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*RELIANCE JIO  
INFOCOMM LIMITED*

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<TRUECONNECT>

< BULK UPLOAD OF CUSTOMER'S CONSENT(PE)>

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## 1. INTRODUCTION OF THE SYSTEM

Unsolicited Commercial Communications (UCC) are communications, made via voice calls or SMS, to subscribers without their consent or willingness. Apart from being a source of inconvenience, such communications also impinge on the privacy of individuals.

TrueConnect portal is an application built to curb the unsolicited commercial communication (UCC) in accordance with the regulations proposed by TRAI.

As per TRAI Regulations:

Every Access Provider shall ensure that any commercial communication using its network only takes place through a registered entity using registered header(s) and template assigned to the sender(s) for commercial communication.

**Consent:**

Consent means any voluntary permission given by the customer to sender to receive commercial communication related to specific purpose, product or services.

Consent are permission given by the user to the Principal Entity to override the customers' DND preferences and send SMS or Voice telemarketing communication. The consents can be only be revoked by customer or the business entity. Jio's TrueConnect platform helps entities to acquire digital consents from their customers and store it inside the Blockchain as cryptographically encrypted immutable records.

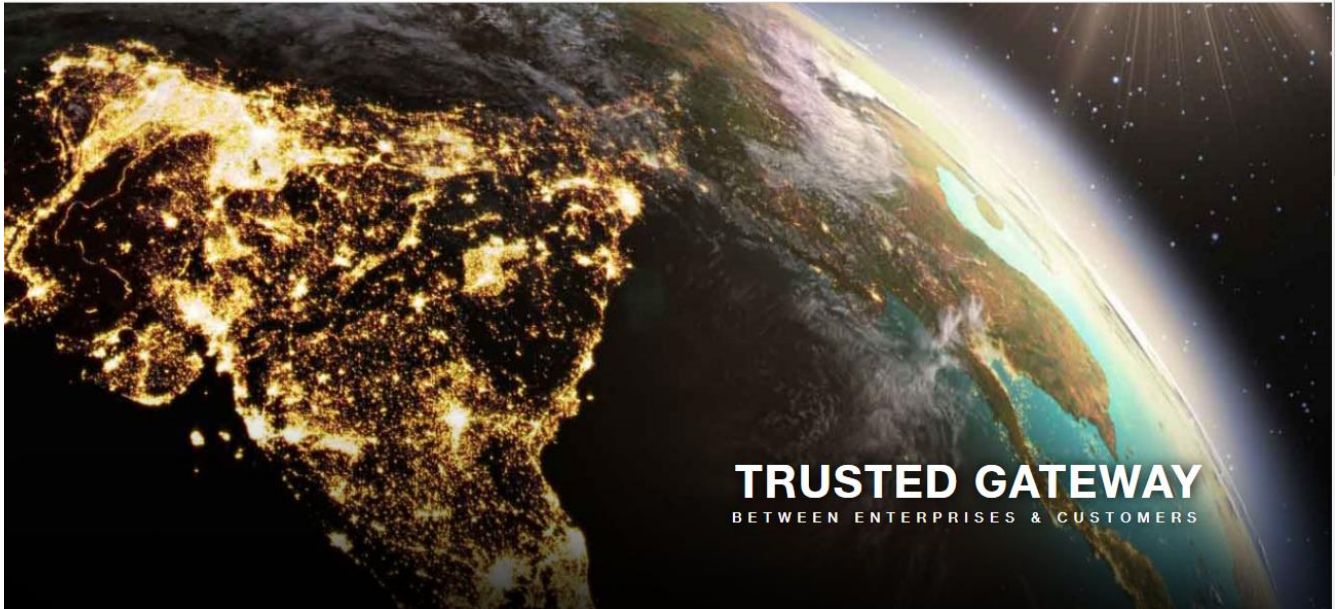
**TRUECONNECT – BULK UPLOAD OF CUSTOMER’S CONSENT**

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## 1. BULK UPLOAD OF CUSTOMER'S CONSENT

**Step1:** Login as principal entity on [Trueconnect.jio.com](https://Trueconnect.jio.com) using your user credentials

**Step2:** Click on "Customer's Consent" tab and select "Bulk upload" option from the dropdown

The screenshot shows the Jio Trueconnect dashboard. At the top, it says "Welcome, Yuvraj" and "Logged in with PE ID 1201159895951183509". The navigation bar includes "Dashboard", "Header SMS", "Template", "Campaign", and "Customers's Consent". The "Customers's Consent" dropdown menu is open, showing "Bulk Upload" and "Summary" options. Below the navigation, there are two main sections: "Entity" and "Header SMS". Each section has three cards: "Approved", "Approval Pending", and "Rejected".

