



RELIANCE JIO INFOCOMM LIMITED

<TRUECONNECT>

END USER GUIDE -CONSENT
REGISTRATION (PE)



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1. ABOUT THE DOCUMENT

DOCUMENT HISTORY

Document Owner	Jio Platforms Limited
Version Number	1.3
Last Release Date	22 nd April 2021
Softcopy Filename	Consent Template Registration (PE)

2. INTRODUCTION

1) Consent:

“Consent” means any voluntary permission given by the customer to sender to receive commercial communication related to specific purpose, product, or service. Consent may be explicit or inferred.

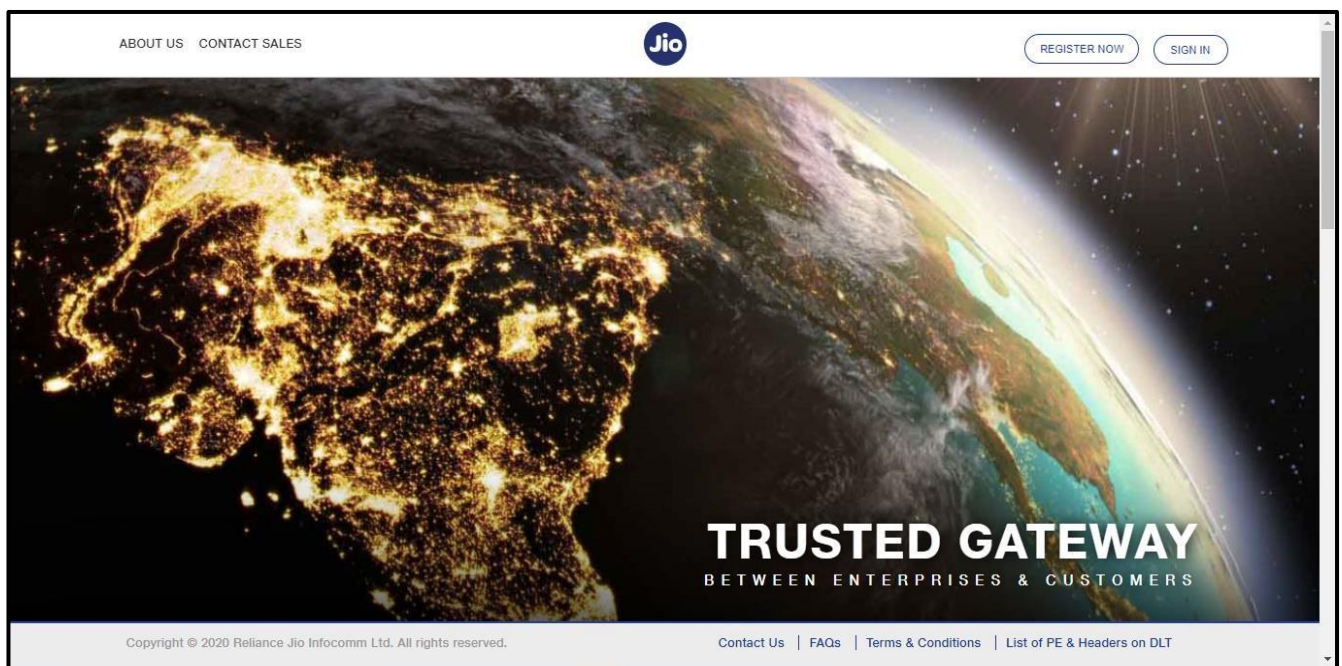
“Explicit consent” means such consent as has been verified directly from the Recipient in a robust and verifiable manner and recorded by Consent Registrar as defined under these regulations.

“Inferred Consent” means any permission that can be reasonably inferred from the customer’s conduct or the Relationship between the Recipient and the Sender

2) Consent templates:

means a template of content which is presented to the customer while acquiring his consent and clearly mentions purpose of the consent and details of sender.

