Guide on filling up LOA towards Singapore (Whitelisted SID)

Created on: 1 December 2023

Requirements for Whitelisted SID towards Singapore

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

1. Letter of Authorisation - Whitelist - Singapore - Direct Client - Content Version 2

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

Chained LOA is required

- 1. Letter of Authorisation Whitelist Singapore Direct Client Content Version 2 (End-client to Aggregator/Authorized Agent)
- 2. <u>Letter of Authorisation Whitelist Singapore Authorised Agent Content</u>

OR

<u>Letter of Authorisation - Whitelist - Singapore - Aggregator - Content Version 2</u>

Note:

- 1. This is only for Whitelisted Sender ID that is already whitelisted with SGNIC.
- 2. All documents provided should be in **PDF format**
- 3. <u>Sender ID is case sensitive</u>; 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)
- 4. Do not change any content in the template

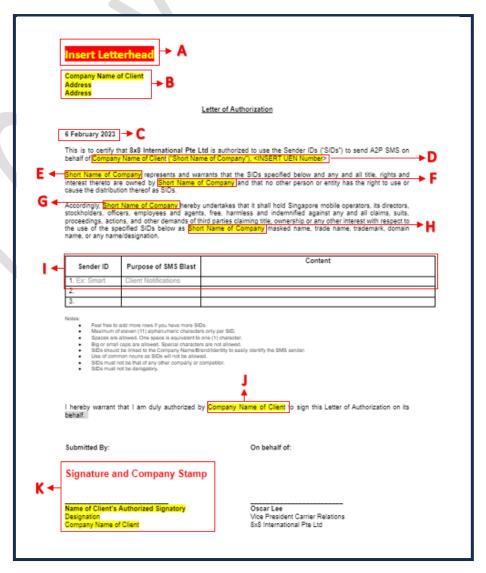
Direct Client

Direct Client

Letter of Authorisation - Whitelist - Singapore - Direct Client - Content Version 2

<u>Guide</u>

- A. Provide Company letterhead
- B. Fill in Company name and Company Address
- C. Update to Current Date
- D. Fill in Company name, Short Name of Company and Company UEN number
- E. Fill in Short name of Company
- F. Fill in Short name of Company
- G. Fill in Short name of Company
- H. Fill in Short name of Company
- I. Fill in the following:
 - Sender ID (Whitelisted Sender ID only)
 - Purpose (Provide the relevant traffic type: OTP / Notification / Marketing)
 - **Content** (Provide the relevant content based on traffic type. Full URL is required if there is any)
- J. Fill in Company Name
- K. Provide Name of Authorised Signatory, Designation, Signature and Company Stamp (required) (*Note: If there is no Company stamp, a valid DocuSign is acceptable*)



Non-Direct Client

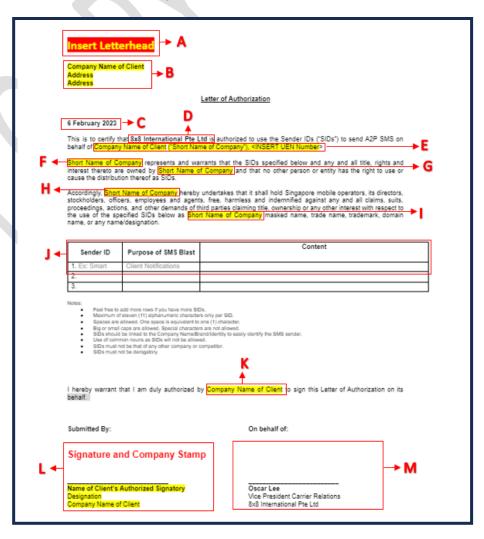
Non-Direct Client

Letter of Authorisation - Whitelist - Singapore - Direct Client - Content Version 2 (End-client to

Aggregator/Authorized Agent)

Guide

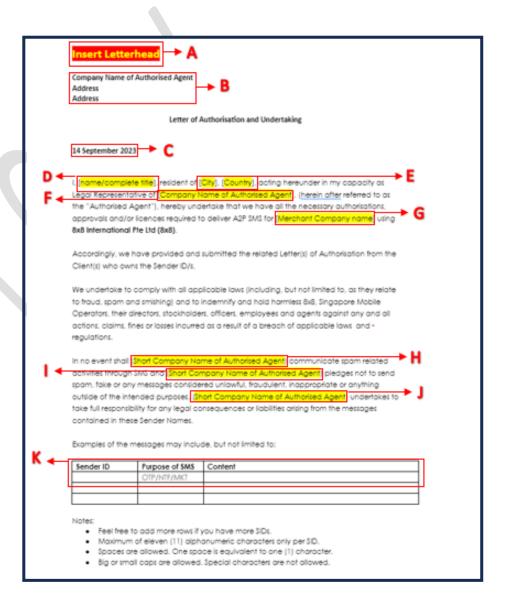
- A. Provide end-client's Company letterhead
- B. Fill in end client's Company name and Company Address
- C. Update to Current Date
- D. Change to Aggregator/Authorized Agent's Company Name
- E. Fill in end-client's Company name, Short Name of Company and Company UEN number
- F. Fill in Short name of end-client's Company
- G. Fill in Short name of end-client's Company
- H. Fill in Short name of end-client's Company
- Fill in Short name of end-client's Company
- J. Fill in the following:
 - Sender ID (Whitelisted Sender ID only)
 - Purpose (Provide the relevant traffic type: OTP / Notification / Marketing)
 - Content (Provide the relevant content based on traffic type. Full URL is required if there is any)
- K. Fill in Short name of end-client's Company
- L. Provide Name of **end-client's** Authorised Signatory, Designation, Signature and Company Stamp (required) (*Note: If there is no Company stamp, a valid DocuSign is acceptable*)
- M. Provide Name of Aggregator/Authorized Agent's Authorised Signatory, Designation, Signature and Company Stamp (required) (Note: If there is no Company stamp, a valid DocuSign is acceptable)



