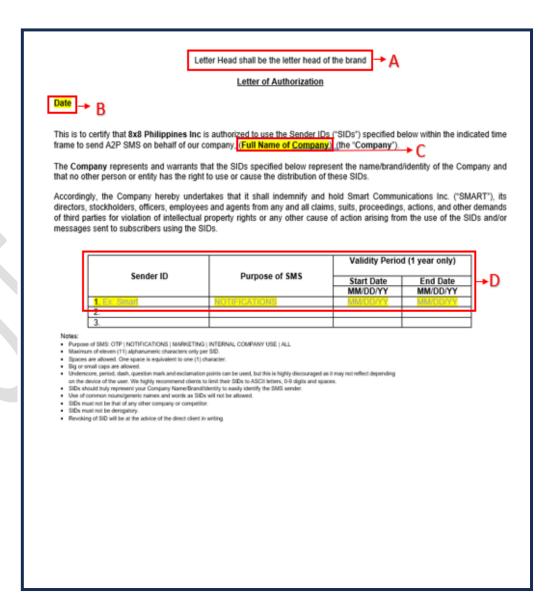
m360 LOA Template for Access Code & Sender ID (end client to 8x8) (Page 2)

- 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



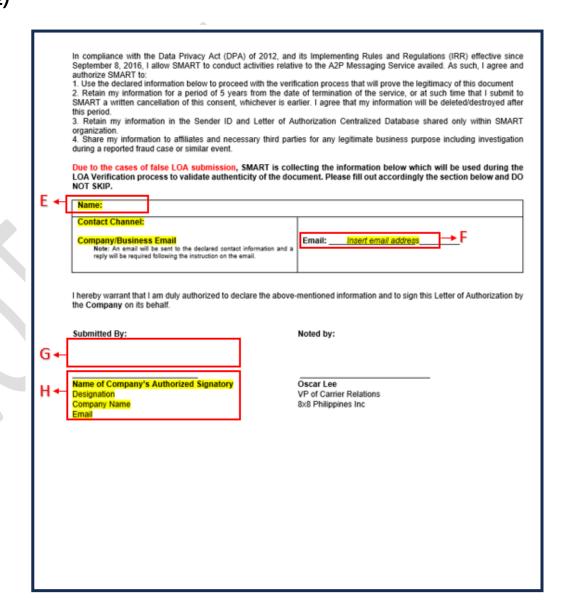
LOA - Smart (Direct) Ver2 (end client to 8x8) (Page 1)

- 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



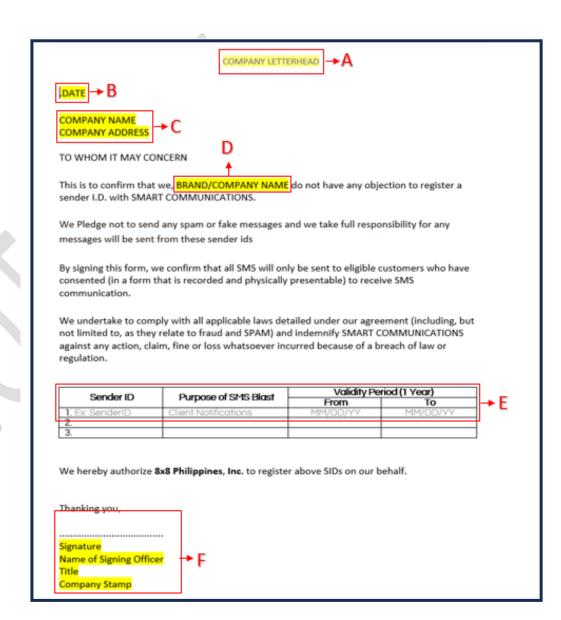
LOA - Smart (Direct) Ver2 (end client to 8x8) (Page 2)

- 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.



No Objection Certificate (end client to 8x8)

- 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)

