Reference number: (*Insert letter numbers if applicable*)

Date: **Please Insert Date**

**Twilio, Inc  
101 Spear Street, First Floor  
San Francisco, California 94105 United States**

Re: **Sender ID Request and Statement Letter for SMS services for Bank & Financial institutions**

Dear Sir/Madam,

In order to provide service which would bring added value to our customers, (***Please Insert Company Name)*** a company engaging in the field of A2P wishes to enter into SMS A2P Service.

Whereas to support SMS A2P Service as mentioned above (***Please Insert Company Name)*** appoints **Twilio, Inc.** **(“Twilio”)** as sole provider of SMS A2P Service application and requests **Twilio, Inc.** **(“Twilio”)** to cooperate with Smart Axiata Company Limited **(“SMART”)** as well as any related telecommunication operator, whether directly or indirectly, in carrying out activities as deemed necessary for the implementation of SMS A2P Service.

Moreover, to cooperate on SMS A2P Service to be established between **Twilio** and **SMART** as well as with any relevant telecommunication operator, whether directly or indirectly, the undersigned, name: (***Please Insert Name of Representative),*** position: ***(Please Insert Title of Representative) representing*** (***Please Insert Company Name)*** hereby declare:

1. That (***Please Insert Company Name)*** warrants that all cellular telephone numbers (of Customers) as registered by (***Please Insert Company Name)*** which will receive SMS through SMS A2P Service are community members of (***Please Insert Company Name)*** whose telephone numbers have been registered and have agreed to receive SMS A2P Service.

2. That (***Please Insert Company Name)*** warrants and is responsible for all contents of SMS sent via SMS A2P Service, and therefore **Twilio, SMART** and any relevant telecommunication operator shall be released from any claims or suits which may arise out of the content of SMS sent via SMS A2P Service.

3. That (***Please Insert Company Name)*** guarantees and is responsible for all violations that will arise as a result of misuse of masking and misuse of categories will be resolved by the rules made by **Twilio** and will be fined 200% from publish rates for all the misuse of masking which are found by **Twilio**.

4. That (***Please Insert Company Name)*** guarantees the validity and responsibility for all registered sender names, client company name, website URL, sample content, content type and headquarter location registered. With the following detail as follows:

|  |  |
| --- | --- |
| Sender name(s) |  |
| Client Company name |  |
| Website URL |  |
| Content sample |  |
| Content Type (Transactional/OTP/Promotional): |  |
| Registered Headquarter location |  |

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

(***Please Insert Signature of Representative)***

(***Please Insert Name of Representative)***

***(Please Insert Title of Representative)***

(***Please Insert Company Name)***