

ZEGIT Tech Solutions VoIP Services

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SMS/MMS Service Request & 10DLC Brand/Campaign Registration Form

Signatures must be handwritten (wet ink or mouse-traced). Electronic/digital signatures not accepted.

REQUIRED: All businesses sending SMS/MMS to US 10-digit numbers must complete 10DLC Brand and Campaign registration with The Campaign Registry (TCR). Unregistered outbound SMS traffic has been blocked by all major US carriers since February 1, 2025. This is a carrier mandate -- not optional.

Registration is submitted by ZEGIT Tech Solutions on your behalf to TCR. All information must be accurate and match your IRS/government records exactly. Rejections due to inaccurate information may delay activation and incur re-registration fees. Brand approval: 1-3 business days. Campaign approval: 3-7+ business days.

Part 1: Business Information (Brand Registration)

All fields below are submitted to The Campaign Registry (TCR) to register your Brand. Must match IRS records exactly.

Legal Business Name (exactly as on IRS EIN letter):	
Brand Name (name to appear on/in messages):	
DBA / Trade Name (if different from legal name):	
EIN / Federal Tax ID (required -- no other ID accepted):	

Business Entity Type:

<input type="checkbox"/> Corporation	<input type="checkbox"/> LLC	<input type="checkbox"/> Partnership
<input type="checkbox"/> Sole Proprietorship	<input type="checkbox"/> Non-Profit 501(c)3	<input type="checkbox"/> Other: _____

State of Incorporation / Formation:	
Business Physical Address (street):	
City, State, ZIP:	
Business Website URL (must be live, secure HTTPS):	

Your website must be live, secure (HTTPS), and clearly display: (1) what your business does, (2) how customers can opt in to receive SMS, and (3) your privacy policy with SMS consent language. A website that does not clearly show SMS consent is one of the most common causes of Brand rejection.

Brand Registration Contact (must use a professional email -- free email domains will cause rejection):

Contact First Name:	
Contact Last Name:	
Contact Title / Role:	
Contact Email (professional domain -- NO Gmail / Yahoo / Hotmail):	
Contact Phone:	

Part 2: SMS/MMS Service Details

DID Number(s) to enable SMS/MMS on:	
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Only US and Canadian local DIDs and toll-free numbers with the SMS/MMS icon are eligible. Not all numbers support SMS. Ported-in numbers: SMS available up to 48 hours after port completion. MMS is currently in beta -- not all features are guaranteed.

How will SMS be accessed by the customer? (check all that apply):

<input type="checkbox"/> Through the ZEGIT Tech Solutions client portal (web interface -- no API key required)
<input type="checkbox"/> Through a PBX / 3CX system using SIP MESSAGE protocol (no API key required -- see note below)
<input type="checkbox"/> Through a third-party application via API (requires separate discussion with ZEGIT Tech Solutions - API keys are not issued at the subaccount level)

API access note: SMS API access requires main account credentials and is not available per-subaccount. SIP MESSAGE through a PBX (such as 3CX) is the recommended method for PBX-based SMS -- it uses the existing SIP trunk without requiring an API key. Portal-based SMS is available to all customers through the client interface. If your application requires direct API access, contact us to discuss options through your future customer portal.

Part 3: Campaign Registration

Each distinct messaging use case requires a separate Campaign registration. If you have multiple campaigns, submit a separate form for each.

Primary Campaign Use Case (select one -- submit a separate form for each additional use case):

<input type="checkbox"/> Customer Service / Support (responding to inbound inquiries)
<input type="checkbox"/> Appointment Reminders
<input type="checkbox"/> Transactional Notifications (order confirmations, shipping updates, account alerts)

<input type="checkbox"/> Two-Factor Authentication / Security Alerts (deliverability not guaranteed by carrier)
<input type="checkbox"/> Account Notifications (billing, service updates)
<input type="checkbox"/> Marketing / Promotional Messages
<input type="checkbox"/> Emergency Alerts / Public Safety
<input type="checkbox"/> Polling / Surveys / Voting
<input type="checkbox"/> Employee / Internal Communications
<input type="checkbox"/> Other (describe below):

Campaign Description (required -- describe exactly what messages will be sent, to whom, why, and how often):

Sample Messages (provide at least 2 examples of actual messages that will be sent):

All outbound messages MUST include: (1) your Brand Name at the beginning of the message, and (2) the phrase 'Msg & data rates may apply' in the message or as part of your opt-in confirmation. These are carrier requirements -- messages missing this language may be filtered.

Example format: "[Brand Name]: Your appointment is confirmed for Tuesday at 2pm. Reply STOP to unsubscribe. Msg & data rates may apply."

Part 4: Opt-In / Consent Documentation

IMPORTANT: Each opt-in method selected below requires its own complete documentation. You must provide a screenshot, script, or example for EVERY source checked. You cannot check multiple methods and provide only one example. Incomplete consent documentation is a leading cause of Campaign rejection.

