



How clients can raise their Sender ID requests with the Spanish regulator

To be able to raise your request with the Spanish Regulator you or your company must have a digital certificate that will be accepted by the Spanish authorities. If your company has a digital certificate that allows you to login and verify details in certain portals, then you can use that certificate.

Not everyone can login to the Spanish Regulator's portal, and you must be an EU/Schengen citizen or live in one of the EU/Schengen countries that have digital certificates. There is a limitation to certain countries, as they do not have official digital certificates, so if you are part of the greyed-out countries from the picture below, you will not be able to login to raise your request:

Austria	Belgium	Bulgaria ⓘ
Croatia	Cyprus	Czech Republic
Denmark	Estonia	Finland
France	Germany	Greece ⓘ
Hungary ⓘ	Iceland ⓘ	Ireland ⓘ
Italy	Latvia	Liechtenstein
Lithuania	Luxembourg	Malta
Netherlands	Norway ⓘ	Poland
Portugal	Romania	Slovakia
Slovenia	Sweden	

Those countries that have digital certificates are valid login certificates that allow them to login to specific places in their designated country. For example, people from Sweden can login with their **Freja+ eID** and/or **BankID** to the regulator's portal, Denmark is **MitID**, Germany is **AusweisApp** etc.

Please use this website to login and raise your request:

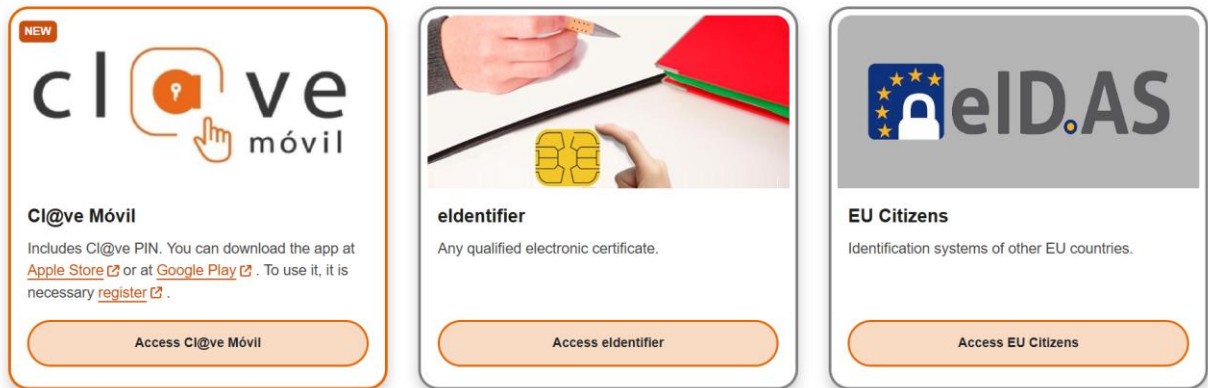
<https://tramitesclave.cnmc.gob.es/formulario/213>

You will be prompted to login, so please use the most suitable option that is for you or your company to login and start the process:

