

Do Not Disturb Mobile App. Requirements

DND (Do Not Disturb) Services app helps smart phone users to register their mobile number under DND to avoid Unsolicited Commercial Communication (UCC)/Telemarketing Calls/SMS. After registration if telecom subscriber still receives any UCC via SMS or call, then this app will help users to register complaint with their respective Indian Telecom Service Provider (TSP) only. Available DND app facilitates complaint mechanism as per **Telecom Commercial Communications Customer Preference Regulations, 2010**. This app facilitates the telecom consumer to:

- Register/ Deregister for DND service.
- Register UCC complaint (Voice/SMS).
- Check DND registration status.
- Check UCC complaint registration status.

Functional

- The requirement to develop following features
 - Communication of DND to be sent via SMS to 1909
 - Registration of the user to TRAI via SMS
 - Deregistration of the user to the TRAI via SMS
 - Register / De register for the preferences via APP using SMS
 - The App need to store information related to call/SMS on the mobile.
 - The app need to upload the latest complaint in case of mobile memory cleaned up from server.
 - Look and feel of the app to be user friendly/ appealing as per industry standards.
 - The app to support dual sim phone.
 - FAQ and Help to be part of app.
 - No commercial adv or any type of adv to be provisioned.
 - Mobile app to search SMS for the keeping history of the complaint and followups.
 - The app will monitor the mobile for SMS/Call in order to track and suppress the SMS/Call as per preferences registered by User.
 - The app to prominently show TRAI logo and gov of India emblem.
 - Call registration via SMS
 - sending SMS to 1909 format -
“COMP TEL NO XXXXXXXXXXXX, dd/mm/yy, Time hh:mm”
 - Registration of the preference using SMS
 - Fully block -- SMS “START 0”.
 - Partially block -- SMS “START ” <option>
 - “START 1” for receiving SMS relating to Banking/Insurance/Financial products/credit cards
 - “START 2” for receiving SMS relating to Real Estate
 - “START 3” for receiving SMS relating to Education
 - “START 4” for receiving SMS relating to Health
 - “START 5” for receiving SMS relating to Consumer goods and automobiles
 - “START 6” for receiving SMS relating to Communication/Broadcasting/ Entertainment/IT
 - “START 7” for receiving SMS relating to Tourism and Leisure
 - Also “START 0,2,3”
 - Change the preference using SMS

“STOP ” <option>

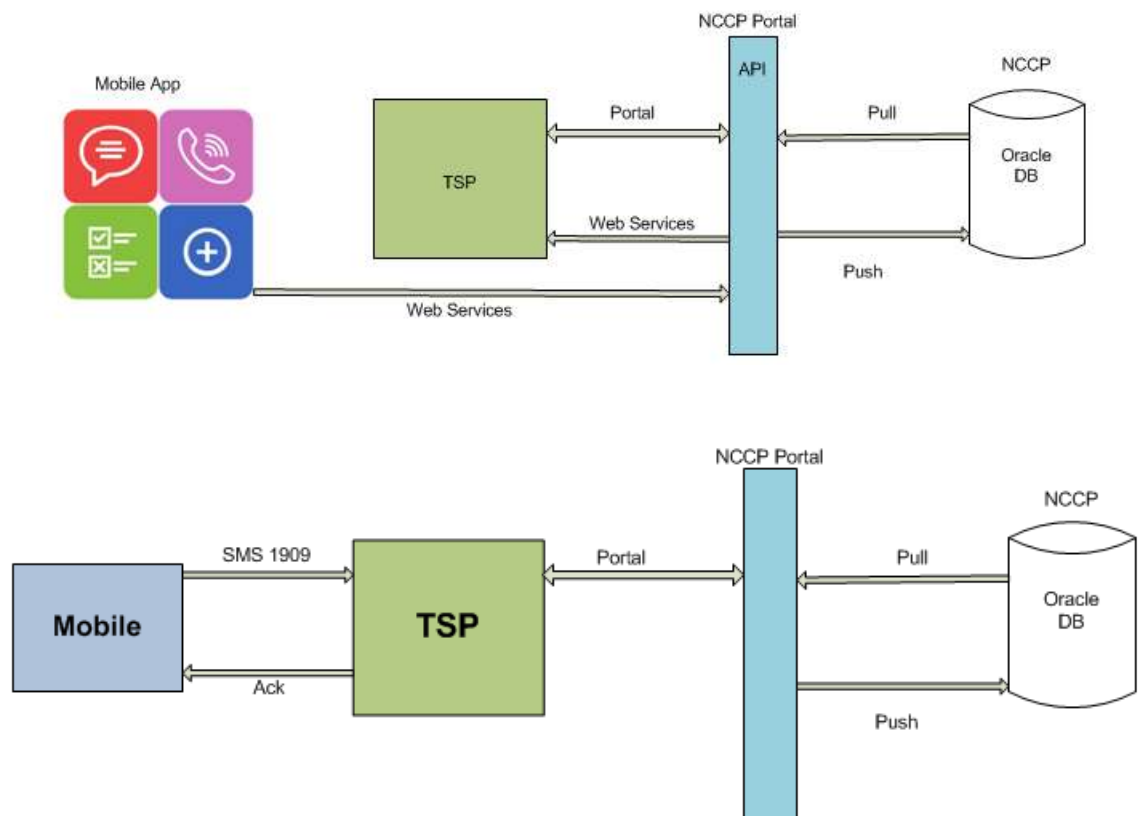
Existing Application Limitations

- The SMS from the TSP ask not to send email. [email not in application]
- Mi5 having problem in reading the mobile number and making calls.
- Notification on every SMS is annoying.
- No second sim report for the dual sim phone.
- Telemarketers not recognized for BP-61111. Version issue.
- If the complaint is made but submission fails, the number is locked permanently. No way to raise it again.
- Every Message the app ask for complain. Hence annoying and error prone.
- UI problem, on rotation there is no scroll feature.
- MTNL customer not having same response as private customers.

Business Rules

1. User can register the complaint against the call / sms received within 72 hrs from Telemarketing agency.
2. Complaint registered with TSP using “SMS 1909” shall be done by TSP and unique complaint id generated the same. It would be sent to customer of the complaint via SMS.
3. The resolution of the complaint to get completed in 7 days with proper resolution message. Hence the SMS being sent to subscriber, leading to tracking of complaint tracking by DND app.
4. User registration to DND to be effective after 7 days.
5. The preferences set wrt to DND registration / de registration to be effective after 7 days of changes.
6. An additional information in case of complaint mentioning time outside of 9am to 9pm. This is not a restrictor but an informative alert to check if the time being filed complaint for is correct.
7. Information to the user about the limit on the number of SMS being sent from the Mobile within an hr is 200. The more sms from the number would bar the service from the TSP.
8. Information wrt to the pattern of the number being used by registered telemarketers as “0140...” and SMS format of “XY-AZZZZ”[where X is TSP code, Y is service area code, A is code allocated to telemarketer by TSP]. Hence the SMS from these telemarketers can be suppressed by app and made information available to user for registration / deregistration.

Work flow



Technology

The app to be developed for all the android based smartphome.
The app need to be ported to the iOS and window based mobile.

Project / Code process.

- Load the design document and code on github mentioned in reference.
- To create branch of respective app by developer for the variation or creation of new code.
- Maintain the release note, uploading and downloading instructions from respective app mobile store.

References:

- GitHub <https://github.com/TRAI-DND/DND>