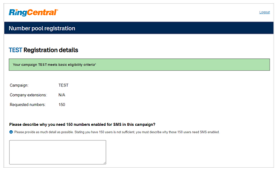
RingCentral
RingCentral TCR Registration Checklist



RingCentral TCR Registration Checklist Owner's Manual

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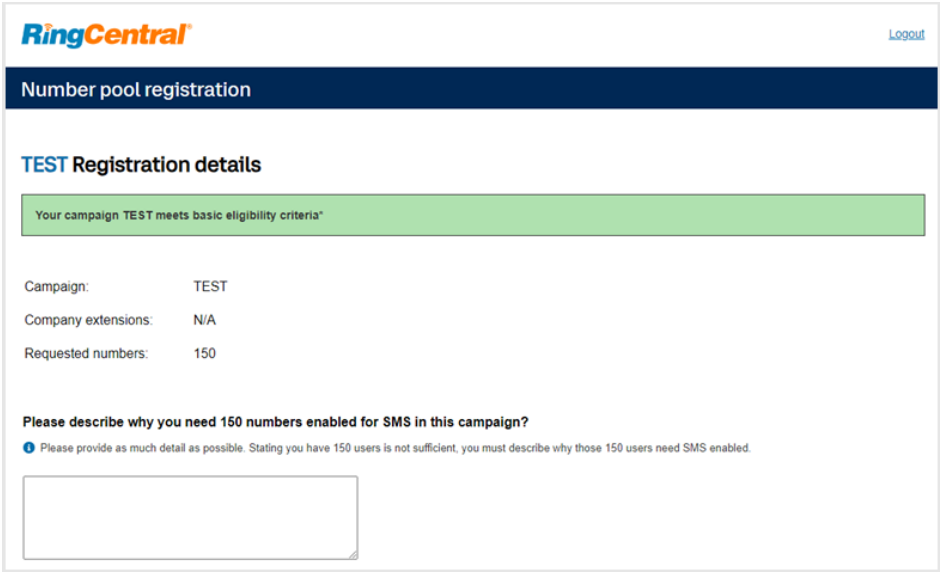


Product Information

Specifications:

- Product Name: TCR Registration Checklist
- Function: Submission of text messaging SMS TCR registration
- Requirements: Business verification, website key requirements, obtaining consent

TCR registration checklist
This document provides a checklist of steps and examples of language designed to meet carrier industry requirements when submitting your text messaging SMS TCR registration. These examples are for illustration only and don't constitute legal advice. Please consult your legal counsel for language that fits your business needs. Following this guide does not guarantee successful TCR registration.

Product Usage Instructions

Business verification
Check the prohibited content

- Review the RingCentral SMS/MMS content policy.

If your business engages in any activity prohibited by carriers, your registration will be declined with no path forward for approval.

Verify the required registration information

- Tax ID/EIN: Your 9-digit tax ID from the IRS SS4 form
- Your Doing Business As DBA) name, if it is different from your legal business name
- Physical address that matches your IRS SS4 form
- Legal business name that matches your IRS SS4 form

Website key requirements
A working website address is required to submit TCR registration or your registration will be declined.

Check your Privacy Policy

- Include a link to your Privacy Policy on the website.
- Make sure the Privacy Policy clearly states:
    - what personal information is collected.
    - how the collected information is used.
    - whether (and how) the consumer's opt-in information is shared.
- Include a statement similar to this example:

"No mobile opt-in or text message consent

- Make sure the Privacy Policy is easily accessible and prominently placed on web forms. As a best practice, also include a link to the Privacy Policy in the footer of every page on your website.

Check your SMS Terms of Service

- Include the Terms of Service within your Privacy Policy or include it as a standalone document.
- Specify the types of messages sent.
- Include a statement similar to this example with standard disclosures:

"If you consent to receive <types of messages – i.e. conversational, informational, promotional, etc.)> SMS from Business Name], you agree to receive [types of message, must be consistent with selected use case] SMS from us. Reply STOP to opt-out; Reply HELP for support; Message & data rates may apply; Messaging frequency may vary. Visit Privacy Policy URL] to see our Privacy Policy and terms and conditions.

Check your website contact form
If you obtaining SMS opt-in consent using a website form (i.e. "Contact Us"):

- Include a checkbox for SMS consent next to any phone number field.
- Make sure the consent checkbox is optional and unchecked by default.
- The consent language should include language similar to this example:

"I consent to receive <types of messages – i.e. conversational, informational, promotional, etc.)> SMS from Business Name]. Reply STOP to opt-out; Reply Help for support; Message and data rates apply; Messaging frequency may vary. Must include the link to your Privacy Policy>"

Note: The example consent language in this section is provided as a suggestion, please consult your Legal counsel for approved language.

Obtaining consent

The types of messages a business sends determine the consent required by the underlying carriers. Some examples of possible consent methods are below. Please consult with your legal counsel for approved consent language.

	Conversational	Informational	Promotional
What it is	Human-to-human, non-automated two-way messaging to initiate a back-and-forth engagement. Typically, a reply is expected.	Human-generated or automated messaging, one-way notifications to recipients who may or may not request a reply.	Human-generated, automated, or bulk messaging. Sales or marketing-focused in nature. The message may or may not request a reply.
Consent required	Implied consent (recipient messages you first to ask a question or engage in a conversation), or express verbal or written consent.	Express verbal or written consent. Consent should be logged, and your messages should contain opt-out language.	Express written consent. Consent should be logged, and your messages should contain opt-out language.
Examples of consent	The recipient locates the phone number on your website and messages to ask a question (i.e. What are your business hours? . The recipient is asked in person, over the phone, via email, a web form, or a paper form to opt-in to receive text messages.	The recipient is asked in person, over the phone, over email, a web form, or paper form to opt-in to receive text messages.	The recipient is asked in an email, or on a web or paper form to opt-in to receive text messages.

Next steps

- Review the SMS consent requirements and examples and the detailed registration instructions.
- If you have a large list of numbers to register, submit a Number Pool request.
- Sign in to the Admin Portal and complete the SMS TCR Registration form to register your company outbound text messaging.
- If your application is declined, learn how to resolve the issue.
- If you do not plan to send outgoing text messages, set up phone numbers for inbound text messages only.

Need help?
Contact our dedicated TCR support team by calling **888-898-4591** and selecting option 3, then option 1. You can also chat with a live agent, submit a support case, or ask our community for further assistance.

Additional Resources

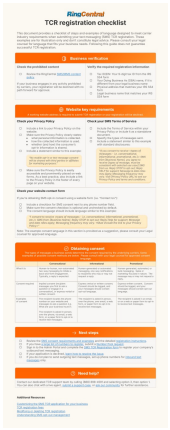
- Customizing the SMS TCR application for your business
- TCR registration fees
- Modifying or deleting TCR registration
- Understanding SMS opt-out management

Frequently Asked Questions

- **Q: Does following the checklist guarantee successful TCR registration?**
  A: No, following the checklist does not guarantee successful registration. Consult your legal counsel for tailored language.
- **Q: What happens if my business engages in prohibited activities?**

A: Your registration will be declined with no path forward for approval.

Documents / Resources

	RingCentral TCR Registration Checklist [pdf] Owner's Manual TCR Registration Checklist, TCR, Registration Checklist, Checklist

References

- User Manual

Manuals+, Privacy Policy

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