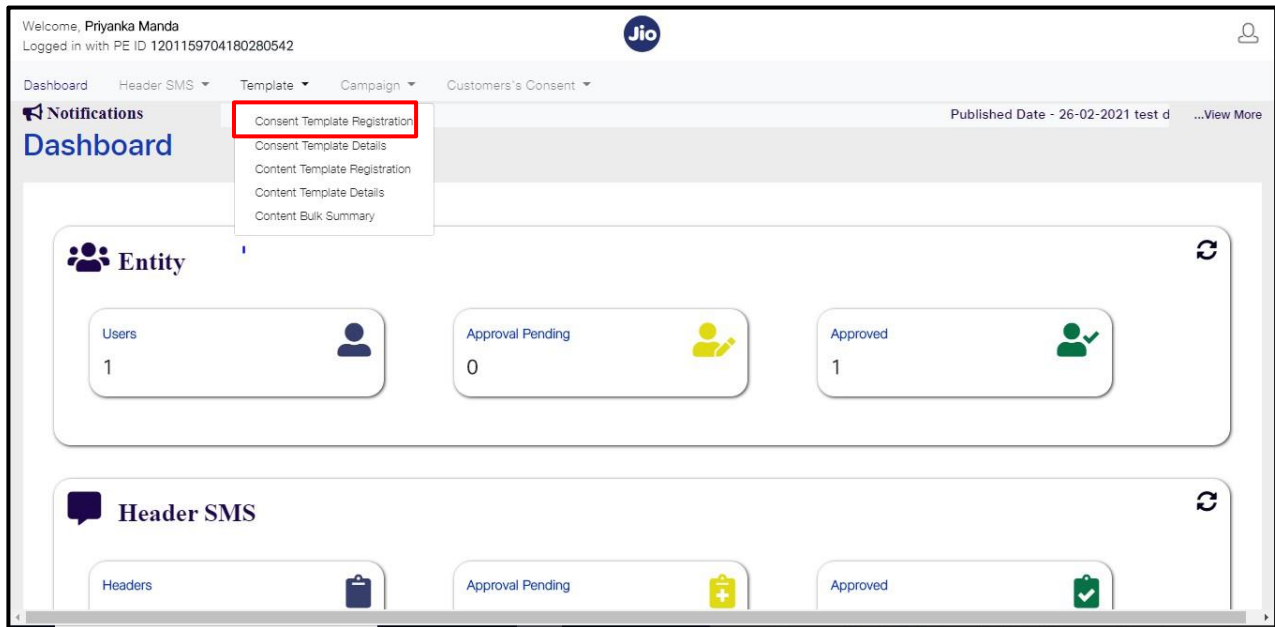
TRUECONNECT - CONSENT TEMPLATE REGISTRATION



3. CONSENT TEMPLATE REGISTRATION

Step1: Login as principal entity using your user credentials

Step2: Click on “template” tab and select “consent template registration” option from the dropdown



Step3: Enter all the required Fields.

- 1) Template Name: name of the template to be registered
- 2) Brand Name: Brand name for which the consent is to be registered (**Optional**)
- 3) Template Content: template content Description

Error Messages received at the time of consent template registration:

- 1) If you are trying to use a template name that has already been used, then you will receive an error message “**Template name already exists**”. When you receive this error message, try using a different template name
- 2) If You use any objectional/restricted word in your content, then you will receive an error message “**You are using the following restricted word(s) in your template content: XYZ. Please change the content.** When you receive this error message, modify your content by removing the restricted words

Note: 1) Any commercial communication with inferred service/transactional content does not require a consent, hence, no consent template required for such messages
 2) Consent Template is required only to obtain customer consent for sending messages that have otherwise been blocked by the customer by way of his/her DND Preference -

Example of consent template: “By sending a text to this code I agree to receive automated marketing text messages from (company) to the mobile number I have provided. I understand that I m not required



to provide my consent as a condition of purchasing any goods or services. Reply HELP for help. Reply STOP to cancel. Message and data rates may apply”

Step4: After entering all the required fields, click on submit Button

Welcome, Priyanka Manda
Logged in with PE ID 1201159704180280542

Dashboard Header SMS Template Campaign Customers's Consent

Consent Template Registration

NOTE:

- Any commercial communication with inferred service/transactional content does not require a consent, hence, no consent template required for such messages.
- Consent Template is required only to obtain customer consent for sending messages that have otherwise been blocked by the customer by way of his/her DND Preference.

Template name *
A-jio
Minimum length 5 characters

Brand name
A-jio

By Sending a text to this code I agree to receive automated messages from (Company) to the mobile number I have provided. I understand that I am not required to provide my consent as a condition of purchasing any goods or services. Reply HELP for help . Reply STOP to cancel. Messages and data rates may apply

Cancel Submit

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Step5: Click on confirm option

Welcome, Priyanka Manda
Logged in with PE ID 1201159704180280542

Dashboard Header SMS Template Campaign Customers's Consent

Consent Template Registration

NOTE:

- Any commercial communication with inferred service/transactional content does not require a consent, hence, no consent template required for such messages.
- Consent Template is required only to obtain customer consent for sending messages that have otherwise been blocked by the customer by way of his/her DND Preference.

