Quick Reference
Guide for CSPs
# Terminology in the 10DLC Ecosystem

<table>
<thead>
<tr>
<th>BRAND</th>
<th>CSP</th>
<th>DCA</th>
<th>GATEWAY (MNO)</th>
<th>MNO</th>
<th>END USER</th>
</tr>
</thead>
<tbody>
<tr>
<td>The company or entity the End User believes to be sending the message.</td>
<td>The company with a messaging platform that creates and manages campaigns for their Brand customers</td>
<td>Connects CSP to the Mobile Network Operator (DCAs can also perform the role of a CSP)</td>
<td>Connects DCA to MNO</td>
<td>Connects DCA to MNO</td>
<td>Mobile subscriber receiving and sending message</td>
</tr>
</tbody>
</table>

- **Sender**
- **Service Provider**
- **SMS Provider**
- **CPaaS**
- **Aggregator**
- **Reseller**
- **Operator**
- **Carrier**
- **CPaaS**
- **Aggregator**
- **0-Hop**

**Who is TCR intended for?**
The Service is available to CSPs, DCAs and MNOs, each with a dedicated portal and set of APIs
Should I choose a Low Volume Campaign*?

- Less than 15,000 msg/month (cross carrier)
  - Messaging is not time sensitive
  - LOW VOLUME
    - Choose a Low Volume use case if you don’t exceed 15,000 messages/month or if you don’t have a need for high throughput. Low volume mixed campaigns are restricted to 6 messages a minute on the AT&T network.

- More than 15,000 msg/month (cross carrier)
  - Messaging is time sensitive
  - LOW VOLUME
    - Choose a declared use case if you plan on sending more than 15,000 messages/month or if your messaging is time sensitive. There are other standard campaign types available for you to choose from.

TCR pricing reference: $2/Month for Low Volume Campaigns

* Please note these numbers used above are just a guide to assist in determining if a low volume campaign is right for your Brand.
### Brand Identity check (Verified/Unverified)

This check is carried out for each Brand by TCR after its registration. We locate and confirm the existence of the Company you submitted by checking against several databases and utilizing best practice third party verification vendors. The Brand Identity Status is based on the accuracy* of the submitted information. The following information must be verified for the brand to obtain a “Verified” status:

- EIN / Tax ID
- Legal Company Name
- Legal Company Address

This check also returns the following:

- Whether the Brands is a Tax-exempt organization if the "non-profit" entity type is selected.
- Whether a Brand is part of the Russell 3000 list.

*Typos and outdated information can significantly affect this outcome

### Vetting - Score (0/100)

The Vetting Score, which can be obtained through TCR or imported, refers to a deeper series of checks which include the “Reputation” in the messaging ecosystem of the Brand you submitted. Its result can determine whether a Brand is able to obtain better MNO terms. Vetting might be required to gain access to Special Use cases, as requested by MNOs. Carrier approved vetting partners:

- Aegis Mobile
- WMC Global

### Vetting - Verification (Yes/No)

Verification is a binary check (yes/no) and does not score political campaigns. Its purpose is to validate that the sender is verified to be an actual politician or registered political candidate. Carrier approved verification partner:

- Campaign Verify (Currently for FEC Political only but may expand based on further discussions with Carriers and ecosystem participants)
MNO Class/Tier assignment flow

BRAND REGISTRATION

Is the Brand Identified?

No

No messaging allowed

Yes

Is it in the Russell 3000 list?

No

Low Class/Tier

AT&T Class: E/F
T-Mobile Tier: Low

Yes

Highest Class/Tier

AT&T Class: A/B
T-Mobile Tier: Top

No

1. Check feedback loop
2. Resubmit for identity check

Apply for vetting

Depending on the vetting score

AT&T Class: A/B
T-Mobile Tier: Top

AT&T Class: C/D
T-Mobile Tier: High/Mid

AT&T Class: E/F
T-Mobile Tier: Low/Mid

T-Mobile Tier: Low
## Improving terms for your Brand

### UNVERIFIED BRANDS

Unverified Brands may gain access to messaging on 10DLC by the following (after having updated incorrect data):

- **RESUBMISSION**: The CSP can use our feedback loop to identify possible data inaccuracies and resubmit the Brand for Basic Verification. Resubmitted Brands, when positively Verified, can have access to all standard Use Cases with the following classes: **E** or **A** for Russell 3000 Brands. Resubmission fee: $4.00

- **VETTING**: The CSP can have the Brand Vetted through one of our external Vetting Partners. Vetted Brands can have access to all standard Use Cases and potentially achieve any of the available classes.

