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*JIO PLATFORMS  
LIMITED*

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<CONSENT CREDIT PURCHASE>

USER GUIDE

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## 1. INTRODUCTION

According to TCCCPR 2018 (TRAI Regulation for curbing Unsolicited Commercial Communications), consent means any voluntary permission given by the subscriber to Principal Entity (PE) to receive commercial communication related to specific purpose, product, or services

Process/Terms to acquire consents:

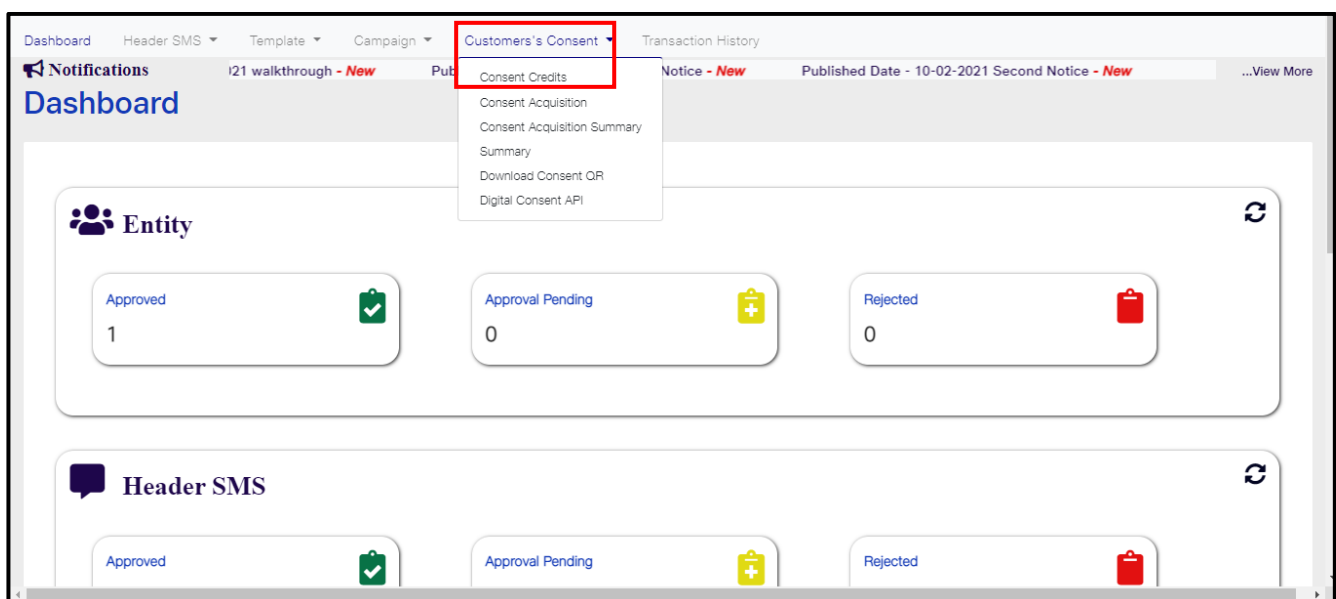
1. For acquiring digital consents, Principal Entities must buy consent credits from the OAP portal. Only when the PE has sufficient consent credit balance in their account, the consent initiation request would be initiated.
2. PE can then initiate the consent acquisition requests through below channels provided by OAP
  - . QR Code – This code can be downloaded from our TrueConnect portal and put up at POS locations or on the website, where subscribers can scan the same and initiate consent request.
    - a. TrueConnect portal (Web) – PE can upload csv file with list of all MSISDNs where they want to seek consent and OAP will process the same
    - b. API – PE can connect through API and initiate consents.
3. All the acquired consents will be valid up to one year from the date of acquisition/verification, whichever is later.

