Wholesale KYC & Onboarding Form

For route customers, resellers and upstream interconnect partners

How to complete this form

Fill in the fields digitally, tick every declaration in Section 9, sign Section 10 and attach the documents listed in Section 11.
Send the completed form and documents to your TalkLoop account contact. Traffic is enabled only after the KYC review is approved.

DATE OF APPLICATION

APPLICANT REFERENCE (IF ANY)

APPLICATION TYPE

- ☐ Route customer (downstream)
- ☐ Upstream vendor / interconnect
- ☐ Both

1 Company Information

REGISTERED LEGAL NAME

TRADING / BRAND NAME

COMPANY REGISTRATION NUMBER

COUNTRY OF INCORPORATION

DATE OF INCORPORATION

REGISTERED ADDRESS

OPERATING ADDRESS (IF DIFFERENT)

TAX ID / EIN / VAT NUMBER

WEBSITE

YEARS IN TELECOM BUSINESS

BUSINESS TYPE

- ☐ Carrier / wholesaler
- ☐ VoIP reseller
- ☐ BPO / contact center
- ☐ UCaaS / app platform
- ☐ Enterprise
- ☐ Other

2 Telecom Licensing & Regulatory

FCC FORM 499 FILER ID (US)

ROBOCALL MITIGATION DATABASE NO. (US)

OCN (IF ANY)

OTHER TELECOM LICENSES / REGULATOR (E.G. OFCOM, PTA, TRAI)

LICENSE NUMBER(S)

STIR/SHAKEN STATUS (US TRAFFIC)

- ☐ Own SPC token / signing
- ☐ Signed by upstream provider
- ☐ Not applicable
- ☐ In progress

3 Ownership & Management

List all directors and every beneficial owner holding 25% or more of the company.

FULL NAME	ROLE / TITLE	OWNERSHIP %	NATIONALITY	COUNTRY OF RESIDENCE

4 Key Contacts

CONTACT TYPE	FULL NAME	EMAIL	PHONE / WHATSAPP
Commercial / Sales			
Technical / NOC (24x7)			
Billing / Finance			
Compliance / Abuse			

5 Services & Relationship

SERVICES OF INTEREST (CUSTOMERS)

- ☐ Tier 1 USA termination
- ☐ Tier 1 UK termination
- ☐ A-Z global termination
- ☐ Premium routes
- ☐ ViciTalk predictive dialer + AMD
- ☐ DIDs / numbers

ROUTES YOU CAN SUPPLY (VENDORS)

- ☐ USA
- ☐ UK
- ☐ Canada
- ☐ Europe
- ☐ Middle East
- ☐ South Asia
- ☐ Other A-Z

DESTINATIONS / ROUTE DETAILS TO SUPPLY OR BUY

6 Traffic Profile

Required for quoting and fraud screening. Approximate figures are fine.

TRAFFIC TYPE

- ☐ Conversational / customer care
- ☐ Outbound dialer / call center
- ☐ Wholesale transit
- ☐ CLI
- ☐ Non-CLI / CC

TOP 5 DESTINATIONS

EXPECTED MONTHLY MINUTES

AVERAGE CALL DURATION (ADT)

PEAK CPS

MAX CONCURRENT CALLS

EXPECTED ASR %

WHERE DOES THE TRAFFIC ORIGINATE? (COUNTRIES / END-CUSTOMER TYPES)

DO END-USERS / CAMPAIGNS HAVE DOCUMENTED CONSENT FOR OUTBOUND CALLS (TCPA / LOCAL EQUIVALENT)?

☐ Yes ☐ No ☐ Not applicable

7 Technical Interconnect

SIGNALING IP ADDRESS(ES)

MEDIA IP ADDRESS(ES)

AUTHENTICATION

☐ IP authentication ☐ SIP registration (username / password)

SUPPORTED CODECS

☐ G.711 u-law ☐ G.711 a-law ☐ G.729 ☐ Other

SWITCH / PLATFORM (E.G. VOS3000, VICIDIAL, ASTERISK)

TECH PREFIX (IF ANY)

SIP PORT / TRANSPORT

8 Billing & Commercial

BILLING MODEL

☐ Prepaid ☐ Postpaid (subject to credit review)

PREFERRED PAYMENT METHOD

☐ Wire transfer ☐ ACH ☐ Card / Stripe ☐ Other

BILLING CURRENCY

INVOICING / CDR EMAIL

BILLING CYCLE REQUESTED

Trade references (required for postpaid terms or upstream interconnects): two telecom companies you currently exchange traffic with.

COMPANY	CONTACT NAME	EMAIL	PHONE

9 Compliance Declarations

Tick each statement to confirm.

☐ We will not send robocalls, unlawful telemarketing, spam, or calls that violate the TCPA, the FCC's rules, Ofcom rules or any other law where the call originates or terminates.

☐ We will not spoof or manipulate caller ID (CLI), and will only present numbers we are authorized to use.

☐ We will not send fraudulent traffic, including IRSF, wangiri, traffic pumping, or artificially inflated traffic.

☐ We will respond to traceback requests (including from the Industry Traceback Group) within 24 hours, and cooperate with law-enforcement and regulatory enquiries.

☐ We keep consent records and do-not-call compliance records for outbound campaigns, and will provide them on request.

☐ We accept that TalkLoop may monitor traffic and suspend or block routes, numbers or accounts immediately if it suspects fraud or abuse.

- [ ] We will notify TalkLoop in writing within 14 days of any change to ownership, licensing, contacts or traffic profile.
- [ ] The information in this form and its attachments is true, complete and accurate.

10 Authorized Signatory

FULL NAME

TITLE / POSITION

SIGNATURE (TYPE FULL NAME OR SIGN)

DATE

PLACE

By signing, the signatory confirms they are authorized to bind the company and agrees to TalkLoop's Acceptable Use Policy and wholesale terms of service. KYC information is used only for onboarding, compliance and fraud prevention.

COMPANY STAMP / SEAL

11 Required Documents Checklist

Attach clear copies (PDF or image). Tick each document included.

- [ ] Certificate of incorporation / business registration
- [ ] Government-issued photo ID of the authorized signatory and of each 25%+ beneficial owner
- [ ] Proof of business address dated within the last 3 months (utility bill or bank statement)
- [ ] Tax registration certificate (EIN letter / VAT / NTN)
- [ ] Telecom license(s) or registrations: FCC 499 / RMD listing / Ofcom / PTA, as applicable
- [ ] Company profile or website overview describing your services and customers
- [ ] Sample call scripts or campaign description (outbound dialer traffic only)

FOR TALKLOOP USE ONLY

ACCOUNT ID

REVIEWED BY

REVIEW DATE

RISK RATING

- [ ] Approved
- [ ] Approved with conditions
- [ ] Rejected