### VERIFIED BRANDS

Verified Brands can improve their terms by one of the following actions:

- **VETTING**: The CSP can have the Brand Vetted through one of our external Vetting Partners. Vetted Brands can have access to all standard Use Cases and potentially achieve any of the available classes.
Vetting

**WHAT IS IT?**

Vetting through our external partners represents a more detailed review of the brand with a focus on its reputation in the messaging space. The result is a 0-100 score that will place the Brand in one of available Carrier Tiers.

**POSSIBLE OUTCOMES**

- **Unscored**
  The vetting partner was unable to score the Brand because of major inconsistencies. Requires updating Brand data followed by a resubmission. (Costs may apply)

- **Vetting Score**
  The Brand has been successfully vetted and has received a score (0-100).

- **Appeals**
  Vetting scores can be appealed to the corresponding external partner via email:

  appeals@aegismobile.com
Standard Use Cases

- **2FA** - Any two-factor authentication, verification or one-time passcode
- **Account Notifications** - Standard notifications for account holders, relating to and being about a user's account
- **Customer Care** - All customer care interaction, including but not limited to account management and customer support
- **Delivery Notifications** - Notification about the status of the delivery of a product or service
- **Fraud Alert Messaging** - Notifications regarding potential fraudulent activity on a user's account
- **Higher Education** - Messaging created on behalf of Colleges or Universities, including School Districts and education institutions. This use case is NOT for the “free to the consumer” messaging model
- **Low Volume Mixed** - For Brands that have multiple use cases and only need very low messaging throughput. Examples include: test or demo accounts, small businesses (single Doctor’s office, single Pizza shop etc)
- **Marketing** - Any communication that includes marketing and/or promotional content
- **Mixed** - Any messaging campaign containing 2 to 5 standard uses cases
- **Polling and voting** - The sending of surveys and polling/voting campaigns for non political arenas
- **Public Service Announcement** - Informational messaging to raise an audience's awareness about important issues
- **Security Alert** - A notification that the security of a system, either software or hardware, has been compromised in some way and there is an action you need to take.
Special Use Cases

- **Carrier Exemptions** - Exemption by Carrier
- **Charity** - Communications from a registered charity aimed at providing help and raising money for those in need. Includes: 5013C Charity.
- **Proxy** - Peer-to-peer app-based group messaging with proxy/pooled numbers. Supporting personalized services and non-exposure of personal numbers for enterprise or A2P communications.
- **Emergency** - Notification services designed to support public safety / health during natural disasters, armed conflicts, pandemics and other national or regional emergencies.
- **K-12 Education** - Campaigns created for messaging platforms that support schools from grades K - 12, and distance learning centers. This is not for Post-Secondary schools. This use case requires MNO approval.
- **Sweepstakes** - All sweepstakes messaging.
- **Political** - Part of organized effort to influence decision making of specific group. Available only to registered 501(c)(4) and 527 Orgs.
- **Social** - Communication between public figures/influencers and their communities. Examples include: YouTube Influencers’ alerts or Celebrity alerts.
- **Platform Free Trial** - CSP “Free Trial” Offers for non paying customers, requires separate contract.
- **Agents: franchise: local branches** - Brands that have multiple agents, franchises or offices in the same brand vertical, but require individual localized numbers per agent/location/office.
- **Sole Proprietor** - Limited to entities without a EIN / Tax ID, requires separate contract.
- **UCaaS (Low Volume)** - UCaaS companies provide cloud delivered communication services for businesses. Each number assigned to a UCaaS campaign is typically assigned to a different employee of that business and the use cases are varied. This use case is not for any API/automated driven communication. This use case is only available to approved UCaaS businesses. This use case has the same volume restrictions as the Low Volume Mixed campaign type.
- **UCaaS (High Volume)** - UCaaS companies provide cloud delivered communication services for businesses. Each number assigned to a UCaaS campaign is typically assigned to a different employee of that business and the use cases are varied. This use case is not for any API/automated driven communication. This is for UCaaS campaigns that require higher volume. This use case is only available to approved UCaaS businesses.
**Special Use Case: Charity - All 501(c)(3) Orgs**

**Requirements**

Brand has to be a registered Tax-Exempt Organisation with a 501(c)(3) status

TCR supports registered Charities that want to take advantage of MNO specific terms for their messaging. The option to register a Brand as a Non Profit Organization is open for all Brands but only those organizations that hold a 501(c)(3) status will benefit from the special terms.