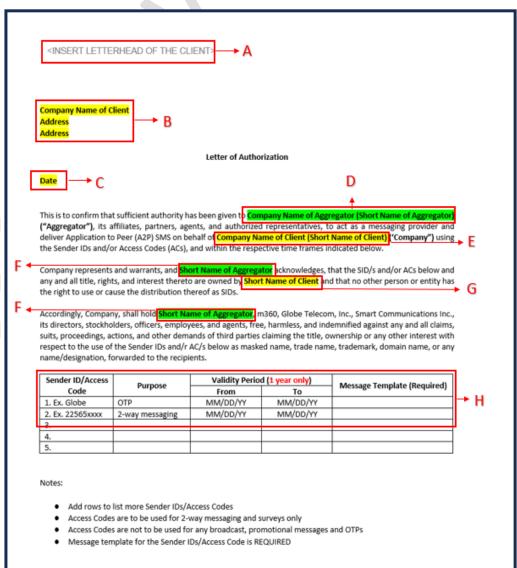


Non-Direct Client

Non-Direct Client

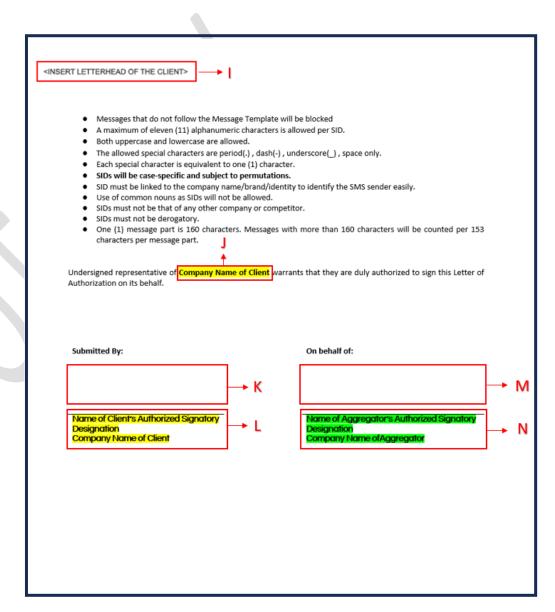
m360 LOA Template for Access Code & Sender ID (End-client to Aggregator/Authorized Agent) (Page 1)

- 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)



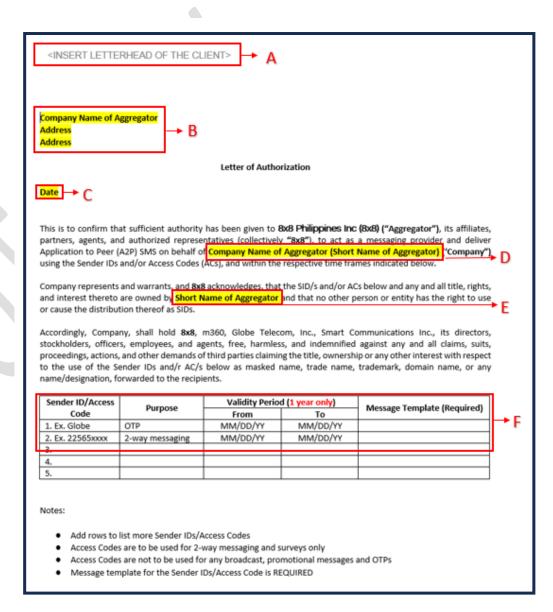
m360 LOA Template for Access Code & Sender ID (End-client to Aggregator/Authorized Agent) (Page 2)

- 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



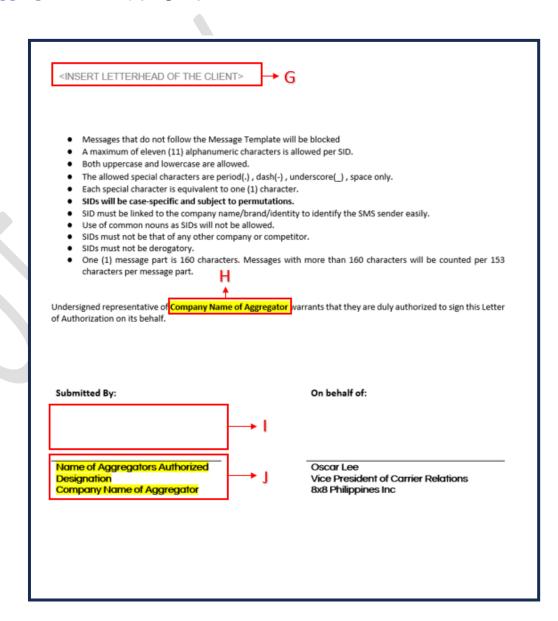
m360 LOA Template for Access Code & Sender ID (Aggregator to 8x8) (Page 1)

- 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)



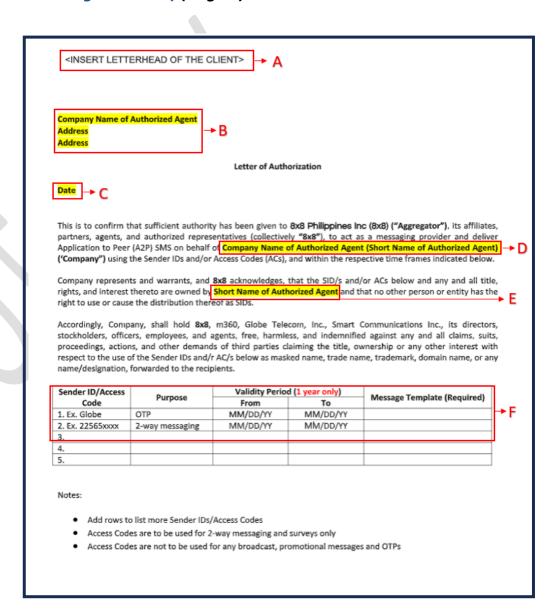
m360 LOA Template for Access Code & Sender ID (Aggregator to 8x8) (Page 2)