## 2. HOW TO PURCHASE CONSENT CREDIT

***The consent credit tab will be available only for PEs who are successfully onboarded on Jio's financial systems.***

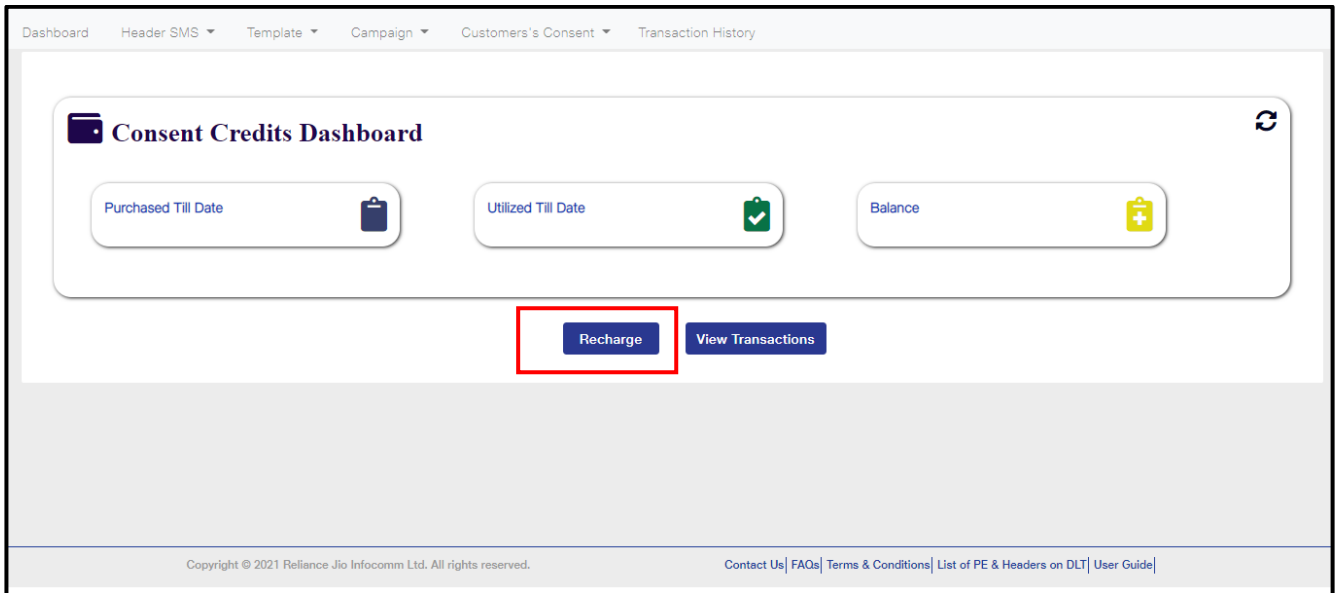
**Step 1:** login to [TrueConnect.jio.com](https://TrueConnect.jio.com) as Principal Entity using your user credentials

**Step 2:** Click on “customers consent” tab and select “Consent Credit ”option from the dropdown



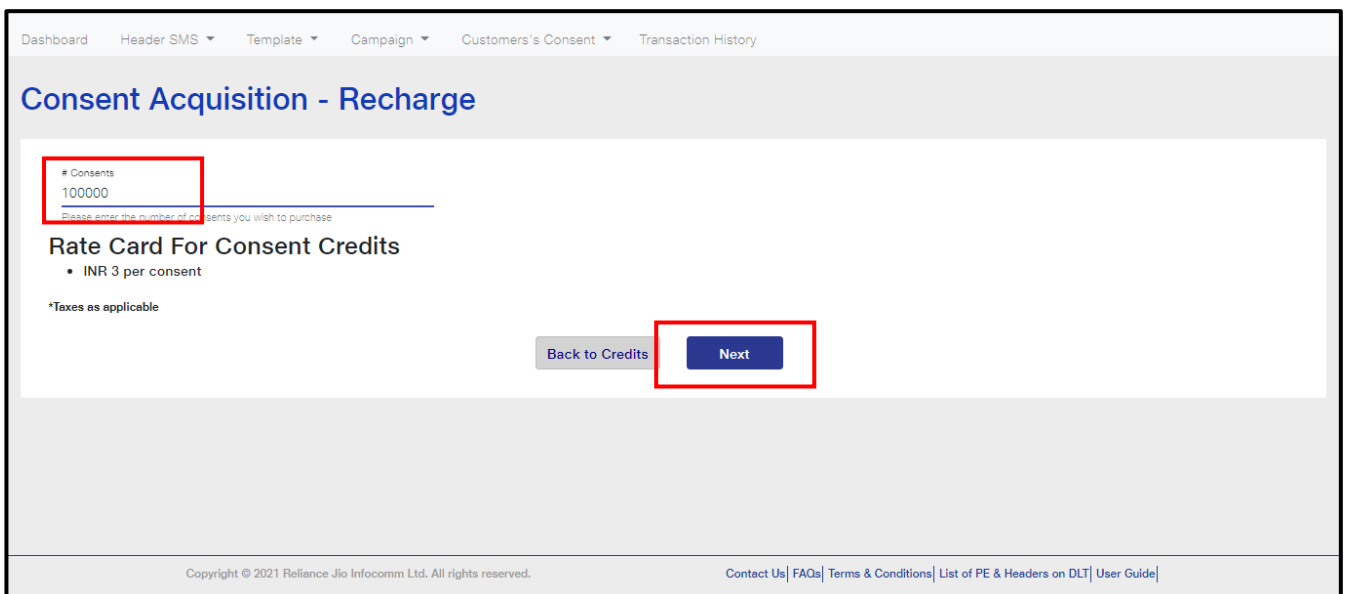
The screenshot shows the TrueConnect.jio.com dashboard. At the top, there are navigation tabs: Dashboard, Header SMS, Template, Campaign, Customers's Consent (highlighted with a red box), and Transaction History. Below the navigation, there are notifications for 'i21 walkthrough - New' and 'Notice - New'. The main content area is titled 'Dashboard' and features two sections: 'Entity' and 'Header SMS'. Each section has three cards representing consent status: 'Approved' (1), 'Approval Pending' (0), and 'Rejected' (0). The 'Customers's Consent' dropdown menu is open, showing options: Consent Credits, Consent Acquisition, Consent Acquisition Summary, Summary, Download Consent QR, and Digital Consent API.