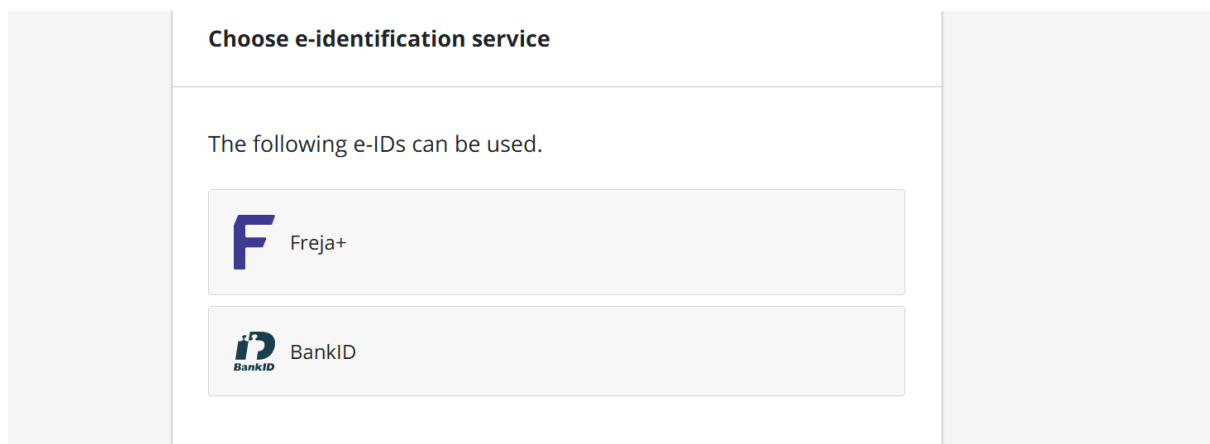


Identification platform for Administrations

Select Cl@ve identification method



Once you've selected the option that suits you the most, then please proceed with the instructions. For this sample purpose, we will use [Access EU Citizens](#). If you selected Sweden for example, you would have to select one of the two options:



Once you've been able to login successfully, please be aware that everything will be in Spanish, and there is no option to change the language in English. You can [use Google Translate](#) in case you need some extra clarification. Be aware that the system [kicks you out of the portal](#) after 4-5 minutes, even if you are active and still add information to your request. There is the option to save the request as a draft; by clicking on [GUARDAR BORRADOR](#) and you can return later and proceed with the same request.

- 1) The first step that you need to consider is who is raising the request, is it the end client or the service provider. Based on this you will raise the request to the regulator:
 - a. [En nombre propio](#) – if you are a self-employed or a freelancer then you need to select this option
 - b. [En representación de](#) – if you are the end client, a company, service provider, and/or third party that raises a request on behalf of the end client, then select this option



Solicitante

- ☒ En nombre propio
- ☐ En representación de

En Representación de

When you are the End Client, Company, Service Provider, and/or Third Party then select this option

The option **En Representación de** is used ONLY when the end client, a company, service provider and/or a third party is raising the request.

The first section of the form has several fields, and the second row is with **NIF** and **Nombre y apellidos** that are taken automatically from your login details, and these cannot be changed, but for the other parts you need to add the details as needed.

Third parties can raise the requests on behalf of a brand owner, for example, *ThirdParty X* who is a direct client of Sinch is raising the request on behalf of *EndBrand Y* then this option will need to be selected. This will give you extra options to add, so please add the details as shown in the screenshot below:

NIF of the end brand NIF de la empresa o administración pública que desea ser titular de alias *	Official company's name Nombre de la empresa o administración pública que desee ser titular de alias *
NIF of the third party person that raises the request Cannot be changed NIF *	Full name of the third party person that raises the request. Cannot be changed Nombre y apellidos *
Third party's email Correo electrónico * thirdpartyx@thirdpartyx.com	Third party's phone Teléfono/Móvil (opcional) +46765466709

NOTE: If you are not a third party, but the **end brand**, from the screenshot above where it is mentioned third party, please add your brand details. Please see the details below:

- **NIF of the end brand** – this always must be the end brand that stands behind the Sender ID
- **Official company's name** – this must always be the company name of the end brand
- **NIF of the third party person that raises the request** – this is automatically pulled from the login details
- **Full name of the third party person that raises the request** – this is automatically pulled from the login details
- **Third party's email** – this is the email from the company/person that raises the request. If it is third party, then that company/person's email to be added, if it is the end brand, then the end brand's or person from the end brand to add their email



- **Third party's phone** – this is not mandatory, but it can be any phone from the person/company that raises the request

Below steps are the same for both options, **En nombre propio and **En representación de****

The next section is regarding the **address of the brand** that requests the Sender ID to be pre-registered. You must first complete the next step, otherwise all data you've added here will be deleted.

