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Letter of Authorization

**Date**: [insert date]

This is to certify that INFOBIP and INFOBIP’s PARTNER Twilio Inc., are authorized to use sender IDs (SIDs) specified below within the indicated time frame to send A2P SMS on behalf of [insert full client name and company information] (hereinafter: the “Company”).

The Company and PARTNER represent and warrant that the SIDs specified below represent the name/brand/identity of the Company and that no other person or entity has the right to use or cause the distribution of these SIDs.

Accordingly, the Company and/or PARTNER, at its own expense, shall indemnify INFOBIP, its Affiliates, and their respective employees, officers, directors, representatives and agents (together, the “Indemnified Party”), from and against all losses, damages, liabilities, settlements, regulatory penalties, costs and expenses (including attorneys’ and professionals’ fees and other legal expenses) arising out of or related to any claim, demand, suit, action, or proceeding initiated by a Third Party (each a “Covered Claim”) alleging or claiming a breach of a Third Party’s Intellectual Property Rights or any other case or action arising from the use of the SIDs and/or any kind of messages sent to subscribers of **Smart Communications**, Inc., a corporation organized and existing in accordance with the laws of the Philippines, with registered office at the SMART Tower II, 6799 Ayala Avenue, Makati City, Philippines 1226 (hereinafter: “**SMART**”).

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| --- | --- | --- | --- |
| **Sender ID** | **Purpose of SMS** | **Validity period (2 years only)** | |
| **Start Date** | **End Date** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

Notes:

* Purposes of SMS: OTP / NOTIFICATIONS / MARKETING / INTERNAL COMPANY USE / ALL,
* SID must have a minimum of three (3) characters, maximum of eleven (11) only,
* Spaces are allowed. One space is equivalent to one (1) character,
* Upper and lower cases are allowed,
* Underscore, period, dash, question mark and exclamation points can be used, but this is highly discouraged as it may not reflect depending on the device of the user. We recommend limiting SIDs to ASCII letters, 0 – 9 digits and spaces,
* SIDs must not be derogatory,
* SIDs should truly represent the company name / brand / identity,
* INFOBIP reserves the right to remove SIDs that are found to be in violation of these guidelines.

By signing this LOA, both the PARTNER and the Company confirm that they have read and fully accepted all the terms and conditions stated within this letter. To indicate their acceptance, the authorized representative PARTNER and the Company will sign this LOA.:

Submitted by:

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Daniel Randlemon

Director, Phone Number Operations

Twilio, Inc

Submitted by:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

[Full name of the Company’s authorized signatory]

[Title]

[Company name]