**Brand Registration**

The Brand should be registered as a “Non Profit” entity type

**Campaign Registration**

Only the “Charity” and “Emergency” Use Cases are available. Under the “Charity” Use Case, a minimum of 1 and maximum of 5 Use Cases should be declared.

**Frequently asked questions**

- **How do I know if a Charity has been identified as a 501(c)(3)?**

  All recognized 501(c)(3) Brands will have only the “Charity” and “Emergency” Use Cases available. The Tax Exempt status will be displayed on the Brand Details page after Brand Registration.

- **Can I choose only the “Charity” and “Emergency” Use Cases if my Brand is a 501(c)(3) Org?**

  If a Brand is a recognized 501(c)(3) Org you should select “Charity” or “Emergency” as a Use Case to take advantage of beneficial MNO terms. You may subsequently select any Standard Use Case as a “Sub Use Case” to better identify the scope of the messaging.
Special Use Case: Political

**Requirements**
Brand has to be a registered Tax-Exempt Organisation with a 501(c)(4/5/6) status or obtain a political vet through Campaign Verify or Aegis Mobile.

**Brand Registration**
Available for "Non Profit" or "Sole Proprietor" entity types only.

<table>
<thead>
<tr>
<th>501(c)(4/5/6) Orgs</th>
<th>All other Orgs</th>
</tr>
</thead>
<tbody>
<tr>
<td>All 501 (c)(4) Orgs are automatically identified by TCR and have the following Use Cases immediately available:</td>
<td>Orgs that are not automatically identified will have the option to import a Campaign Verify token or apply for Political Vetting through Aegis Mobile. All Orgs that import a CV token will have only the &quot;Political&quot; Use Case available.</td>
</tr>
<tr>
<td>• All Standard Use Cases</td>
<td></td>
</tr>
<tr>
<td>• Political Use Case</td>
<td></td>
</tr>
</tbody>
</table>
TCR supports CSPs that plan to offer "free trial" services to their new customers (e.g. new, small developers) to enable the testing of the CSP’s services. The option is available to CSPs and their customers, only for non-paying customers. The service will be enabled as follows:

- **Brand Registration**: Not needed: TCR will provide a PFT enabled Brand
- **Campaign Registration**: 1 registered campaign per CSP under the “TRIAL” Use Case. ISV name as “reseller” attribute

Use of the PFT is subject to the following requirements:

- One sender 10DLC TN per PFT participant, with allocation managed by the CSP
- One 2FA verified recipient number per participant (CSP enforced, MNO audit rights)
- CSP to enforce 200 msg/day limit per TN to T-Mobile network.
- All messaging to be Watermarked (for ex. "Free Trial from CSP X" string at the end of messages)
- CSP to collect and notify TCR via API of specific data fields (as detailed in the addendum)
- CSP to generate a monthly report for each account (as detailed in the addendum)
Entity type: Sole Proprietors (SP)

**Requirements**

Limited to entities without a EIN / Tax ID, requires separate contract.

Sole Proprietors are paying customers of the CSP, with a billing address, but without an EIN / Tax ID. The service will be enabled as follows:

- **Brand Registration:** CSP will register a Brand, with less mandatory data fields, under the “Sole Proprietor” entity type.
- **Campaign registration:** Only the “Sole Proprietor” Use Case will be available during Campaign Registration. "Political" Use case available upon Political Vetting.

**Use of the SP is subject to the following requirements:**

- One campaign allowed per Brand, with a maximum of 5 associated TNs
- If the campaign originates from an ISV, the ISV must be selected as the campaign ‘Reseller’
- 1000 msg/day limit (T-Mobile) and 15msg/minute limit (AT&T) per Campaign - CSP to enforce daily limits and provide a monthly report to TCR
- TCR to collect the following data points for each SP during Brand Registration: Name, email, billing address, contact phone number, vertical, CSP Unique Identifier / Reference ID
- CSP to generate a monthly report for each account (as detailed in the addendum)
## Vetting and Approval Requirements