Section	Approved	Approval Pending	Rejected
Entity	1	0	0
Header SMS	0	0	2

**Note:** If your Entity ID is not onboarded on our SAP system, below message will be displayed on your screen

The screenshot shows the "Customer's Consent - Bulk Upload" page. A red box highlights an error message:

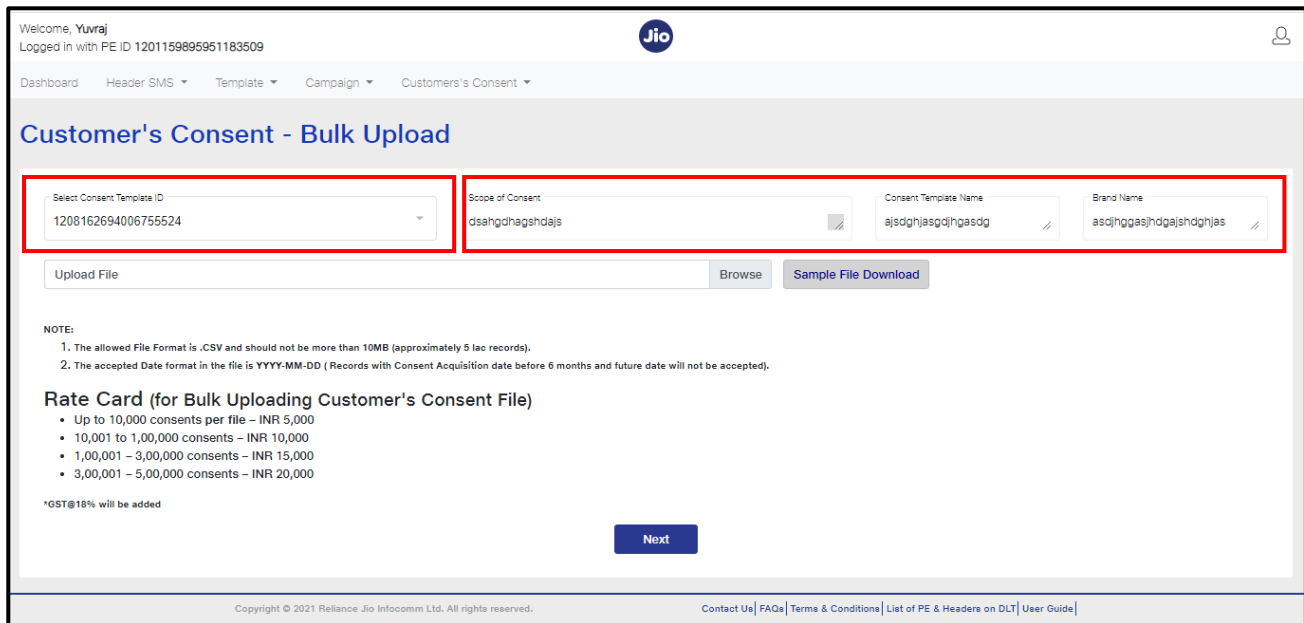
Dear User,  
Please onboard on SAP before uploading Customer's Consent. Contact support team for further details.

At the bottom of the page, there is a footer with copyright information and links: "Copyright © 2021 Reliance Jio Infocomm Ltd. All rights reserved." and "Contact Us | FAQs | Terms & Conditions | List of PE & Headers on DLT | User Guide |".

