siptrunk™
A BCM One Company

Messaging Setup Process & Timelines

Step	Description	Typical Time (Business Days)
0	If numbers need to be moved (port-in for DID, RespOrg-Change [ROC] for Toll Free), Dealer/Customer initiates this request via the "My Number Porting" page on the SIPTRUNK portal and chooses either SMS-to-email or SMS App/API as the type of Business Texting needed; *the choice of SMS type is only for the purpose of porting/ROC, and does not take the place of Step 1 below* SIPTRUNK Team begin process to port or ROC numbers. If new numbers have been purchased or numbers already exist in a customer's account, start with Step 1 below	Start
1	Dealer/Customer sends email (to billing@siptrunk.com) or opens a Support ticket from the SIPTRUNK portal, indicating numbers that need to be enabled for Business Texting, as well as the type of Texting needed.	Depends on Dealer/Customer
2	SIPTRUNK Team responds with the appropriate jot form (there are several) based on the Dealer's/Customer's ask in the email in Step 1	+ 1 Day
3	Dealer/Customer completes the jot form	Depends on Dealer/Customer
4	SIPTRUNK Team responds to Dealer/Customer, identifying items on the jot form that need to be addressed	+ 2 Days
	Dealer/Customer resolves all such items	Depends on Dealer/Customer
5	For DID numbers (see 6b below for Toll Free numbers) SIPTRUNK Team performs Brand and Campaign 10DLC Registration	+ 5 Days
5b	*DID port-ins and Toll Free ROC are expected to be complete at this stage in the process*	-
6a	For DID numbers, upon successful Brand and Campaign registrations AND the completion of port-in for DIDs, SIPTRUNK Team completes the remaining 10DLC Registration steps with the appropriate providers	+ 1 Day
6b	*For Toll Free numbers only, upon completion of RespOrg change (ROC), SIPTRUNK Team completes Toll Free Verification with the appropriate providers*	*+ 6 - 8 Weeks*
7	SIPTRUNK Team sets up appropriate pricing package for account, per Dealer/Customer request in Step 1, and enables numbers for Business Texting. SIPTRUNK Team notifies Dealer/Customer that numbers are now ready to be used for sending and receiving SMS and MMS messages	+ 1 Day