<table>
<thead>
<tr>
<th>Use Case</th>
<th>Entity Type</th>
<th>External Vetting Required</th>
<th>Approval Required</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>AT&amp;T</td>
<td>T-Mobile</td>
<td>Vetting Partner</td>
</tr>
<tr>
<td>Agents and Franchises</td>
<td>No</td>
<td>No</td>
<td>Post Campaign Registration</td>
</tr>
<tr>
<td>Carrier Exemptions</td>
<td>No</td>
<td>TBD</td>
<td>Post Campaign Registration</td>
</tr>
<tr>
<td>Charity</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Proxy</td>
<td>No</td>
<td>No</td>
<td>Post Campaign Registration</td>
</tr>
<tr>
<td>Emergency</td>
<td>No</td>
<td>No</td>
<td>Post Campaign Registration</td>
</tr>
<tr>
<td>Political</td>
<td>Non-Profit or Sole Proprietor</td>
<td>Yes (except 501 c4 Orgs)</td>
<td>Yes (except 501 c4 Orgs)</td>
</tr>
<tr>
<td>Social</td>
<td>Yes</td>
<td>TBD</td>
<td>Aegis WMC Global</td>
</tr>
<tr>
<td>Sweepstakes</td>
<td>Yes</td>
<td>No</td>
<td>Aegis WMC Global</td>
</tr>
<tr>
<td>Platform Free Trial</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>UCaaS (High and Low volume)</td>
<td>No</td>
<td>No</td>
<td>Pre approved CSPs only</td>
</tr>
<tr>
<td>Sole Proprietor</td>
<td>Sole Proprietor only</td>
<td>No</td>
<td>No</td>
</tr>
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</table>
# AT&T specifications

<table>
<thead>
<tr>
<th>Message Class</th>
<th>Use Case Type</th>
<th>Use Case</th>
<th>Vetting Score Requirements</th>
<th>AT&amp;T TPM</th>
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</thead>
<tbody>
<tr>
<td>A</td>
<td>Standard</td>
<td>Dedicated Use Case</td>
<td>75-100</td>
<td>4,500</td>
</tr>
<tr>
<td>B</td>
<td>Standard</td>
<td>Mixed / Marketing</td>
<td>75-100</td>
<td>4,500</td>
</tr>
<tr>
<td>C</td>
<td>Standard</td>
<td>Dedicated Use Case</td>
<td>50-74</td>
<td>2,400</td>
</tr>
<tr>
<td>D</td>
<td>Standard</td>
<td>Mixed / Marketing</td>
<td>50-74</td>
<td>2,400</td>
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<tr>
<td>E</td>
<td>Standard</td>
<td>Dedicated Use Case</td>
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<td>240</td>
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<tr>
<td>F</td>
<td>Standard</td>
<td>Mixed / Marketing</td>
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<td>240</td>
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<tr>
<td>T</td>
<td>Basic / Unregistered</td>
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<tr>
<td>G</td>
<td>Special</td>
<td>Proxy</td>
<td>25</td>
<td>60 per number</td>
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<tr>
<td>P</td>
<td>Special</td>
<td>Charity</td>
<td></td>
<td>2,400</td>
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<tr>
<td>S</td>
<td>Special</td>
<td>Social</td>
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<td>60,000</td>
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<tr>
<td>K</td>
<td>Special</td>
<td>Political (Election Campaigns)</td>
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<td>4,500</td>
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<tr>
<td>X</td>
<td>Special</td>
<td>Emergency Services</td>
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<td>4,500</td>
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<tr>
<td>Z</td>
<td>Special</td>
<td>Platform Free Trial</td>
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<td>6 per number</td>
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<tr>
<td>N</td>
<td>Special</td>
<td>Agents and Franchises</td>
<td>25</td>
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<tr>
<td>W</td>
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<td>15</td>
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<tr>
<td>Y</td>
<td>Special</td>
<td>Carrier exempt / K12 Education</td>
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<td>720 per number</td>
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<tr>
<td>T</td>
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<td>UCaaS Low Volume</td>
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<td>B / D / F</td>
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<td>C / A</td>
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<td>Sweepstakes</td>
<td>50-100</td>
<td>2400 / 4500</td>
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## T-Mobile specifications

<table>
<thead>
<tr>
<th>Brand Tier T-Mobile</th>
<th>Use Case Type</th>
<th>Use Case</th>
<th>Vetting Score Requirements</th>
<th>T-Mobile Daily Cap</th>
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<tr>
<td>Top</td>
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<td>All Use Cases</td>
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</table>
GET IN TOUCH with The Campaign Registry

Please use these Points of Contact for inquiries (all support requests are automatically assigned to our ticketing system):

Commercial: bdna@campaignregistry.com
Support: support@campaignregistry.com
Finance: finance@campaignregistry.com