In this case request you to contact our customer service at [Jio.ISOMCCSupport@ril.com](mailto:Jio.ISOMCCSupport@ril.com)

**Step3:** Select the Consent Template ID from the dropdown option (only your Registered and approved Consent template will be available in the dropdown). Once you select the consent template ID, the details of the consent template will be displayed

**Note:** The selected consent template id should be linked to your registered content template  
**To Link your registered consent template id with content template ID , please refer the User guide of “consent and content template registration and linking”**



**Step4:** Click on Browse option and select the file you want to upload.

1. The allowed File Format is .CSV and should not be more than 11MB (approximately 5 lac records).
2. The accepted Date format in the file is YYYY-MM-DD (Records with Consent Acquisition date before 6 months and future date will not be accepted).

To view the file format in which the consent file should be uploaded, click on sample file download.

Welcome, **Rahul Boss**  
 Logged in with PE ID 1201162771507081456

Dashboard Header SMS Template Campaign Customers's Consent

### Customer's Consent - Bulk Upload

Select Consent Template ID: 1208162816890798544  
 Scope of Consent: Hi  
 Consent Template Name: test2342  
 Brand Name: brand342

Upload File

**NOTE:**  
 1. The allowed File Format is .CSV and should not be more than 11MB (approximately 5 lac records).  
 2. The accepted Date format in the file is YYYY-MM-DD (Records with Consent Acquisition date before 6 months and future date will not be accepted).

**Rate Card (for Bulk Uploading Customer's Consent File)**

- Up to 10,000 consents per file – INR 5,000
- 10,001 to 1,00,000 consents – INR 10,000
- 1,00,001 – 3,00,000 consents – INR 15,000
- 3,00,001 – 5,00,000 consents – INR 20,000

\*GST@18% will be added

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**Your consent file should be uploaded in the given file format only**



sample file for consent Bulk Upload

	A	B	C	D	E	F	G
1	MSISDN	CONSENT_ACQUISITION_DATE					
2	10 Digit Mobile No	yyyy-mm-dd					
3	10 Digit Mobile No	yyyy-mm-dd					
4	10 Digit Mobile No	yyyy-mm-dd					
5	10 Digit Mobile No	yyyy-mm-dd					
6	10 Digit Mobile No	yyyy-mm-dd					
7	10 Digit Mobile No	yyyy-mm-dd					
8							
9							
10							
11							
12							
13							
14							
15							

**Step 5:** Once the file is selected, click on next option.

Welcome, Mr Adil Khan  
Logged in with PE ID 120110000086

Dashboard Header SMS Template Campaign Customers's Consent

### Customer's Consent - Bulk Upload

Select Consent Template ID: 1208158827362436894  
Scope of Consent: Transactional & Service Implicit messages for Reliance Jio  
Consent Template Name: Transaction & Service  
Brand Name: Reliance Jio Infocomm

Upload File

File : consenttest\_14-07-2021.csv

**NOTE:**  
1. The allowed File Format is .CSV and should not be more than 11MB (approximately 5 lac records).  
2. The accepted Date format in the file is YYYY-MM-DD ( Records with Consent Acquisition date before 6 months and future date will not be accepted).

#### Rate Card (for Bulk Uploading Customer's Consent File)

- Up to 10,000 consents per file – INR 5,000
- 10,001 to 1,00,000 consents – INR 10,000
- 1,00,001 – 3,00,000 consents – INR 15,000
- 3,00,001 – 5,00,000 consents – INR 20,000

\*GST@18% will be added

**Step6:** Total number of records in your uploaded file along with the total amount to be paid will be displayed. Click on “confirm and proceed” to proceed for payment .