Template name *
A-jio

Brand name
A-jio

By Sending a text to this code I agree to receive automated messages from (Company) to the mobile number I have provided. I understand that I am not required to provide my consent as a condition of purchasing any goods or services. Reply HELP for help . Reply STOP to cancel. Messages and data rates may apply

Are you sure you want to submit template?

Cancel Confirm

Cancel Submit

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Step6: Your Request for Consent template registration will be Submitted Successfully

Welcome, Priyanka Manda
Logged in with PE ID 1201159704180280542

Dashboard Header SMS Template Campaign

Consent Template Details

Pending Approval Rejected Registered

Date From Date To

Search

Template ID	Template Name ↑	Brand Name ↑	Template Content ↑	Requested Date ↓
1208161460471036984	A-jio	Ajio	By Sending a text to this code I agree to rec...	01-03-2021
1208160811336792727	qweqweqwe	qeqweqweqwe	qweqweqweqweqweqweqweqwe	16-12-2020
1208160811330204577	asdasdasd	dasdasdasd	asdasdasdasdasdasd	16-12-2020
1208160794401304465	asdasdasdasdasdasd	asdasdasdsaddas	asdasdasdasdsdfasfasf	14-12-2020
1208160629093393649	consent template	consent	kjhsdfghbjn,mnbvcdrfghjkljghfcvb nmb...	25-11-2020

Step7: once your request for consent template registration is submitted successfully to the approver, you will receive a confirmation of registration through Email and SMS

Sample Registration Email:

-----Original Message-----
From: support.trueconnect@jio.com <support.trueconnect@jio.com>
Sent: 04 August 2020 16:27
To: [Redacted]
Subject: Jio Trueconnect - Confirmation of Registration request for Template (Consent)

Dear User,

We have received your registration request for Template (Consent) and it has been submitted to Jio's Managed Commercial Communication (MCC) portal.

Request Number : SR1596538592729

A confirmation message will be sent on completion of the registration process.

Thank you,
Jio Trueconnect Team

Disclaimer: This is a system generated email, please do not reply

once your consent template registration request is approved by the approver, you will receive confirmation mail and SMS on your registered Email id and Mobile Number

Sample Approval Email:

-----Original Message-----

From: support.trueconnect@jio.com <support.trueconnect@jio.com>

Sent: 04 August 2020 17:06

To: Priyanka Manda <priyanka.manda@jio.com>

Subject: Jio Trueconnect - Approval of Registration request for Template (Consent)

Dear User,

Your request for Template (Consent) registration has been approved.

Kindly find the Template (Consent) details below :