Even though they appear as optional at first glance, **once you start working** on the options further down the request, you will be asked to enter them, so please be aware that you **must** add the address:

Dirección postal (Opcional) ^

Calle/Avda. (Opcional) Calle		Nombre de la vía pública. (Opcional) Skogängsvägen 1A		
Núm. (Opcional) 21	Esc. (Opcional)	Piso (Opcional)	Pta (Opcional)	Código Postal (Opcional) 16348
País (Opcional) Suecia		Provincia (Opcional)		Municipio (Opcional)

In the next section you must choose the type of request you are trying to raise, and in this case it needs to be **Inscripción de Alias**:

Inscripción de proveedor

Modificación de proveedor

Cancelación de proveedor

Inscripción de Alias

Autorización de alias

This is how the selection should appear for you, and this makes the address to be mandatory and whatever information you've added before will be lost:

Tipo de Solicitud

Tipo de solicitud *
Inscripción de Alias

Los campos señalados con * son obligatorios

Once you've selected this, you are adding the **Representative of the Alias** in this case the person that stands behind the Sender ID and will be used to verify the request once the regulator has sent the email to them for verification:

Representantes del titular

Recuerde que el representante legal debe disponer de certificado electrónico.

Añada las personas que representan al titular del alias.

+ Añadir representante

In the pop-up window that you will see there are two options for you to select, and you must select the correct one. If the **Representative** is a legal person, meaning it is officially a company that is representing and approving the Sender ID, then you must select **Persona jurídica** but if the representative is a physical (natural) entity, meaning a private person i.e. Barack Obama, then please select **Persona física**. Based on your response you will be required to add certain details:

 **NUEVO**
Representante del titular 

1 TIPO DE PERSONA
☒ Persona física ☐ Persona jurídica

2 IDENTIFICACIÓN

Nombre *
El campo es obligatorio

NIF *
El campo es obligatorio

Primer apellido *
El campo es obligatorio

Segundo apellido (opcional)

3 DATOS DE CONTACTO



a) **Persona jurídica**

a. **Identificación**

- i. **Razón social** – official company name
- ii. **NIF** – the company's NIF number, should be VAT/TAX number in other countries

b. **Representante de la persona jurídica**

- i. **Nombre** – First name of the person representing the Sender ID
- ii. **NIF del representante** – this is the official NIF/ID number that the representative will be using to login and verify the request
- iii. **Primer apellido** – First surname of the representative
- iv. **Segundo apellido** – Second surname if the representative has one

c. **Datos de contacto**

- i. **Emails** – this is the email to which the confirmation from the regulator will be sent. You can add more emails but you must separate them with semicolon, for example sinch@sinch.com; sinch2@sinch.com
- ii. **Teléfonos** – if the representative wants to leave some phone number

b) **Persona física**

a. **Identificación**

- i. **Nombre** – First name of the person representing the Sender ID
- ii. **NIF del representante** – this is the official NIF/ID number that the representative will be using to login and verify the request
- iii. **Primer apellido** – First surname of the representative
- iv. **Segundo apellido** – Second surname if the representative has one

b. **Datos de contacto**

- i. **Emails** – this is the email to which the confirmation from the regulator will be sent. You can add more emails but you must separate them with semicolon, for example sinch@sinch.com; sinch2@sinch.com
- ii. **Teléfonos** – if the representative wants to leave some phone number

Recibir notificaciones must be ticked for both options so that the email will be triggered and sent to the representative



Primer apellido *

Cheryl

Segundo apellido (opcional)

4

DATOS DE CONTACTO

Emails (opcional, separados por ;)

sinch@sinch.com

Teléfonos (opcional, separados por com...)

☒ Recibir notificaciones ?

☐ Mancomunado ?

Once you have completed this entire process, you should be able to see the Representative added properly as seen in the screenshot below:

Representantes del titular

Recuerde que el representante legal debe disponer de certificado electrónico.

Añada las personas que representan al titular del alias.