### Step 3: Click on Recharge Option



### Step 4: Enter the number of consents to be purchased and click on next

Rate per consent – INR 3



Total amount payable will be displayed on the screen. Review the amount and then click on “Confirm and proceed for payment”

Dashboard | Header SMS | Template | Campaign | Customers's Consent | Transaction History

### Consent Acquisition - Recharge

Dear Customer,  
You have made a request of purchasing 1,00,000 Customer Consents, to proceed, you need to pay INR 3,54,000.00/- for this purchase

Amount	INR 3,00,000.00
GST	INR 54,000.00
Total Amount Payable	INR 3,54,000.00

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**Step 4:** Select the billing address for invoice generation and click on OK

Dashboard | Header SMS | Template | Campaign | Customers's Consent | Transaction History

### Consent Acquisition - Recharge

Dear Customer,  
You have made a request pay INR 3,54,000.00/- for

Amount	INR 3,00,000.00
GST	INR 54,000.00
Total Amount Payable	INR 3,54,000.00

to proceed, you need to

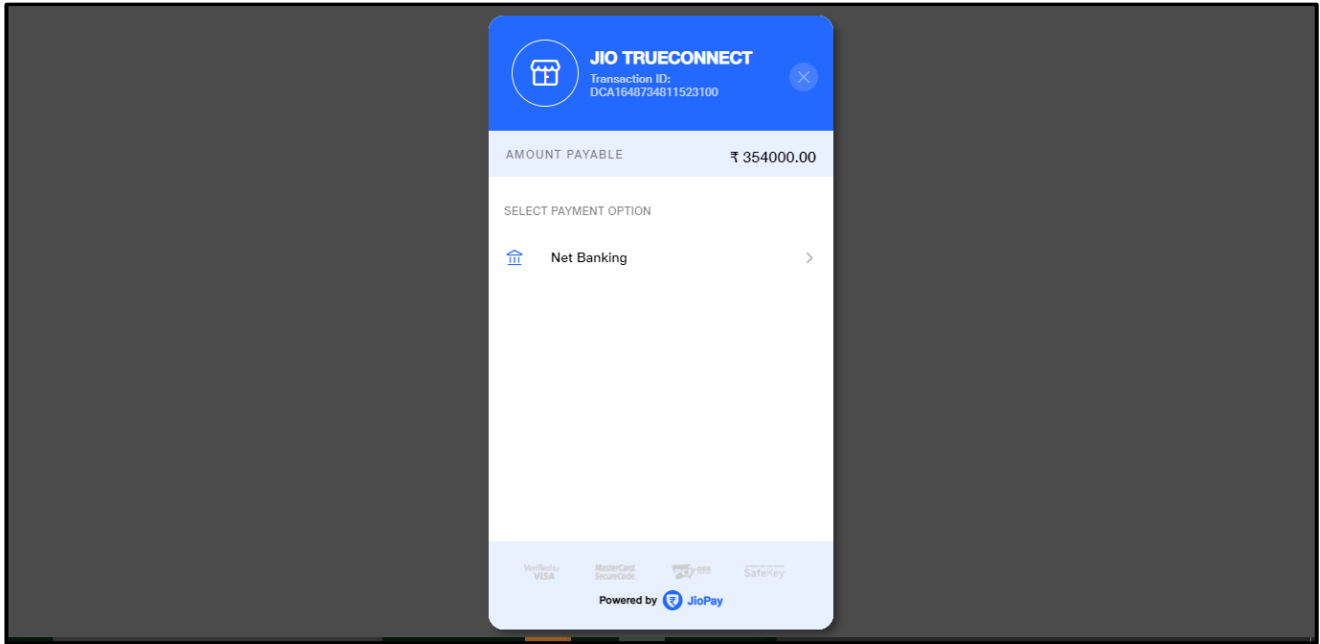
**Please select billing address for INVOICE generation** X

D-13,14,15, SITH IV, INDUSTRIAL AREA, SAHIBABAD, gazi, UP, IN, 201010.