Consent Content Template ID : 1208159653859272972 Consent Scope : gogo1

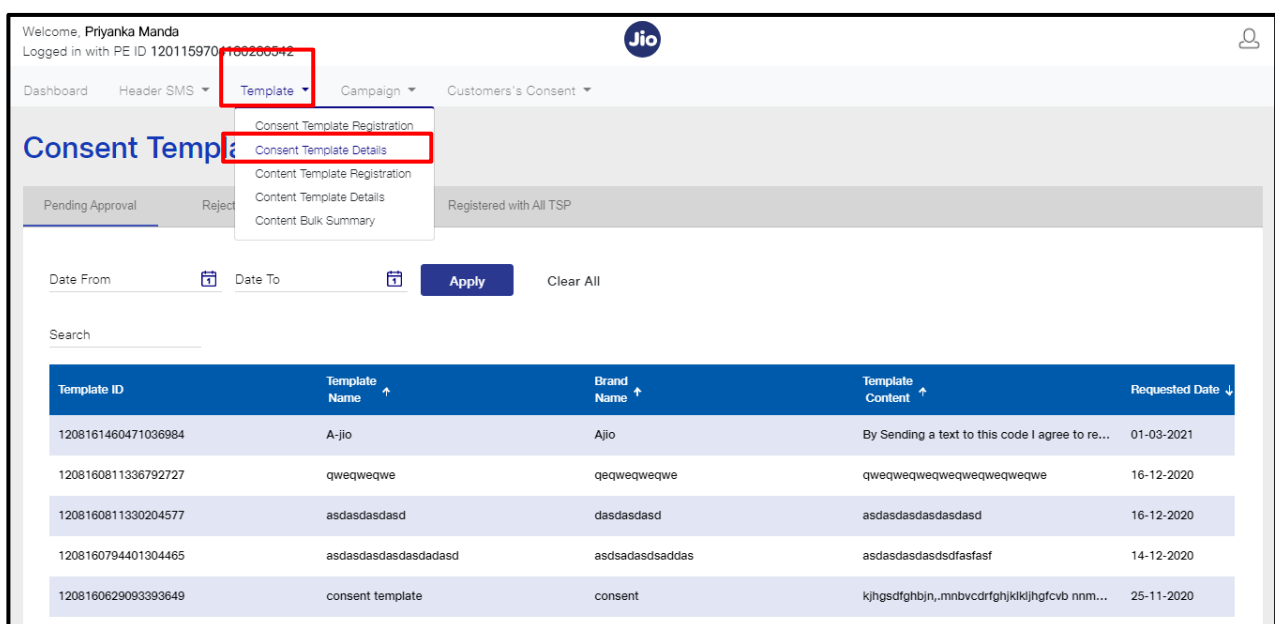
Thank you,
Jio Trueconnect Team

Disclaimer: This is a system generated email, please do not reply

2.1 CONSENT TEMPLATE DETAILS

To view the details of your registered consent, follow the below steps

Step1: Click on “template” tab and select “consent template details” option from the dropdown



Welcome, Priyanka Manda
Logged in with PE ID 120115970160280542

Dashboard Header SMS Template Campaign Customers's Consent

Consent Template

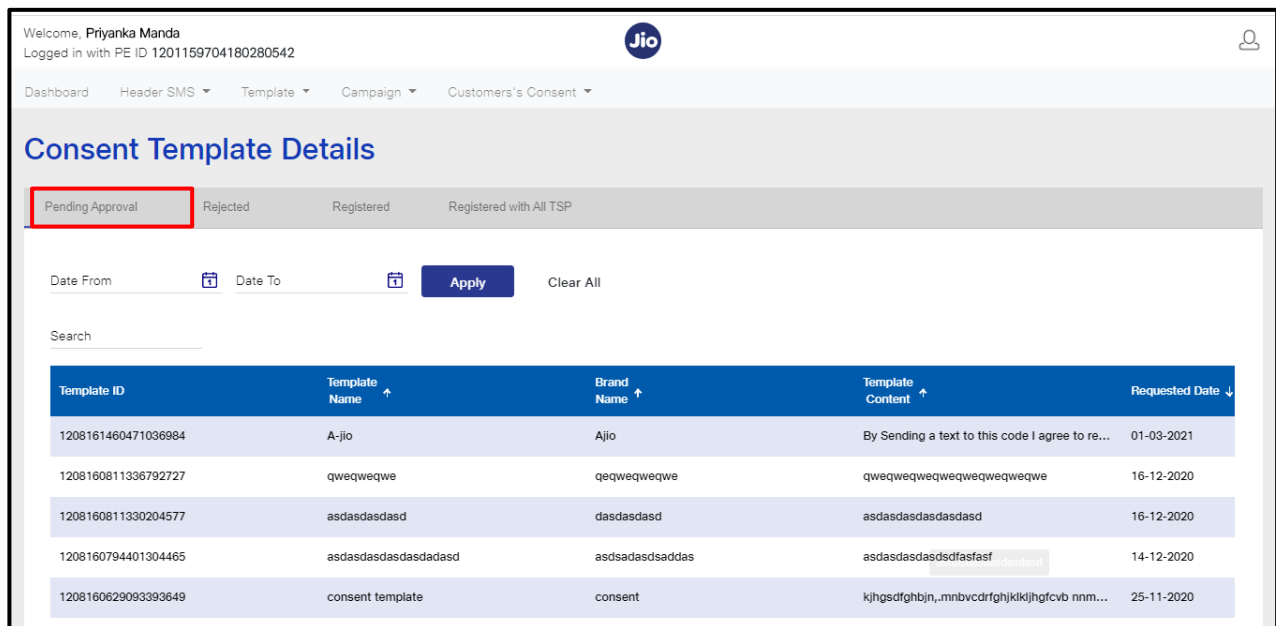
Pending Approval Reject Registered with All TSP