+ Añadir representante

TIPO	NOMBRE	NIF	EMAIL	TELÉFONO	NOTIF. ?	MANCOM. ?	
PF	GGG JIWF	873871	a@sinch.com	—			

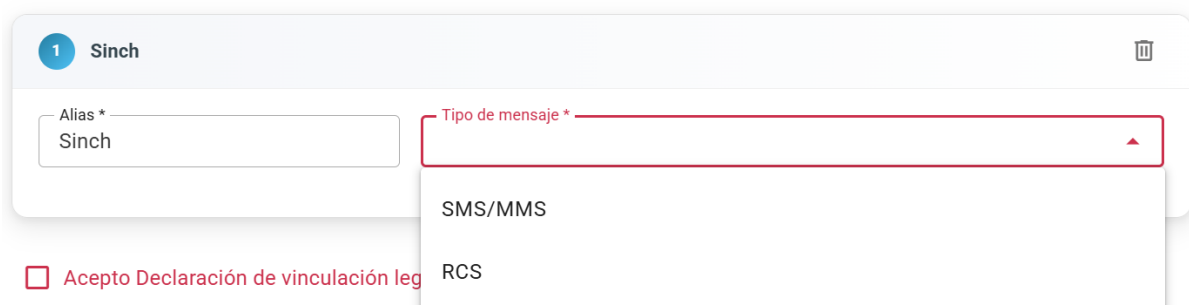
Then we are moving to the next section which is the Sender ID and selection of other parties that are involved in the registration. In the next section click on [Añadir alias](#):

Alias

Configure los alias que desea dar de alta y sus proveedores asociados.

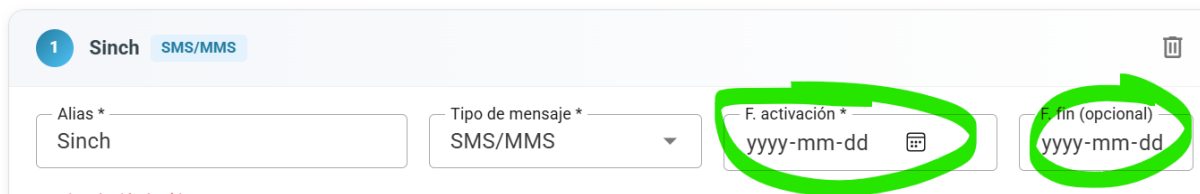
+ Añadir alias

And in this new section you can add the Sender ID you want to register, in the [Alias](#) section, while the [Tipo de mensaje](#) is for you to choose if you want to have the Sender ID registered for SMS/MMs traffic or RCS (Rich messaging) traffic:



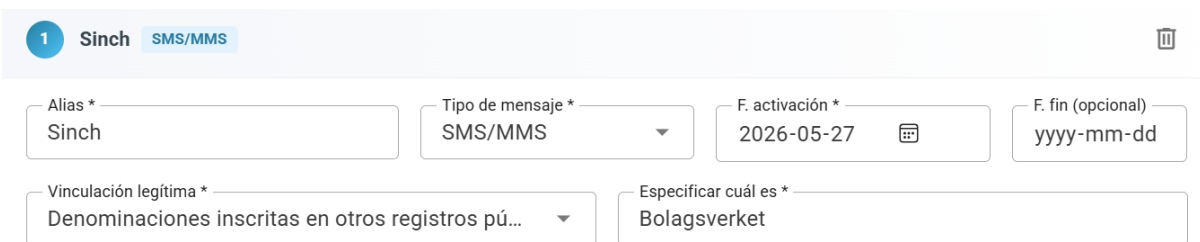
NOTE: You can only select one option, so if you need it for both, you need to raise two separate requests.

Once you select the type of message the Sender ID will be used for, you will get the options and will be able to raise the request. The first option you need to select is **F. Activación** which would suggest from when the Sender ID should be activated, and if you have an end date when the Sender ID should be deactivated, then you can select the date in **F. Fin (opcional)**:



In the next section **Vinculación legítima** you have to select the connection between the Sender ID and the company that requests it, and the explanation for that choice. For this example, **Sinch** is the sender that we are trying to register, and the company is **Sinch Sweden AB**.

The company is registered as official entity in Sweden, so we are selecting **Denominaciones inscritas en otros registros públicos nacionales o internacionales**, and in the next section we write the registry where the company is registered with officially, in this case **Bolagsverket**:



All the options you have as a selection are the following, so please select the most appropriate one:

Marca registrada ante la OEPM o la EUIPO	Trademark registered with the OEPM (Spanish Patent and Trademark Office) or EUIPO	If the brand is registered with one of the two organisations
Nombre comercial registrado ante la OEPM	Trade name registered with the OEPM	If the trademark is registered with the Spanish trademark registry
Denominación social reconocida legalmente en el Registro Mercantil	Company name legally recognized in the Commercial Register	Company is registered in the Spanish commercial registry, i.e. Registro Mercantil Madrid