SMS consent CANNOT be forced or bundled. If a customer opts in for phone calls, email, or any other contact method, the SMS checkbox must be a SEPARATE, OPTIONAL field. A required checkbox or a pre-checked checkbox for SMS consent will cause rejection and is a CTIA violation.

Opt-in methods used (check ALL that apply -- you must provide documentation for each one checked):

Web form on website (provide screenshot showing opt-in checkbox, consent language, and that the checkbox is NOT pre-checked or required)

<input type="checkbox"/> Keyword opt-in (customer texts a keyword to your number -- provide the keyword and auto-reply message)
<input type="checkbox"/> Paper sign-up form (provide a copy of the form showing consent language and opt-in checkbox)
<input type="checkbox"/> Verbal consent via phone (provide a copy of the phone script used to obtain and document consent)
<input type="checkbox"/> Point-of-sale / in-person (provide a photo or description of how consent is collected and recorded)
<input type="checkbox"/> Mobile app (provide screenshots of the opt-in screen within your app)
<input type="checkbox"/> Other: _____ (attach documentation)

Required consent language (must appear clearly at each opt-in point -- customize with your details):

'By providing your phone number and agreeing below, you consent to receive SMS/MMS messages from [Brand Name] at the number provided. This consent is not required to purchase goods or services. Message frequency varies. Msg & data rates may apply. Reply STOP to unsubscribe at any time. Reply HELP for help. View our privacy policy at [URL].'

Required elements in your consent language: (1) Your brand name, (2) that the recipient is consenting to receive SMS, (3) that consent is NOT required to purchase goods or services, (4) message frequency disclosure, (5) 'Msg & data rates may apply', (6) how to opt out (STOP), (7) how to get help (HELP), (8) link to privacy policy. Missing any element can cause Campaign rejection.

Opt-Out Handling: Describe how you handle STOP requests and how quickly opt-outs are processed:

URL of your privacy policy (must address SMS data use):	
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Attach documentation for each opt-in method checked above. Email to: ZEGIT.VoIP@zegitech.com

Part 5: Restricted Content & Prohibited Use Cases

The following content categories face additional carrier scrutiny or are subject to heightened vetting. Please indicate if any apply to your use case:

<input type="checkbox"/> None of the below apply to my use case
<input type="checkbox"/> Alcohol (age verification and responsible use language required in registration)
<input type="checkbox"/> Tobacco / Nicotine / Vaping (additional carrier vetting required -- not automatically rejected, but subject to review)
<input type="checkbox"/> Firearms / Weapons (highly restricted -- legal retailers may qualify with additional documentation)
<input type="checkbox"/> Adult content (S.H.A.F.T. -- explicit sexual content is prohibited)

<input type="checkbox"/> Gambling / Sweepstakes (state law compliance and carrier approval required)
<input type="checkbox"/> Political messaging (additional vetting by TCR -- plan for extended approval timeline)
<input type="checkbox"/> Third-party lead generation / affiliate marketing (prohibited for 10DLC)
<input type="checkbox"/> Phishing, spam, or deceptive messaging (prohibited -- will result in permanent rejection and account termination)

Prohibited outright (will be permanently rejected): Third-party debt collection messaging, multi-level marketing, phishing, spam, explicit sexual content. Tobacco/vaping, alcohol, and firearms are restricted but may qualify with proper documentation and carrier vetting -- they are not automatically rejected.

Part 6: Acknowledgments & Signature

By signing below, Customer confirms:

1. All information provided is accurate and matches IRS/government records.
2. The Brand Name will appear at the beginning of all outbound messages sent under this registration.
3. All outbound messages will include 'Msg & data rates may apply' and a clear STOP opt-out instruction.
4. I have obtained or will obtain proper, voluntary opt-in consent from all recipients before sending messages.
5. SMS consent on any form, website, or script is a separate, optional field -- it is not required alongside other types of consent.
6. I will provide complete documentation for every opt-in method selected in Part 4.
7. I understand that each distinct messaging use case requires a separate Campaign registration.
8. I authorize ZEGIT Tech Solutions to submit this registration on my behalf to The Campaign Registry.
9. I understand registration timelines vary and are not guaranteed.
10. I will honor all STOP requests promptly and maintain proper opt-out records.
11. I understand that MMS is currently in beta and deliverability is not guaranteed.
12. I have read and understand the prohibited content and restricted use case requirements.

<i>Customer / Authorized Signer Signature</i>		<i>Date</i>	
<i>Printed Full Name</i>	<i>Title / Role</i>		

FOR OFFICE USE ONLY

Date Received:	Submitted to TCR:	Brand ID:	Campaign ID:	DID(s) Activated:

Submit completed form + all consent documentation to: ZEGIT.VoIP@zegitech.com | Fax: 763-284-9898