How-to-Guide: SignalWire Hosted Messaging

Hosted Messaging allows you to use SignalWire to send and receive SMS and MMS on VoIP phone numbers that are held elsewhere for voice (such as a PBX or VoIP provider). This enables businesses to maintain existing voice infrastructure while layering in robust messaging capabilities.

Contact Support

Step 1: Verify Ownership of the Phone Number

Before SignalWire can host messaging, we must verify that you have ownership and authorization to text enable the phone number(s).

What You Need:

- A Letter of Authorization (LOA) signed by the authorized user or administrator of the number, and dated within the past 30 days.
- A recent invoice from the current voice provider showing the phone number in service.
- Permission from your current voice provider to split messaging features away from the voice services.

You must keep voice services active with the current voice provider in order to host messaging services with SignalWire. Releasing the phone number with the voice provider could result in disruption of messaging services.

Warning: Mobile phone numbers cannot have messaging services hosted with SignalWire.

LOA's can be found within the Port In Request Form, under "Letter of Authorization" section.

Step 2: Complete the "Hosted Messaging Request" Form

The porting form can be found from your SignalWire dashboard. Navigate to Phone Numbers > Port Requests > Initiate Port Request.

Required Information:

- Contact Name
- Contact Email
- Project ID
- Numbers to Port (E.164)
- Services to Port: Messaging Services Only
- 10DLC Campaign ID
- Current Provider Name
- Current Provider Account Number

- Account Type
- Authorized Name on the Account
- Billing Phone Number
- End User Name
- Phone Service Address
- PIN (Optional)
- Letter of Authorization
- Invoice

Attention: Hosted Messaging requests submitted outside the process described in this guide will not be processed. You will be redirected to your SignalWire dashboard to submit the order correctly. SignalWire does not currently support API-based submissions for hosted messaging or porting requests.

Step 3: Order Processing and Configuration

Once your request is received:

1. SignalWire will review your submitted documentation and assign the phone number to your account.
2. SignalWire will submit your request to enable hosted messaging. Please allow a minimum of 48 hours for processing. During this time, messages will continue to route through your existing voice or messaging service provider.
3. After phone numbers appear in your SignalWire dashboard, you can configure your inbound messaging settings. However, testing may not be immediately available while the hosted messaging activation is still in progress.
4. Once messaging services are enabled, 10DLC campaign provisioning (for U.S. numbers only) will begin automatically. This step typically takes 10–30 minutes, during which outbound messaging will be temporarily unavailable.
5. After SignalWire confirms messaging has been enabled, you may proceed with testing both inbound and outbound message functionality.

Important: U.S. VoIP phone numbers must complete 10DLC campaign provisioning in order to send outbound messages to recipients within the United States. For more information about 10DLC campaigns, read "A Beginner's Guide to A2P 10DLC Campaign Registration".

Before requesting hosted messaging services, ensure your 10DLC campaign is active and approved within your SignalWire account.