Letter of Authorisation - Whitelist - Singapore - Authorised Agent - Content (Page 1)

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- A. Provide Authorized Agent's company letterhead
- B. Fill in Authorized Agent's Company name and Company Address
- C. Update to current date
- Fill in Name of Authorized Signatory in Authorized Agent's Company
- E. Fill in City and Country of Authorized Signatory in Authorized Agent's Company
- F. Fill in Authorized Agent's Company Name
- G. Fill in Merchant's Company name
- H. Fill in Short name of Authorised Agent's Company name
- I. Fill in Short name of Authorised Agent's Company name
- J. Fill in Short name of **Authorised Agent's** Company name
- K. Fill in the following:
 - Sender ID (Whitelisted Sender ID only)
 - Purpose (Provide the relevant traffic type: OTP / Notification / Marketing)
 - Content (Provide the relevant content based on traffic type. Full URL is required if there is any)



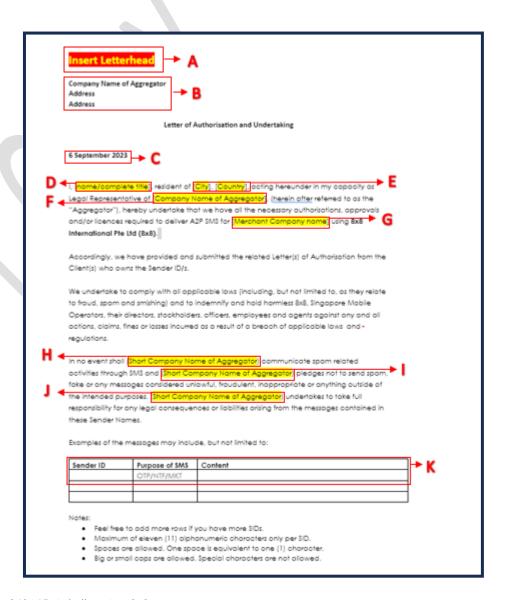
Letter of Authorisation - Whitelist - Singapore - Authorised Agent - Content (Page 2)

· SIDs should be linked to the Company Name/Brand/Identity to easily identify the SMS L. Fill in Company Name of Authorised Agent Use of common nouns as SIDs will not be allowed. M. Provide Name of Aggregator/Authorized Agent's Authorised SIDs must not be that of any other company or competitor. SIDs must not be derogatory. Signatory, Designation, Signature and Company Stamp (required) (Note: If there is no company stamp, a valid DocuSign is acceptable) I hereby warrant that I am duly authorised by Company Name of Authorised Agen Authorised Agent] to sign this Letter of Authorisation on its behalf. Submitted By: On behalf of: <sianature & company stamp> Name of Authorised Agent's Authorised Signatory Vice President Carrier Relations Company Name of Client 8x8 International Pte Ltd

Letter of Authorisation - Whitelist - Singapore - Aggregator - Content Version 2 (Page 1)

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- A. Provide Aggregator's company letterhead
- B. Fill in Aggregator's Company name and Company Address
- C. Update to current date
- D. Fill in Name of Authorized Signatory in Aggregator's Company
- E. Fill in City and Country of Authorized Signatory in Aggregator's Company
- F. Fill in Aggregator's Company Name
- G. Fill in Merchant's Company name
- H. Fill in Short name of Aggregator's Company name
- I. Fill in Short name of Aggregator's Company name
- J. Fill in Short name of Aggregator's Company name
- K. Fill in the following:
 - Sender ID (Whitelisted Sender ID only)
 - Purpose (Provide the relevant traffic type: OTP / Notification / Marketing)
 - Content (Provide the relevant content based on traffic type. Full URL is required if there is any)



Letter of Authorisation - Whitelist - Singapore - Aggregator - Content Version 2 (Page 2)

- L. Fill in Company Name of Aggregator
- M. Provide Name of Aggregator's Authorised Signatory's name, Designation, Signature and Company Stamp (required)

 (Note: If there is no company stamp, a valid DocuSign is acceptable)

