

LiveMessage - Set Up Instructions and Letter of Authorization

1/ Instructions to set up phone number for SMS message type:

1. Please add the applicable phone numbers at the bottom of the LOA below and sign
2. Return this signed LOA by creating a case in the Salesforce Help and Training portal and attaching this form.
Please provide your full Customer Legal Name and Customer Account number.

2/ to set up Facebook ID message type:

1. Login to Facebook as the admin of the Facebook page.
2. Open your Facebook page.
3. Click the About tab.
4. Scroll down to the bottom of the Page Info section.
5. Next to Facebook Page ID, you can find your page ID.
6. Create a case through the Salesforce Help and Training portal. Include your Facebook page ID in the case along with the Salesforce org ID of the org to which the page should connect.
7. OAuth the Facebook page you have provided by going to this link: <https://oauth.heywire.com/oauth>

Letter of Authorization ("LOA")

Subscriptions to the LiveMessage Services (the "Services") are subject to the terms and conditions of use set forth in Customer's Main Services Agreement ("MSA") with Salesforce, Inc. or its Affiliate ("SFDC") and any applicable Order Forms executed by Customer and SFDC.

Customer acknowledges that, in order to use the Services, Customer hereby authorizes SFDC to act as its agent to arrange for use of any land line phone number, ie. direct inward dialing (DID), provided and owned by Customer. SFDC's authorized use of any DIDs provided is limited to the following activities related to SFDC's LiveMessage Services: 1) provisioning for the purpose of installation, 2) subsequent removal.

You represent and warrant that you have full authority and approval to use or communicate with the DIDs to be used in conjunction with the Services and that your use of such DIDs are not now and shall not be in the future in violation of any third party licenses, terms, conditions, laws, rules and/or regulations respecting the use of such DIDs, including any company or workplace policies regarding the use of such DIDs.

Telephone Numbers/DIDs to Enable:

Unique Telephone Number(s)	Unique Telephone Number(s)

Customer: <ENTER COMPANY NAME>

By: _____

Name: _____

Title: _____

Phone: _____

Email: _____

Date: _____

Org ID: _____