Dominio de internet registrado en Red.es o por la ICANN	Internet domain registered with Red.es or ICANN	The brand is an internet domain registered with one of the entities
Denominaciones inscritas en otros registros públicos nacionales o internacionales	Denominations registered in other national or international public registries	Company registered in a national registry outside Spain, i.e. Bolagsverket in Sweden
Uso de alias de forma legítima y habitual en el desarrollo de la actividad profesional (si no aplican los anteriores)	Legitimate and habitual use of the alias in the development of professional activity (if the above do not apply)	If none of the previous options are applicable, then select this and give the proper reason

Moving to the next section, this is where you will select the Participating Aggregator (Proveedor) who will transmit the traffic on the client's behalf. You must search for the PRO entity, click on it, and then click on the **AÑADIR PROVEEDOR** to make sure the PRO is selected and added to the list:

The screenshot shows the 'PROVEEDORES' section. A search bar contains the text 'sinch'. Below the search bar, a dropdown menu displays 'SINCH COMMUNICATIONS SPAIN, S.L. (B82966078)'. To the right of the search bar is a button labeled '+ AÑADIR PROVEEDOR'. Green circles and arrows highlight the search bar, the dropdown result, and the button.

Once you've made sure the PRO is added as the screenshot below, then you can proceed to the next section, adding the details for the Third parties (TERCEROS):

The screenshot shows the 'PROVEEDORES' section with a count of 1. A search bar contains the text 'Buscar proveedor...'. Below the search bar, a list item shows 'SINCH COMMUNICATIONS SPAIN, S.L. B82966078' with a close button. To the right of the search bar is a button labeled '+ AÑADIR PROVEEDOR'.

In the next section you are choosing the third party (TERCERO) that will be transmitting the traffic on the client's behalf. Third parties are all those entities that are not registered as participating aggregators PROs with the regulator, and they need to be listed, if they want to transmit traffic on the client's behalf. Without listing the third party, the PRO is unable to approve the request for that third party.

You must click on the button **Añadir Tercero** to have the popup appear and proceed with adding the information needed there:


PROVEEDORES
1

+ AÑADIR PROVEEDOR


SINCH COMMUNICATIONS SPAIN, S.L.
B82966078

×


TERCEROS

+ Añadir tercero

Sin terceros asignados

The information here is the same as the Representative section, and you must choose between a legal entity or physical person:


NUEVO Tercero

×

1

TIPO DE PERSONA

☒ Persona física
☐ Persona jurídica

2

IDENTIFICACIÓN

Nombre *

El campo es obligatorio

NIF *

El campo es obligatorio

Primer apellido *

El campo es obligatorio

Segundo apellido (opcional)

a) Persona jurídica

a. Identificación

- Razón social** – official company name
- NIF** – the company's NIF number, should be VAT/TAX number in other countries

b. Representante de la persona jurídica

- Nombre** – First name of the person representing the Sender ID
- NIF del representante** – this is the official NIF/ID number of the representative
- Primer apellido** – First surname of the representative
- Segundo apellido** – Second surname if the representative has

b) Persona física

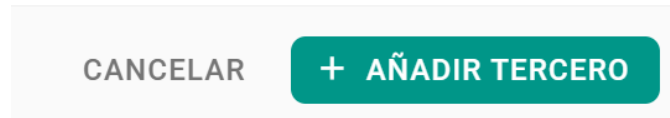
a. Identificación

- Nombre** – First name of the person representing the Sender ID



- ii. **NIF del representante** – this is the official NIF/ID number that the representative will be using to login and verify the request
- iii. **Primer apellido** – First surname of the representative
- iv. **Segundo apellido** – Second surname if the representative has one

When you are finished adding the information, you must click on the button **AÑADIR TERCERO** to be able to add the third-party provider:



Once you have added the above information you will be able to see the request as such (*don't forget to update the address in the upper section*):

Once you have added the third party, then you must add the representative of the third party to be able to submit your request. This is done by clicking on the **+ REPRESENTANTE** button in the third party you've added to get the section to add the information about the third party:

This is an extra step that has been created by the regulator, and without completing this, you will not be able to proceed forward. Once clicked, it will give you the popup option to add the details about the third party. This should be in most, if not all the cases **Persona jurídica**. You can deselect **Recibir notificaciones** and click the add button:

 **NUEVO**
Representante del tercero ×

1 IDENTIFICACIÓN

Nombre *
John

NIF *
9763197N

Primer apellido *
Gonzalez

Segundo apellido (opcional)

2 DATOS DE CONTACTO

Emails (opcional, separados por ;)
a@a.com

Teléfonos (opcional, separados por com...)