Welcome, Mr Adil Khan  
Logged in with PE ID 120110000086

Dashboard Header SMS Template Campaign Customers's Consent

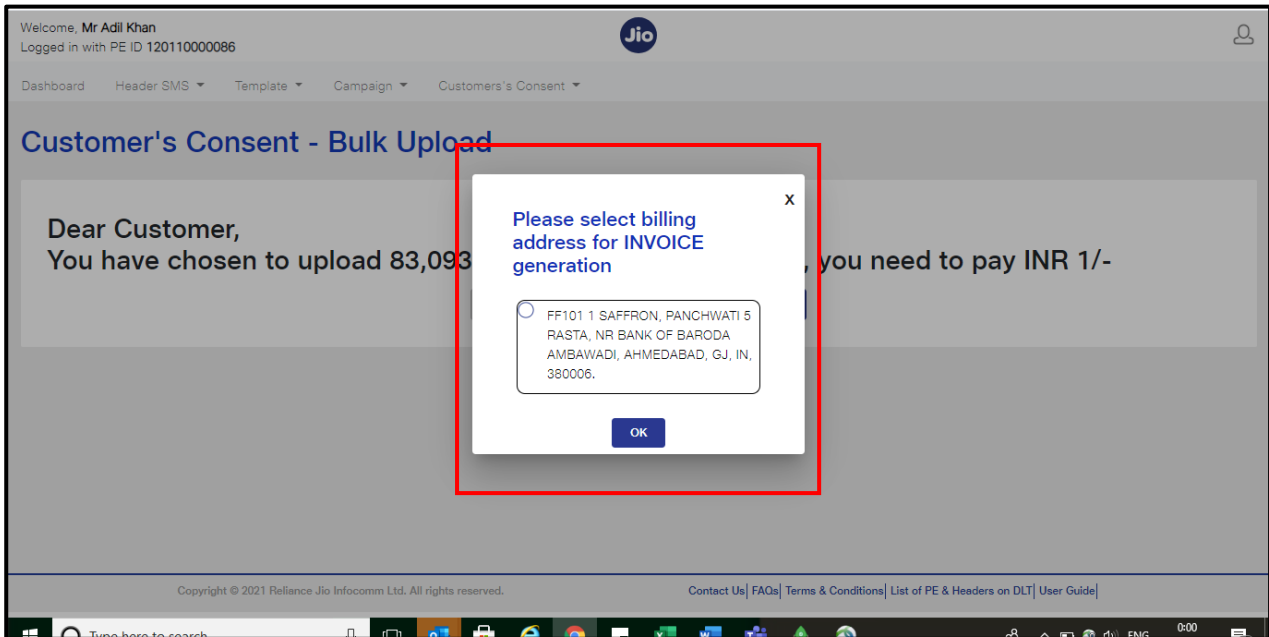
### Customer's Consent - Bulk Upload

Dear Customer,  
You have chosen to upload 83,093 no. of records, to proceed, you need to pay INR 1/ 10,000

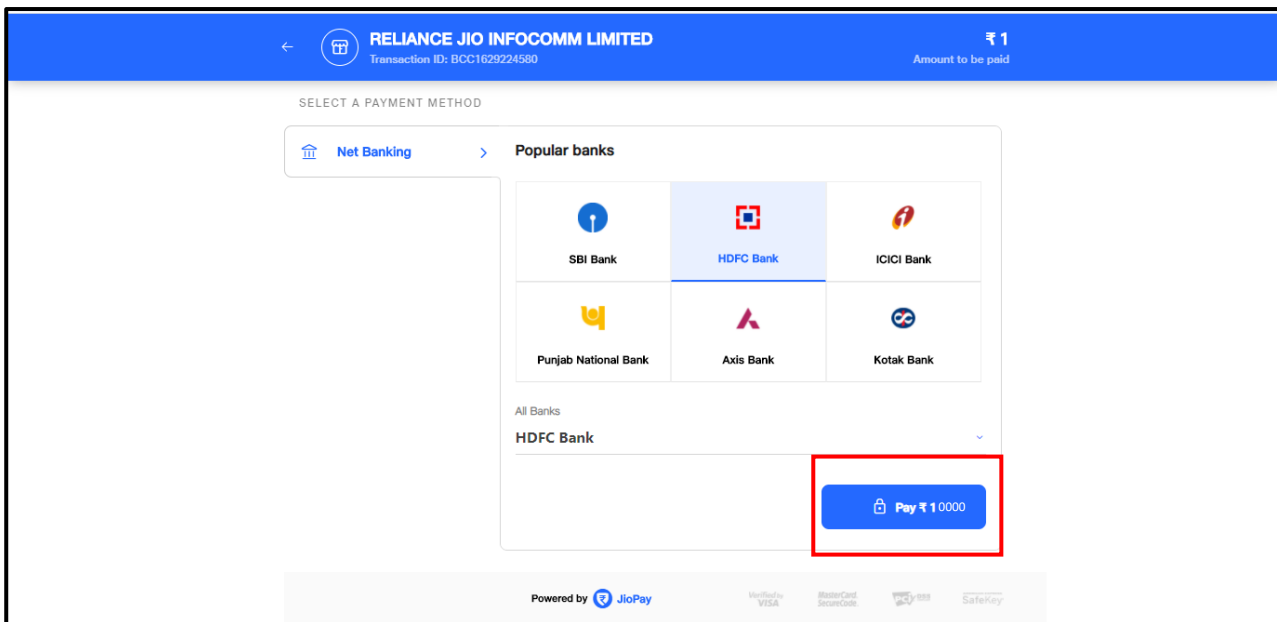
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**Step7:** Select the billing address against which you want your invoice to be generated and click on Ok





