

# Canada short code request form

**Note:** Before you begin filling in this form, be sure to read the [Set up an SMS short code](#) Resource Center article.

As an authorized representative of \_\_\_\_\_

("Customer"), I hereby authorize and appoint Genesys to procure the short codes listed below.

Your name: \_\_\_\_\_

Your region (US, EU, APAC): \_\_\_\_\_

Region where the short code will be used (US, EU, APAC): \_\_\_\_\_

Your Organization ID: \_\_\_\_\_

Please enter your top three choices for a 5 or 6 digit vanity short code:

We will attempt to secure your first choice and then will move down the list based on availability.

You can check availability using the [Canadian Short Code Availability Search](#).

## Company information

Company Name: \_\_\_\_\_

Company Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_

Country: \_\_\_\_\_

Postal Code: \_\_\_\_\_

Primary Contact Name: \_\_\_\_\_

Primary Phone Number: \_\_\_\_\_

Support email address: \_\_\_\_\_

Carriers require a customer support email, for example support@company.com. This email must be your company's customer support email address.

Support toll-free number: \_\_\_\_\_

Carriers require a toll-free support number for all short codes. For example, (8xx) xxx - xxxx.

Your company's Tax ID number: \_\_\_\_\_

Carriers require this for all short codes.

## Use cases

What is the name of your service? \_\_\_\_\_

What is your company's website? \_\_\_\_\_

What is the website for your short code service? \_\_\_\_\_

How do you plan to use your short code?

If you chose Other, please explain:

How will your customers sign up to receive messages from your short code? (Choose all that apply.)

Send a text message to your short code

On your website or mobile application

Other method

If you chose Other, please explain:

Please describe the steps your customers will use to sign up for SMS messages.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_
9. \_\_\_\_\_
10. \_\_\_\_\_

For example:

1. User goes to my website
2. User creates an account or logs in
3. User selects type of notifications they would like to receive
4. User enters their mobile phone number
5. User agrees to terms and conditions
6. User receives a welcome message from my short code

What message will you send to your customers to confirm sign up?

What frequency will users receive text messages from your short codes?

Users will receive \_\_\_\_\_ messages per \_\_\_\_\_

If you chose Other, please explain:

Will you use your short code for any of the following?

Sweepstakes or contests

Promotions or marketing for businesses other than your own

The Sweepstakes/Promotions use cases require the completion of additional documents and may also be subject to a longer provisioning time. Sweepstakes and contest forms must be attached to the email along with this application. Please include any promotional and/or marketing materials that relate to your use of the short code. We will work with you to complete the appropriate documents for your use case.

Please provide some examples of type of messages you will send with your short code.

What email address would you like to use to receive updates about the application?

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Are there any other comments or additions you'd like to submit for consideration?

Yes    No

Please email the completed form, along with any required supporting information to: [GenesysCloudShortCodes@genesys.com](mailto:GenesysCloudShortCodes@genesys.com).

By submitting this form, you are certifying that you are authorized to purchase and provision Short Code Messaging Numbers for your organization.