RELIANCE JIO INFOCOMM LIMITED

<TRUECONNECT>

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

RJIL

TABLE OF CONTENTS

1. **Introduction of the system** **2**

1. **Bulk Upload Of Customer's Consent** **4**

2. **Summary Status Of Uploaded Consents** **10**

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.

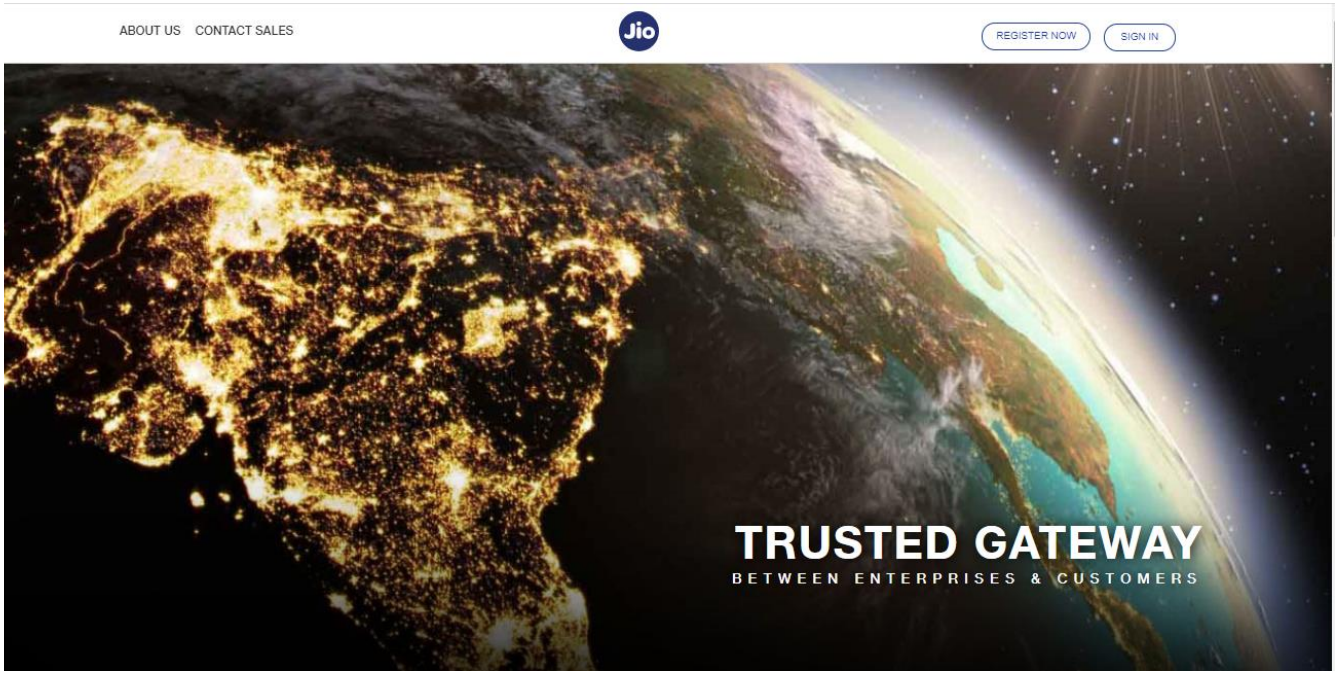
As per TRAI Regulations:
Every Access Provider shall ensure that any commercial communication using its network only takes place through a registered entity using registered header(s) and template assigned to the sender(s) for commercial communication.

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.