**Step8:** you will be redirected to the payment page. Select you bank details and click on pay button.



**Step9:** Enter you net banking credentials and get the payment done. Once the payment is successful, your transaction details will be displayed on the screen. To download the receipt of your payment, click on download receipt option. To upload another file, click on “upload another file option”

Welcome, Mr Adil Khan  
Logged in with PE ID 120110000086

Dashboard Header SMS Template Campaign Customers's Consent

## Consent Payment Status

Dear User,  
We have successfully processed your payment for Bulk Uploading of your Customer's consent.  
Your Transaction Details are provided below –

Amount (with GST)	INR 10000
Request ID	1629224580
Number of Records	83093
Transaction Reference	10562123000319675000
Date & Time of Transaction	18-08-2021 00:02:22

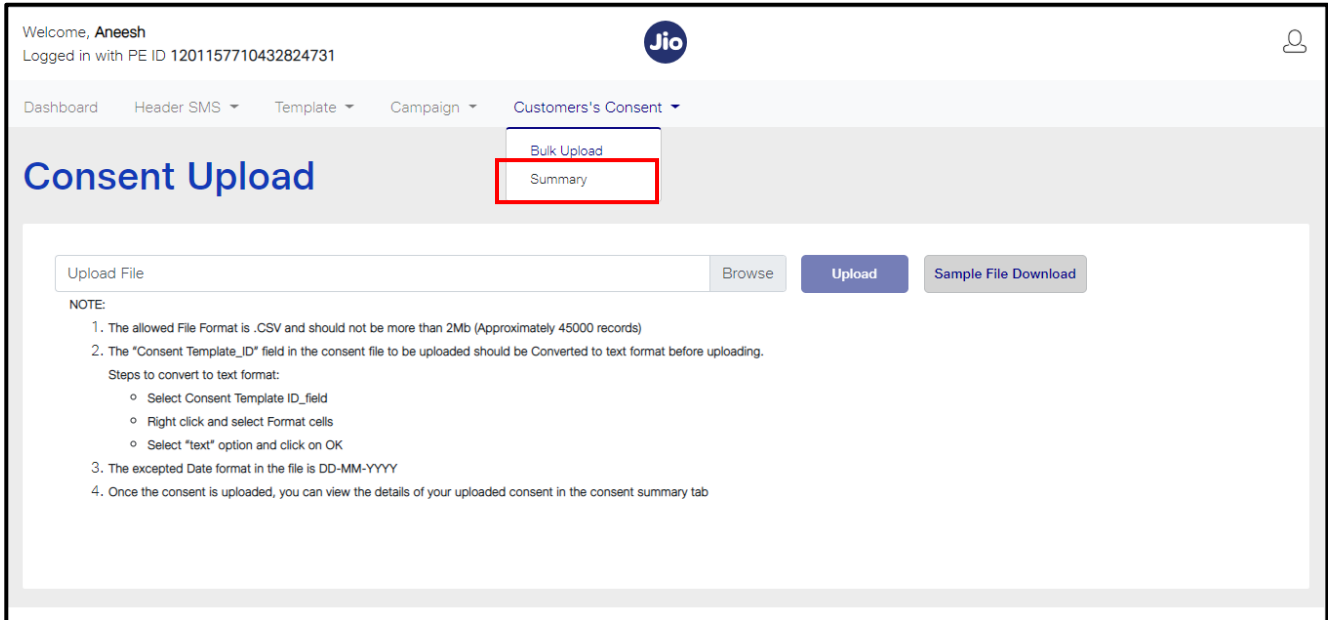
To track the progress of your file please go to Customer's Consent -> Summary for the Request ID provided above.  
Thank You,  
Jio's TrueConnect team

[Summary](#) [Upload Another File](#) [Download Receipt](#)

You will also receive a mail confirmation of your payment on your registered Email ID.