 ☐ Recibir notificaciones 

CANCELAR

 **+ AÑADIR REPRESENTANTE**

Once you are sure that the request is all in order, then you are doing the last part of the request and tick the option that is asking you to accept the terms that the request is legitimate, and then click on **REVISAR Y PRESENTAR** to get to the last section:

☒ Acepto [Declaración de vinculación legítima](#)



 GUARDAR BORRADOR

☒ **REVISAR Y PRESENTAR**

If you have made an error somewhere, upon clicking the button, the system will notify where the error is. This notification will be in Spanish, and you can use Google Translate to find what the error is and try to fix it.

If there are no errors, this will take you to the last section where you will need to double check the request, make sure everything is added accordingly, tick the button at the end, and the click on **PRESENTAR**:



Muestro mi conformidad con el contenido del documento y confirmo mi voluntad de firmar.

VOLVER

PRESENTAR

This will raise officially the request with the regulator, and once they have verified it, the representative will receive the email for additional verification and validation.

En Nombre Proprio

When you're Self-Employed or Freelancer then raise the request with this

The first section is with **NIF** and **Nombre y apellidos** that are taken automatically from your login details, and these cannot be changed, but for the latter part you need to add the person's details that is raising this request:

Solicitante

- ☒ En nombre propio
☐ En representación de

NIF *

Nombre y apellidos *

Correo electrónico *
sinch@sinch.com

Teléfono/Móvil (opcional)
+467667766776

This is the only difference that is between the two options, so please make sure to follow the rest of the steps as instructed in the previous section, starting from the address section.

What happens after you raised the request

Once you have raised the request the regulator will be going over the details and if they meet the requirements, they will push an email with the details that are needed to finalise the registration. This email is going to be sent to the email address of the Representative that has been added to the request, so it is very important to action the email **within 10 days of receiving** it, otherwise you will not be able to fully finalise the request. This part is being worked on by the regulator, and we still expect additional update.



Once you have received the email, it will be solely in Spanish, but it will contain the details about the **representative** that is behind the Sender ID, and **their digital certificate** that can be used to finalise the request. If more email addresses have been included, the email will be sent to all, but only the Representative with their NIF / ID number that has a digital certificate will be able to verify the request.

When you will be able to login to the portal, you will see an option like this one:

Tipo de Solicitud

Tipo de solicitud *

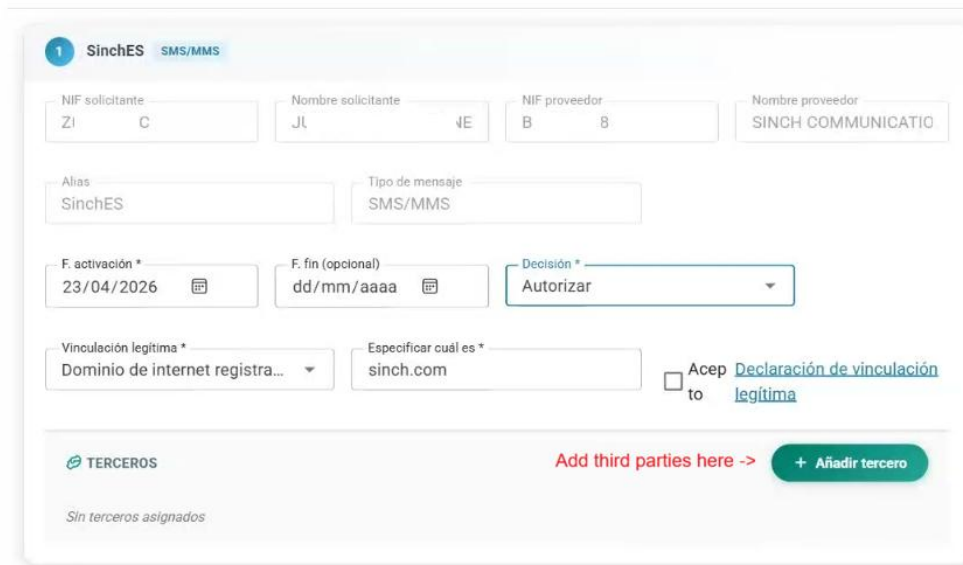
Los campos señalados con * son obligatorios