Date From Date To Apply Clear All

Search

Template ID	Template Name	Brand Name	Template Content	Requested Date
1208161460471036984	A-jio	Ajio	By Sending a text to this code I agree to re...	01-03-2021
1208160811336792727	qweqweqwe	qeqweqweqwe	qweqweqweqweqweqweqweqwe	16-12-2020
1208160811330204577	asdasdasdasd	dasdasdasd	asdasdasdasdasdasd	16-12-2020
1208160794401304465	asdasdasdasdasdasd	asdsadasdsaddas	asdasdasdasdsdfasfasf	14-12-2020
1208160829093393649	consent template	consent	kjhgsdfghbjn,mnbvcdrfghjklkljhgfcvb nnm...	25-11-2020

“Pending Approval” tab: This provide list of Consent Templates “Pending” for approval by the Registrar



Welcome, Priyanka Manda
Logged in with PE ID 1201159704180280542

Dashboard Header SMS Template Campaign Customers's Consent

Consent Template Details

Pending Approval Rejected Registered Registered with All TSP

Date From Date To Apply [Clear All](#)

Search

Template ID	Template Name ↑	Brand Name ↑	Template Content ↑	Requested Date ↓
1208161460471036984	A-jio	Ajio	By Sending a text to this code I agree to re...	01-03-2021
1208160811336792727	qweqweqwe	qeqweqweqwe	qweqweqweqweqweqweqweqwe	16-12-2020
1208160811330204577	asdasdasdasd	dasdasdasd	asdasdasdasdasdasd	16-12-2020
1208160794401304465	asdasdasdasdasdasd	asdsadasdsaddas	asdasdasdasdsdfasfasf	14-12-2020
1208160629093393649	consent template	consent	kjhgsdfghbjn..mnbvcdrfghjkikljhgfcvb nnm...	25-11-2020

“Rejected” tab: This provide list of Consent Templates “Rejected” by the Registrar

The consent template registration request can be rejected by the approver due to the following Reasons

- 1) The Consent template already exists
- 2) The format of the consent template is invalid
- 3) The template is too long
- 4) The Consent template includes objectionable word(s)
- 5) There are too many variables in the template
- 6) The content is misleading
- 7) The Content matches with another Entity’s template
- 8) Against SEBI policy
- 9) Look-alike with a government programs/initiatives etc

Welcome, Priyanka Manda
Logged in with PE ID 1201159704180280542

Dashboard Header SMS Template Campaign Customers's Consent

Consent Template Details

Pending Approval **Rejected** Registered Registered with All TSP

Date From Date To Apply Clear All

Search

Template ID	Template Name ↑	Brand Name ↑	Template Content ↑	Rejected Date ↓	Reason ↑
1208160403191623550	Aneesh	Gunda parivaar	Hey There!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!	30-10-2020	

Items per page: 5 1 - 1 of 1 |< < > >|

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“Registered” tab : This provide list of Consent Templates “approved” by the Registrar

Welcome, Priyanka Manda
Logged in with PE ID 1201159704180280542

Dashboard Header SMS Template Campaign Customers's Consent

Consent Template Details

Pending Approval Rejected **Registered** Registered with All TSP

Date From Date To Apply Clear All

Search

Template ID	Template Name ↑	Brand Name ↑	Template Content ↑	Approved Date ↓	Status ↑
1208160567570722765	GRABCONSENT	THUGLIFE	We are here to get your consent.....	18-11-2020	Active

Items per page: 5 1 - 1 of 1 |< < > >|

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“Registered with All TSP”: This Provides list of Consent Templates registered by the entity across all Telecom Service Providers (TSPs).

Welcome, Priyanka Manda
Logged in with PE ID 1201159704180280542

Dashboard Header SMS Template Campaign Customers's Consent

Consent Template Details

Pending Approval Rejected Registered **Registered with All TSP**

Note: Downloaded Excel will contain Consent Templates registered by the entity across all Telecom Service Providers(TSPs).

Global Status: Active | Date From: | Date To: | **Apply** | Clear All | **Download as Excel**

Search:

Template ID	Template Name ↑	Brand Name ↑	Template Content ↑	Creator ↑	Created Date ↑	Status ↑
1208160567570722765	GRABCONSENT	THUGLIFE	We are here to get your c...	Jio	18-11-2020	Active

Items per page: 5 | 1 - 1 of 1 | < >

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To Download the list in Excel Format, click on “Download as Excel” Option

Welcome, Priyanka Manda
Logged in with PE ID 1201159704180280542

Dashboard Header SMS Template Campaign Customers's Consent

Consent Template Details

Pending Approval Rejected Registered **Registered with All TSP**

Note: Downloaded Excel will contain Consent Templates registered by the entity across all Telecom Service Providers(TSPs).