## 2. SUMMARY STATUS OF UPLOADED CONSENTS

**Step 1:** To view the status summary of your uploaded file, click on customer’s consent tab and select “Summary” from the dropdown option



Welcome, Aneesh  
Logged in with PE ID 1201157710432824731

Dashboard Header SMS Template Campaign Customers's Consent

**Consent Upload**

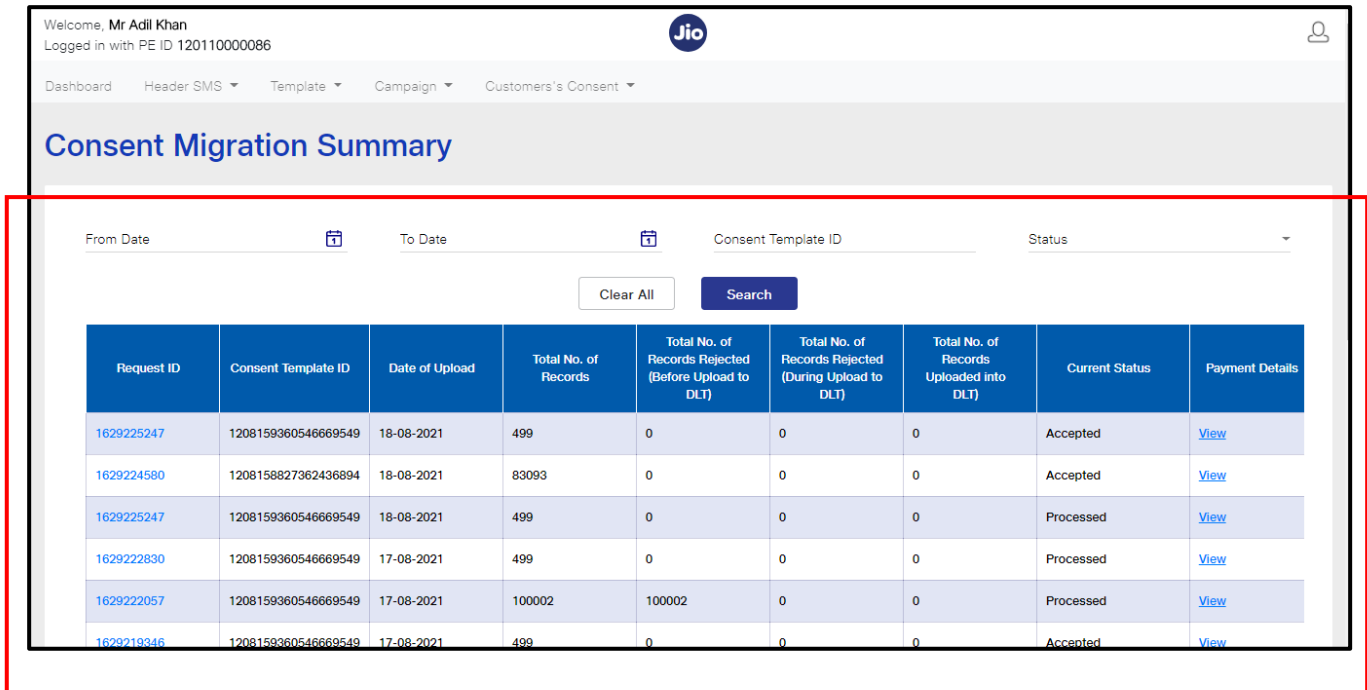
Bulk Upload  
Summary

Upload File Browse Upload Sample File Download

NOTE:

- The allowed File Format is .CSV and should not be more than 2Mb (Approximately 45000 records)
- The \*Consent\_Template\_ID\* field in the consent file to be uploaded should be Converted to text format before uploading.  
Steps to convert to text format:
  - Select Consent Template ID\_field
  - Right click and select Format cells
  - Select "text" option and click on OK
- The expected Date format in the file is DD-MM-YYYY
- Once the consent is uploaded, you can view the details of your uploaded consent in the consent summary tab

You can view the status of your file uploaded



Welcome, Mr Adil Khan  
Logged in with PE ID 120110000086

Dashboard Header SMS Template Campaign Customers's Consent

**Consent Migration Summary**

From Date To Date Consent Template ID Status

Clear All Search

Request ID	Consent Template ID	Date of Upload	Total No. of Records	Total No. of Records Rejected (Before Upload to DLT)	Total No. of Records Rejected (During Upload to DLT)	Total No. of Records Uploaded into DLT)	Current Status	Payment Details
1629225247	1208159360546669549	18-08-2021	499	0	0	0	Accepted	<a href="#">View</a>
1629224580	1208158827362436894	18-08-2021	83093	0	0	0	Accepted	<a href="#">View</a>
1629225247	1208159360546669549	18-08-2021	499	0	0	0	Processed	<a href="#">View</a>
1629222830	1208159360546669549	17-08-2021	499	0	0	0	Processed	<a href="#">View</a>
1629222057	1208159360546669549	17-08-2021	100002	100002	0	0	Processed	<a href="#">View</a>
1629219346	1208159360546669549	17-08-2021	499	0	0	0	Accepted	<a href="#">View</a>

To view the status of the individual consent records uploaded follow the below steps

Click on individual request id

Welcome, Mr Adil Khan  
 Logged in with PE ID 120110000086



Dashboard Header SMS Template Campaign Customers's Consent

## Consent Migration Summary

From Date  To Date  Consent Template ID  Status

Clear All

Search

Request ID	Consent Template ID	Date of Upload	Total No. of Records	Total No. of Records Rejected (Before Upload to DLT)	Total No. of Records Rejected (During Upload to DLT)	Total No. of Records Uploaded into DLT	Current Status	Payment Details
1629225247	1208159360546669549	18-08-2021	499	0	0	0	Accepted	<a href="#">View</a>
1629224580	1208158827362436894	18-08-2021	83093	0	0	0	Accepted	<a href="#">View</a>
1629225247	1208159360546669549	18-08-2021	499	0	0	0	Processed	<a href="#">View</a>
1629222830	1208159360546669549	17-08-2021	499	0	0	0	Processed	<a href="#">View</a>
1629222057	1208159360546669549	17-08-2021	100002	100002	0	0	Processed	<a href="#">View</a>
1629218346	1208159360546669549	17-08-2021	499	0	0	0	Accepted	<a href="#">View</a>

A details page will be displayed where the PE will be able to view the details of all individual record

Welcome, Mr Adil Khan  
 Logged in with PE ID 120110000086



Dashboard Header SMS Template Campaign Customers's Consent

## Consent Migration Details

[Back to Consent Summary](#)

Status  Request Date  MSISDN  Clear All Search Download Records

Request ID	MSISDN	Acquisition Date	Request Date	Record Status	Expiry Date	Reason
1629225247	9389740787	02-08-2021	18-08-2021	Processed	17-02-2022	
1629225247	9026629261	02-08-2021	18-08-2021	Processed	17-02-2022	
1629225247	6396251602	02-08-2021	18-08-2021	Processed	17-02-2022	
1629225247	8433211266	02-08-2021	18-08-2021	Processed	17-02-2022	
1629225247	6396811493	02-08-2021	18-08-2021	Processed	17-02-2022	
1629225247	7017974901	02-08-2021	18-08-2021	Processed	17-02-2022	
1629225247	9335471034	02-08-2021	18-08-2021	Processed	17-02-2022	
1629225247	7505408556	02-08-2021	18-08-2021	Processed	17-02-2022	

You can download the details of the records based on the search criteria.

# Thank You



## Need More Help?

If you need any further Help During the Entity Registration Process, you can reach out to our support team at [Jio.ISOMCCSupport@ril.com](mailto:Jio.ISOMCCSupport@ril.com)