From the offered dropdown options, please make sure to select **Autorización de alias**:

A screenshot of a web form. At the top, there is a dropdown menu labeled "Tipo de solicitud *". The dropdown is open, showing a list of options: "Inscripción de proveedor", "Modificación de proveedor", "Cancelación de proveedor", "Inscripción de Alias", and "Autorización de alias". The option "Autorización de alias" is highlighted with a green oval. To the right of the dropdown, there is an orange button labeled "GUARDAR BORRADOR" and a blue button with a checkmark icon. Below the dropdown, there is a dark navigation bar with links: "Canal Interno", "Mapa Web", and "Acceso".

Once this is selected you will be able to see all of the Sender IDs that you have raised with the Spanish regulator CNMC. For each of the Sender IDs you will need to add the details as needed, and double check that everything is in order. From the **Decisión** section please make sure you will select **Autorizar** and you will be asked to add the connection between the company and the Sender ID once again: **Vinculación legítima**. Next to this field you must tick the **Acepto** field and if you plan on transmitting traffic with multiple third-parties, please make sure that you will add them in the section as seen in the screenshot below:

Autorización de Alias



The form is titled '1 SinchES SMS/MMS'. It contains several input fields: 'NIF solicitante' (ZI C), 'Nombre solicitante' (JL), 'NIF proveedor' (B 8), and 'Nombre proveedor' (SINCH COMMUNICATIO). Below these are 'Alias' (SinchES) and 'Tipo de mensaje' (SMS/MMS). There are also date fields for 'F. activación' (23/04/2026) and 'F. fin (opcional)' (dd/mm/aaaa), and a 'Decisión' dropdown menu set to 'Autorizar'. A section for 'Vinculación legítima' includes a dropdown for 'Dominio de internet registra...' and a text field for 'Especificar cuál es' (sinch.com). A checkbox for 'Acep to' is followed by a link to 'Declaración de vinculación legítima'. At the bottom, there is a 'TERCEROS' section with a red text 'Add third parties here ->' and a green button '+ Añadir tercero'. Below this, it says 'Sin terceros asignados'.

You might need to add some extra information when you add the general third-party information, so in case you see the following please make sure to add the representative of the third party too:



The screenshot shows the 'TERCEROS' section with a tab '1'. There are icons for list, grid, and calendar views, and a green button '+ Añadir tercero'. Below this are tabs for 'PF Persona física', 'PJ Persona jurídica', and 'Representante del tercero'. A table with the following columns: 'TIPO', 'NOMBRE / RAZÓN SOCIAL', 'NIF', and 'REPRESENTANTES'. The table has one row with 'PF', 'DWWD CWF', '242', and '-'. A green arrow points from the '-' in the 'REPRESENTANTES' column to a green button '+ REPRESENTANTE' which is circled in green.

Once you've completed all these steps, at the end of the form, please click on the button that is to submit the request and follow the next steps (if any). Once this has been completed, Sinch should receive an updated list of the Sender IDs that have been approved for Sinch to use, and third-parties (TERCEROS) if any have been added.

How to check the Sender ID's status

If you have raised the request with the regulator, and received their email to confirm the request, then you can always use the URL below to check on your Sender ID:

<https://tramites.cnmc.gob.es/portalAlias>

IMPORTANT FINAL NOTE

If your Sender ID (Alias) is not finally approved and enrolled in the Alias registry, the traffic will be blocked, starting from September when the deadline to finalise the process is intended to be.



Even if your SID is approved and it is present in the regulator's portal, you still must raise your request with Sinch to be able to capture the traffic properly. You can use the additional guide provided for how to raise each request in the Sinch Dashboard. Alternatively, reach out to your Account Manager for additional details.