**Company Name of Authorised Agent**

**Address**

**Address**

**Letter of Authorisation and Undertaking**

**11 June 2024**

I, [name/complete title], resident of [City], [Country], acting hereunder in my capacity as Legal Representative of [Company Name of Authorised Agent], (herein after referred to as the “Authorised Agent”), hereby undertake that we have all the necessary authorisations, approvals and/or licences required to deliver A2P SMS for [Merchant Company name] using **8x8 International Pte Ltd (8x8)**.

Accordingly, we have provided and submitted the related Letter(s) of Authorisation from the Client(s) who owns the Sender ID/s.

We undertake to comply with all applicable laws (including, but not limited to, as they relate to fraud, spam and smishing) and to indemnify and hold harmless 8x8, Singapore Mobile Operators, their directors, stockholders, officers, employees and agents against any and all actions, claims, fines or losses incurred as a result of a breach of applicable laws and regulations.

In no event shall (Short Company Name of Authorised Agent) communicate spam related activities through SMS and (Short Company Name of Authorised Agent) pledges not to send spam, fake or any messages considered unlawful, fraudulent, inappropriate or anything outside of the intended purposes. (Short Company Name of Authorised Agent) undertakes to take full responsibility for any legal consequences or liabilities arising from the messages contained in these Sender Names.

Examples of the messages may include, but not limited to:

|  |  |  |
| --- | --- | --- |
| **Sender ID** | **Purpose of SMS** | **Content** |
|  | OTP/NTF/MKT |  |
|  |  |  |
|  |  |  |

Notes:

* Feel free to add more rows if you have more SIDs.
* 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. Special characters are not allowed.
* SIDs should be linked to the Company Name/Brand/Identity to easily identify the SMS sender.
* 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.

I hereby warrant that I am duly authorised by [Company Name of Authorised Agent, Authorised Agent] to sign this Letter of Authorisation on its behalf.

**Submitted By:** **On behalf of:**

<signature & company stamp>

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**Name of Authorised Agent’s Authorised Signatory Sylvain Chaperon**

DesignationDirector, Operations and Support - CPaaS

Company Name of Client8x8 International Pte Ltd