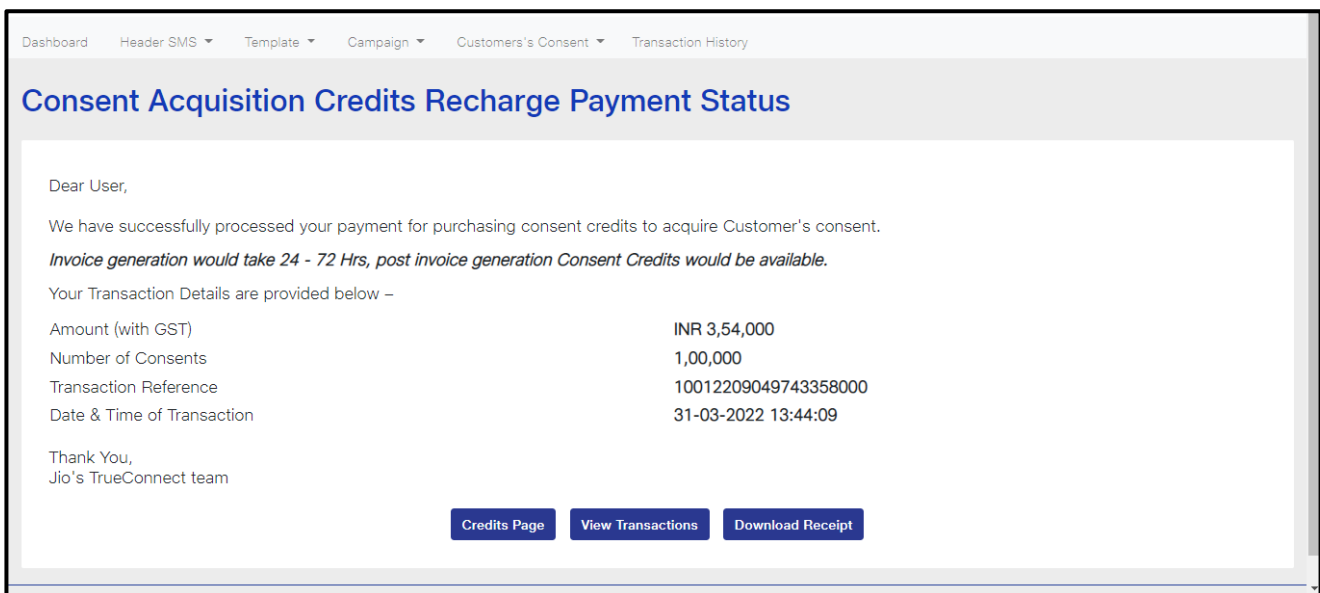
A16 2, SITE IV, SAHIBABAD INDUSTRIAL AREA,, GHAZIABAD, UP, IN, 201010.

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**Step 5:** Complete the payment process.



