**Updated Know Your Customer (KYC) Questions**

**6/21/2023**

**The “Your Information” and “Your Contact” steps to the KYC form workflow can be left in the format they were introduced by dev team.**

**The following selection / question should be added to the bottom of the “Your Information” page to re-introduce the separation between the question flows on the “Voice Services” and “Messaging Services” sections**

**How will you be using Signalmash?**

**ISV / Reseller**: I am using Signalmash as an independent software vendor and/or service provider and will be incorporating Signalmash services into other software or service offerings. The answers to the following questions reflect my best understanding of our intended upstream use case(s). I am clear that it is my responsibility to ensure that my upstream users are following the Signalmash Acceptable Use Policy [https://signalmash.com/acceptable-use-policy/] and further acknowledge I have read and understand the Signalmash Acceptable Use Policy [https://signalmash.com/acceptable-use-policy/]

**End User:** I will be using Signalmash services directly or within my organization. I have read and understand the Signalmash Acceptable Use Policy [https://signalmash.com/acceptable-use-policy/]

**[End-User Form Question Flow]**

**PLEASE NOTE THAT ++ ON DROP DOWNS DEMARK THE DEFAULT VALUE. PLEASE USE THOSE ++ SELECTIONS AS DEFAULT, IF A USER DOES NOT INDICATE OTHERWISE.**

## Your Services

**Voice Services**

Will your organization be utilizing Signalmash phone numbers and/or voice services?

​ Yes

No

If yes, please continue

Describe how you will be using Signalmash voice services (e.g. Integrating into our application, Internal PBX / calling, Contact Center, other (please specify):

Do you engage in telemarketing?

Yes

No

If yes, please continue

Do your outbound calls use pre-recorded voice messages?

Yes

No

If yes, do you represent and warrant that you are aware that the use of pre-recorded voice messages in outbound telemarketing calls is generally unlawful without having prior documented opt-in permission, granted specifically to the legal entity making such calls, where the called party has **specifically agreed to receive automated and/or pre-recorded calls** and further confirm that any such calls made utilizing the Signalmash platform from your account have such documented opt-in permission, a copy of which can be made available to Signalmash upon request?

Yes

No

Do you place calls to telephone numbers on the Federal and/or State Do Not Call registries?

Yes

No

If yes, do you represent and warrant that you have prior documented opt-in permission, granted specifically to the legal entity described in this document, to contact any telephone numbers on the Federal and/or State Do Not Call registries in your calling campaign(s)?

Yes

No

Do you call wireless numbers?

Yes

No

If yes, do you represent and warrant that you have prior documented opt-in permission, granted specifically to the legal entity described in this document, to contact wireless numbers in your calling campaign(s)?

Yes

No

Do you represent and warrant that all calling activities conducted using your Signalmash account are compliant with all relevant local, state, national and/or federal regulations, including but not limited to the Telephone Consumer Protection Act 47 U.S.C. § 227 (<https://www.fcc.gov/sites/default/files/tcpa-rules.pdf>)?

Yes

No

(please note: your answer above applies not only to your compliance with regulations within the country your organization is organized and/or operates, but specifically also includes your compliance with relevant regulations within the jurisdictions of those parties called by your organization using your Signalmash account.)

**Messaging Services**

Will your organization be utilizing Signalmash for messaging (SMS/MMS) services?

Yes

No

If yes, please continue

Describe how you will be using Signalmash messaging services (e.g. Integrating into our CRM application, Integrating into our Contact Center application, Integrating into another type of application / purpose (please specify): {minimum 50 characters}

Do you represent and warrant, for those jurisdictions that require it, that you have prior documented opt-in permission, granted specifically to the legal entity described in this document, to contact the recipients of the messages you will send using the Signalmash service?

Yes

No

Do you or your customers engage in any form of marketing activities using messaging?

Yes

No

if yes, please provide a general explanation of your marketing activities: {minimum 50 characters)

Do you represent and warrant that all messaging activities conducted using your Signalmash account are compliant with all relevant local, state, national and/or federal regulations, best practices and industry guidelines, including, but not limited to, those provided by CTIA (<https://www.ctia.org/the-wireless-industry/industry-commitments/messaging-interoperability-sms-mms>)?

Yes

No

(please note: your answer above applies not only to your compliance with regulations within the country your organization is organized and/or operates but specifically also includes your compliance with relevant regulations within the jurisdictions of those parties contacted by your organization using your Signalmash account.)

## SIGNATURE and CERTIFICATION

{determine best approach to get and store digital signatures, build it, open source, or Zoho sign API, etc}

**The undersigned certifies that s/he is an officer of the Customer, as applicable, with authority to enter into Agreements on behalf of Customer, represents and warrants that the information contained within this document is truthful and accurate and further agrees to the Signalmash** [Terms & Conditions of Service](https://signalmash.com/terms-of-service/) **and** [Acceptable Use Policy](https://signalmash.com/acceptable-use-policy/),

**The undersigned further certifies that the Customer has knowledge of the U.S. laws prohibiting the generation and transmission of illegal, harassing or otherwise unwanted voice calls, including but not limited to the Telephone Consumer Protection Act, Truth in Caller ID Act, Telemarketing Sales Rule, Wire Fraud Statutes and the CAN-SPAM Act. The undersigned hereby confirms that Customer complies with these laws and consents to disclosure by Signalmash, at Signalmash' sole discretion, of the details contained within this document along with any other requested Customer information in response to any inquires regarding potential conduct violations related to customers use of Signalmash services.**