Global Status: Active | Date From: | Date To: | **Apply** | Clear All | **Download as Excel**

Search:

Template ID	Template Name ↑	Brand Name ↑	Template Content ↑	Creator ↑	Created Date ↑	Status ↑
1208160567570722765	GRABCONSENT	THUGLIFE	We are here to get your c...	Jio	18-11-2020	Active

Items per page: 5 | 1 - 1 of 1 | < >

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	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	HEADER	TEMPLATE_ID	TEMPLATE_NAME	CONSENT_ID	TEMPLATE_TYPE	CATEGORY	TEMPLATE_CONTENT	JIO_STATUS	REGISTERED_BY	VARIABLE_COUNT	APPROVAL_DATE			
2		1207158134	Test Bulk Template		Promotional	Banking/Insur Dear Subscriber, This is Active		JIO	0	0	23-11-2017			
3		1207158135	Test Bulk Template		Promotional	Banking/Insur Dear Subscriber, This is Active		JIO	0	0	23-11-2017			
4		1207158136	Test Bulk Template		Promotional	Banking/Insur Dear Subscriber, This is Active		JIO	0	0	23-11-2017			
5		1207158137	Test Bulk Template		Promotional	Banking/Insur Dear Subscriber, This is Active		JIO	0	0	23-11-2017			
6		1207158138	Test Bulk Template		Promotional	Banking/Insur Dear Subscriber, This is Active		JIO	0	0	23-11-2017			
7		1207158139	Test Bulk Template		Promotional	Banking/Insur Dear Subscriber, This is Active		JIO	0	0	23-11-2017			
8		1207158140	Test Bulk Template		Promotional	Banking/Insur Dear Subscriber, This is Active		JIO	0	0	23-11-2017			
9		1207158141	Test Bulk Template		Promotional	Banking/Insur Dear Subscriber, This is Active		JIO	0	0	23-11-2017			
10		1207158142	Test Bulk Template		Promotional	Banking/Insur Dear Subscriber, This is Active		JIO	0	0	23-11-2017			
11		1207158143	Test Bulk Template		Promotional	Banking/Insur Dear Subscriber, This is Active		JIO	0	0	23-11-2017			
12		1207158144	Test Bulk Template		Promotional	Banking/Insur Dear Subscriber, This is Active		JIO	0	0	23-11-2017			
13		1207158145	Test Bulk Template		Promotional	Banking/Insur Dear Subscriber, This is Active		JIO	0	0	23-11-2017			
14		1207158146	Test Bulk Template		Promotional	Banking/Insur Dear Subscriber, This is Active		JIO	0	0	23-11-2017			
15		1207158147	Test Bulk Template		Promotional	Banking/Insur Dear Subscriber, This is Active		JIO	0	0	23-11-2017			
16		1207158148	Test Bulk Template		Promotional	Banking/Insur Dear Subscriber, This is Active		JIO	0	0	23-11-2017			
17		1207158149	Test Bulk Template		Promotional	Banking/Insur Dear Subscriber, This is Active		JIO	0	0	23-11-2017			
18		1207158150	Test Bulk Template		Promotional	Banking/Insur Dear Subscriber, This is Active		JIO	0	0	23-11-2017			
19		1207158151	Test Bulk Template		Promotional	Banking/Insur Dear Subscriber, This is Active		JIO	0	0	23-11-2017			
20		1207158152	Test Bulk Template		Promotional	Banking/Insur Dear Subscriber, This is Active		JIO	0	0	23-11-2017			
21		1207158153	Test Bulk Template		Promotional	Banking/Insur Dear Subscriber, This is Active		JIO	0	0	23-11-2017			
22		1207158154	Test Bulk Template		Promotional	Banking/Insur Dear Subscriber, This is Active		JIO	0	0	23-11-2017			
23		1207158155	Test Bulk Template		Promotional	Banking/Insur Dear Subscriber, This is Active		JIO	0	0	23-11-2017			



Need More Help?

If u need any further Help during the Content and consent Registration Process, you can reach out to our support team at Jio.ISOMCCSupport@ril.com

THANK YOU