**Step 6:** Once the payment is successful, the details of the payment will be displayed on the screen

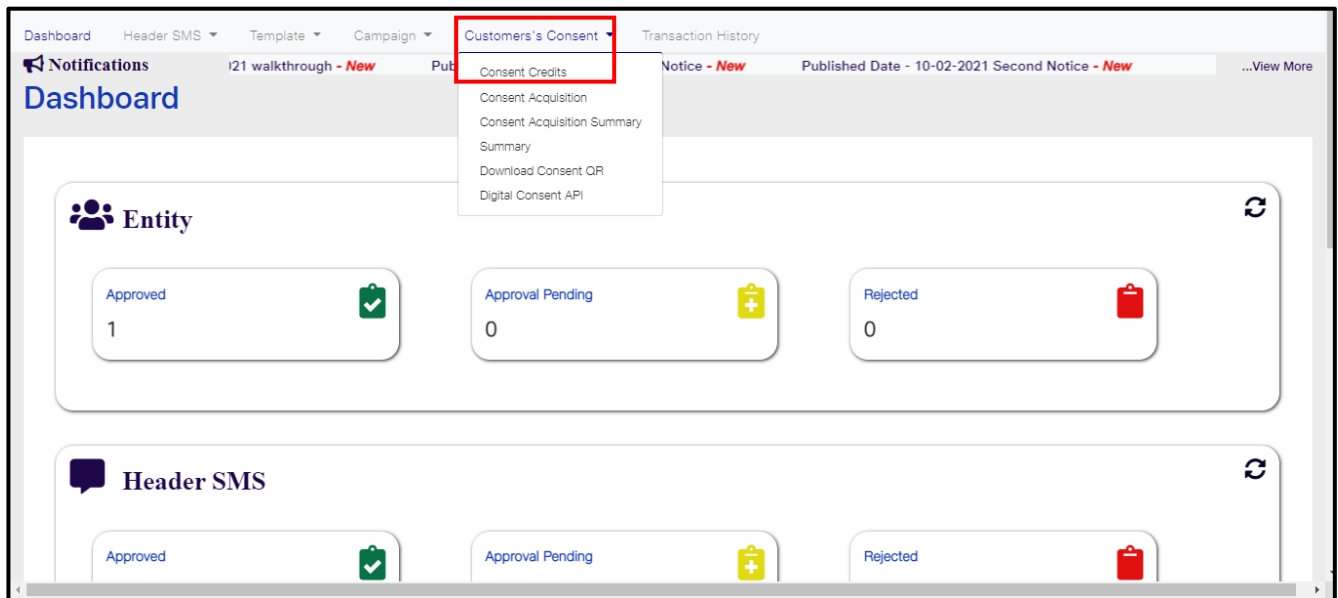


- Note:**
- 1) Once payment is done and invoice is generated, the consent credits will be made available in PE's account. PE can view the details of the transactions on transaction details page
  - 2) The invoice generation would take 24-72 hrs. Only Post invoice generation, consent credits will be available
  - 3) Refund will be initiated in case invoice generation fails

### 3. VIEW TRANSACTION DETAILS

**Step 1:** login to [TrueConnect.jio.com](https://TrueConnect.jio.com) as Principal Entity using your user credentials

**Step 2:** Click on “customers consent” tab and select “Consent Credit” option from the dropdown



**Step 3:** The dashboard will be displayed.

**Purchased Till date** – Total number of consents purchased through TrueConnect portal till date

**Utilized till date** – total number of consents acquired and deducted from your consent balance

**Balance** – Total consents remaining

If PE's consent credit balance is **low or exhausted**, he will **receive notifications** on the home page of TrueConnect once logged as well as through mail. The consent initiation request will be successful only when the PE'S credit balance is sufficient

In order to view detailed description of all your transactions, click on “View transaction” tab

Dashboard Header SMS Template Campaign Customers's Consent Transaction History

### Consent Credits Dashboard

Purchased Till Date

100000

Utilized Till Date

57594

Balance

42,406

Recharge
View Transactions

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The detail of all your transaction till date will be displayed on the screen

Dashboard Header SMS Template Campaign Customers's Consent Transaction History

### Consent Acquisition Credits Recharge Summary

From Date  To Date  Transaction ID  Search Clear All

Transaction ID	Date	Total Consents Purchased	Consents Available Status	Amount (in INR)	Payment Status	Receipt Download	Invoice Download	Transaction Type
10012209049743358000	31-03-2022	1,00,000	PENDING	3,54,000	SUCCESS	<a href="#">Download</a>	Invoice not generated yet	Purchase
10012209045673427000	31-03-2022	899	PENDING	3,182.46	SUCCESS	<a href="#">Download</a>	Invoice not generated yet	Purchase
10202209043642703000	31-03-2022	999	PENDING	3,536.46	SUCCESS	<a href="#">Download</a>	Invoice not generated yet	Purchase
10952208966969368000	31-03-2022	1,000	PENDING	3,540	SUCCESS	<a href="#">Download</a>	Invoice not generated yet	Purchase
10952208963334676000	30-03-2022	123	CREDITED	435.42	SUCCESS	<a href="#">Download</a>	<a href="#">Download</a>	Purchase
10962208962617938000	30-03-2022	1,000	CREDITED	11,800	SUCCESS	<a href="#">Download</a>	<a href="#">Download</a>	Purchase

Detailed Description of important field:

1. Date: Date on which consent credit transaction was initiated
2. Total Consents purchased – Total number of consents purchased
3. Consent Available status – status of consent purchased according to below scenario
  - Credited- invoice generated successfully and consent credits added to your account
  - Pending – Invoice generation pending, and consent credits not added to your account
  - Failed – Invoice generation failed, and consent credits not added to your account
  - NA- transaction failed, invoice not generated, and refund initiated
4. Transaction type:
  - Purchase – if transaction is successful
  - Refund – If transaction failed and refund is initiated



# THANK YOU



## Need More Help?

If u 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)