**Signalmash also reserves the right to randomly record segments of originating and terminating calls from the Signalmash’s platform in order to insure lawful use. Signalmash will never use this data unless required by law enforcement. Please see** [**https://signalmash.com/privacy-policy/**](https://signalmash.com/privacy-policy/) **to learn how Signamash protects your data.**

**I verify that I am authorized to legally bind the Customer by my Signature.**

**Name**

**Title**

**Signature**

**​Date**

**[ ISV / Reseller Question Flow ]:**

**PLEASE NOTE THAT ++ ON DROP DOWNS DEMARK THE DEFAULT VALUE. PLEASE USE THOSE ++ SELECTIONS AS DEFAULT, IF A USER DOES NOT INDICATE OTHERWISE.**

## Your Services

**Voice Services**

Will you / your customers be utilizing Signalmash phone numbers and/or voice services?

Yes

No

If yes, please continue

Describe how you / your customers will be using Signalmash voice services (e.g. Integrating into our application, Internal PBX / calling, Contact Center, other (please specify): {minimum 50 characters}

Do you resell voice services to other 3rd parties?

Yes

​ No

If yes, is your company listed in the FCC’s Robocall Mitigation Database (RMD*). \* All providers of voice service must register in the FCC’s RMD and file a robocall mitigation plan, regardless of their deployment status of the STIR/SHAKEN call authentication standard?*

Yes

No

If yes, please enter the FCC Registration Number (FRN) associated with your Robocall Mitigation Database entry: { FCC Registration Number (FRN) }

Do you / your customers engage in telemarketing?

Yes

No

If yes, please continue

Do you / your customers make outbound calls that use pre-recorded voice messages?

Yes

No

If yes, do you represent and warrant that you are aware that the use of pre-recorded voice messages in outbound telemarketing calls is generally unlawful without having prior documented opt-in permission, granted specifically to the legal entity making such calls, where the called **party has specifically agreed to receive automated and/or pre-recorded calls** and further confirm that any such calls made utilizing the Signalmash platform from your account have such documented opt-in permission, a copy of which can be made available to Signalmash upon request?

Yes

No

Do you / your customers place calls to telephone numbers on the Federal and/or State Do Not Call registries?

Yes

No

If yes, do you represent and warrant that you / your customers have prior documented opt-in permission, granted specifically to you / your customers legal business entity, to contact any telephone numbers on the Federal and/or State Do Not Call registries in you / your customers calling campaign(s)?

Yes

No

Do you / your customer call wireless numbers?

Yes

No

If yes, do you represent and warrant that you / your customers have prior documented opt-in permission, granted specifically to you / your customers legal business entity, to contact any wireless numbers called in you / your customers calling campaign(s)?

Yes

No

Do you represent and warrant that, to the best of your knowledge, all calling activities conducted using your Signalmash account are compliant with all relevant local, state, national and/or federal regulations, including but not limited to the Telephone Consumer Protection Act 47 U.S.C. § 227 (https://www.fcc.gov/sites/default/files/tcpa-rules.pdf)?

Yes

No

(please note: your answer above applies not only to your / your customers compliance with regulations within the country your / your customers organization(s) are organized and/or operate, but specifically also includes your / your customers compliance with relevant regulations within the jurisdictions of those parties called by your / your customers organization(s) using your Signalmash account.)

Do you have specific processes in place to ensure that your customers are following the Signalmash Acceptable Use Policy? <https://signalmash.com/acceptable-use-policy/>

Yes

No

(Please note: it is our expectation that you, as a Signalmash customer incorporating our products and services into your offering, are aware of how your customers are using our platform; that you collect reasonable Know Your Customer information and enforce customer compliance per federal, state, and local regulations).

**Messaging Services**

Will your customers be utilizing Signalmash for messaging (SMS/MMS) services?

Yes

No

If yes, please continue

Describe how your customers will be using Signalmash messaging services (e.g. Integrating into our CRM application, Integrating into our Contact Center application, Integrating into another type of application / purpose (please specify): {minimum 50 characters}

Do you represent and warrant, for those jurisdictions that require it, that your customers have collected and store prior documented opt-in permission, granted specifically to your customers legal entity, to contact the recipients of the messages they will be sending using the Signalmash service?

Yes

No

Do your customers engage in any form of marketing activities using messaging?

Yes

No

if yes, please provide a general explanation of your marketing activities:{minimum 50 characters}

Do you represent and warrant on behalf of your customers, to the best of your knowledge, that all messaging activities conducted using your Signalmash account are compliant with all relevant local, state, national and/or federal regulations, best practices and industry guidelines, including, but not limited to, those provided by CTIA (<https://www.ctia.org/the-wireless-industry/industry-commitments/messaging-interoperability-sms-mms>)?

Yes

No

(please note: your answer above applies not only to your compliance with regulations within the country your organization is organized and/or operates but specifically also includes your compliance with relevant regulations within the jurisdictions of those parties contacted by your organization using your Signalmash account.)

Do you have specific processes in place to ensure that your customers are following the Signalmash Acceptable Use Policy? <https://signalmash.com/acceptable-use-policy/>

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**I verify that I am authorized to legally bind the Customer by my Signature.**

**[Investigate E Signature Options and ask development what they prefer]**

**Name**

**Title**

**Signature**

**​Date**