- 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



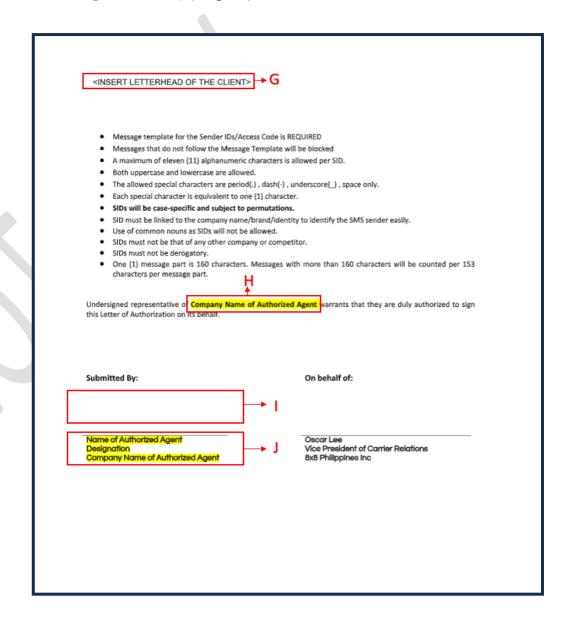
m360 LOA Template for Access Code & Sender ID (Authorized Agent to 8x8) (Page 1)

- 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)



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

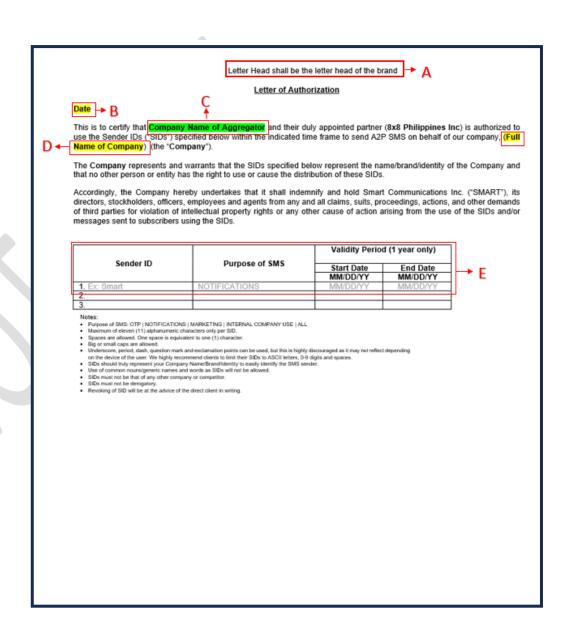
- G. Provide Authorized Agent's Company letterhead
- H. Fill in Authorized Agent's Company name
- I. Signature of Authorized Signatory here
- J. Fill in Authorized Signatory's name, signature, designation and Company name of **Authorized Agent**



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

- 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)
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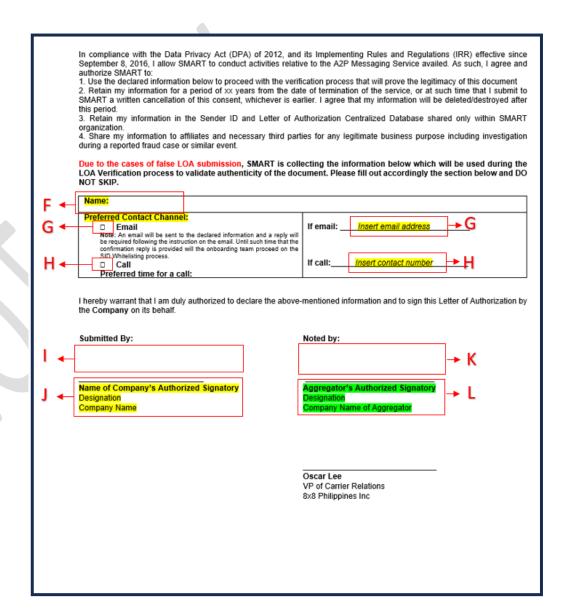


LOA - Smart (Non-Direct) Ver2 (Page 2)

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
- 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
- Fill in Aggregator/Authorized Agent's
 Authorized Signatory's name, designation and
 Company name



No Objection Certificate (end client to 8x8)

- 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)

