

CHANNELS	CHANNEL PROVIDERS POLICIES & TERMS OF USE
WhatsApp	<ul style="list-style-type: none"> a. WhatsApp Legal Policy: https://www.whatsapp.com/legal/?fbclid=IwAR34BYfetj0H0mHnCNAYSVa7GAbmcv0Wchhc9YvOki11452AFGsjKrMdixQ b. WhatsApp Commercial policy: https://www.whatsapp.com/legal/commerce-policy/?fbclid=IwAR1at_2-MhWrP1H1BFIgcYI38QaMgSzShYjIFYNmY8sm4UMaZ5zd3V4SApQ c. WhatsApp Business Policy: https://www.whatsapp.com/legal/business-policy?fbclid=IwAR2ePRxyvIxUxug-CNmu0vJvxYIAwFT-ZHzdSI0EWrk3wsyfPPw1RCP4NiM d. Business Verification: https://developers.facebook.com/docs/development/release/business-verification e. Display Name Guidelines: https://www.facebook.com/business/help/757569725593362 f. Unauthorized use of automated or bulk messaging on WhatsApp https://faq.whatsapp.com/general/security-and-privacy/unauthorized-use-of-automated-or-bulk-messaging-on-whatsapp?fbclid=IwAR1bvGLPfhcXmn4bHsWzegc1K8tc7PX0alsDFVuE3XwRTKfjkmLXehSkCcY g. WhatsApp’s conversation categories definitions: <ul style="list-style-type: none"> (i) Utility Conversation: Facilitate a specific, agreed-upon request or transaction or update to a Target Audience about an ongoing transaction, including post-purchase notifications and recurring billing statements (ii) Authentication Conversation: Enable businesses to authenticate Target Audience with one-time passcodes, potentially at multiple steps in the login process (e.g., account verification, account recovery, integrity challenges) (iii) Marketing Conversation: Include promotions or offers, informational updates, or invitations for Target Audience to respond / take action. Any conversation that does not qualify as utility or authentication is a marketing conversation. (iv) Services Conversation: All Target Audience-initiated conversations will be categorized as service conversations, which help Target Audience resolve enquiries h. Message Template Guidelines: https://developers.facebook.com/docs/whatsapp/message-templates/guidelines
LINE	<ul style="list-style-type: none"> Terms of Use for LINE Business ID : https://terms2.line.me/business_id_terms?lang=en LINE Terms and Conditions of Use : https://terms.line.me/line_terms?lang=en LINE Privacy Policy : https://line.me/en/terms/policy/

