Interoperability Request
Application Guidelines Documentation

Thank you for your interest in becoming interoperable with WhatsApp.

Before proceeding, please ensure:
- ☐ You have reviewed the Reference Offer and understand its requirements;
- ☐ You have reviewed the Developer Documentation Overview and are able to meet its technical requirements;
- ☐ You are an organisation that provides, or intends to provide, end-user messaging services to users in Europe, in accordance with the DMA.

After reviewing and confirming the above you can proceed by taking the following steps:

1. **Apply**: If you believe you qualify for interoperability, please complete and send this [form](#). Responses must be accurate and complete.

   During the application process, make sure you:

   - ☐ Answer all questions in the screening form. Incomplete responses will delay your application.
   - ☐ Use your official organisation email: Please ensure that the email address provided in the application form is an official work email address, and that it is used for all communications.
   - ☐ Respond to the same thread: Once the form is complete and sent, an email thread will be initiated. Please ensure you respond to the same email thread so that your email is triaged to the right personnel. If new point(s) of contact within the organisation are added, make sure they are added (i.e., copied) to the existing email thread.

2. **Review**: If you meet eligibility requirements, we will send you a complete version of the Developer Documentation under NDA for review by your developers. The Developer Documentation sets forth in detail the technical implementation and milestones necessary for interoperability and will help you determine if your organisation or service is in a position to carry them out.

3. **Sign**: If you can fulfill the technical and other relevant requirements and want to request interoperability with WhatsApp, sign the Interoperability Agreement that is emailed to you.

4. **Build**: Start building interoperability following the Developer Documentation guidelines. You will be able to contact WhatsApp through a dedicated email account for questions, troubleshooting, or to verify implementation details.

5. **Enable**: Once the technical integration is complete and WhatsApp has verified the implementation is successful, WhatsApp will enable interoperability between the services.

6. **Launch**: Your organisation and WhatsApp will agree on a joint go to market plan, including rollout cadence, initial testing and other operational details. WhatsApp will provide you with ongoing contact points for communicating any service changes, bugs, or other issues.