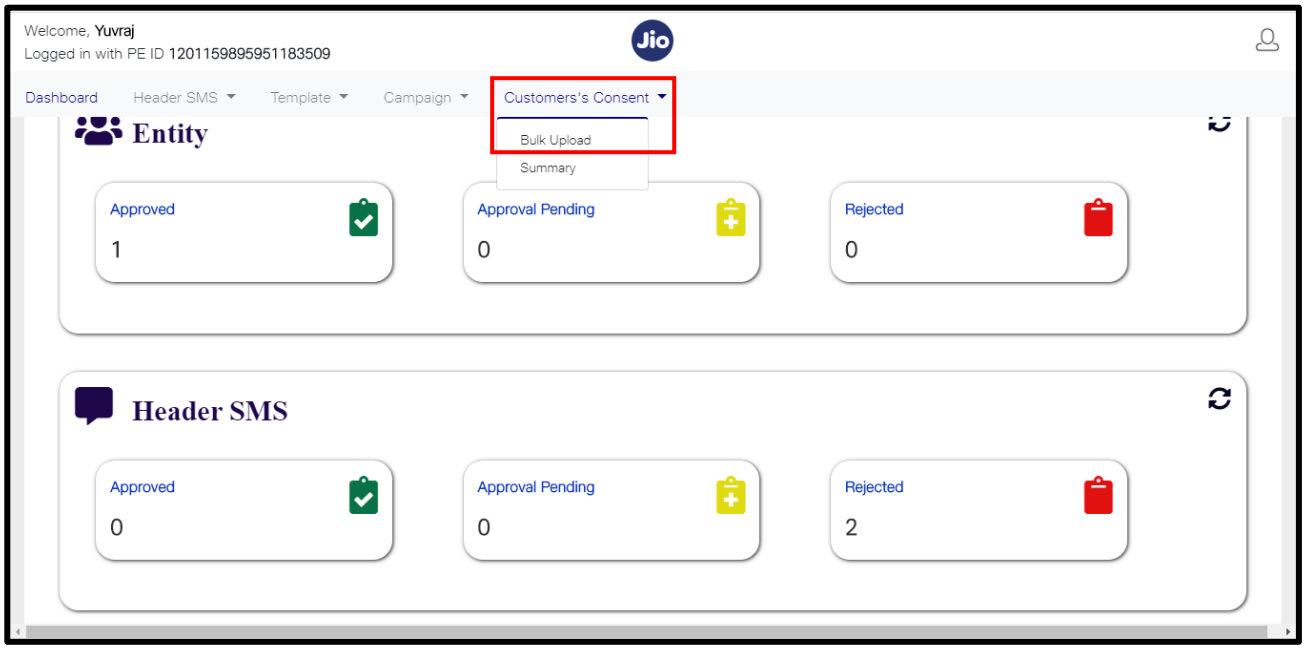
TRUECONNECT – BULK UPLOAD OF CUSTOMER'S CONSENT



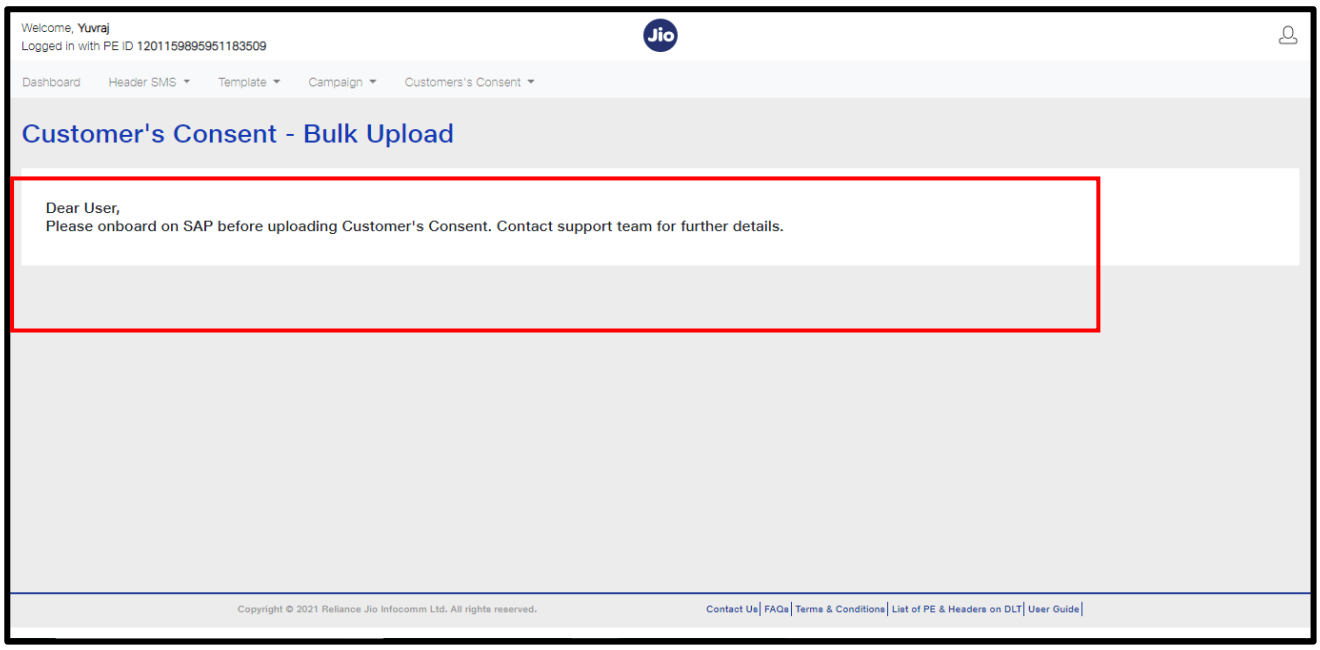
1. BULK UPLOAD OF CUSTOMER'S CONSENT

Step1: Login as principal entity on Trueconnect.jio.com using your user credentials

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



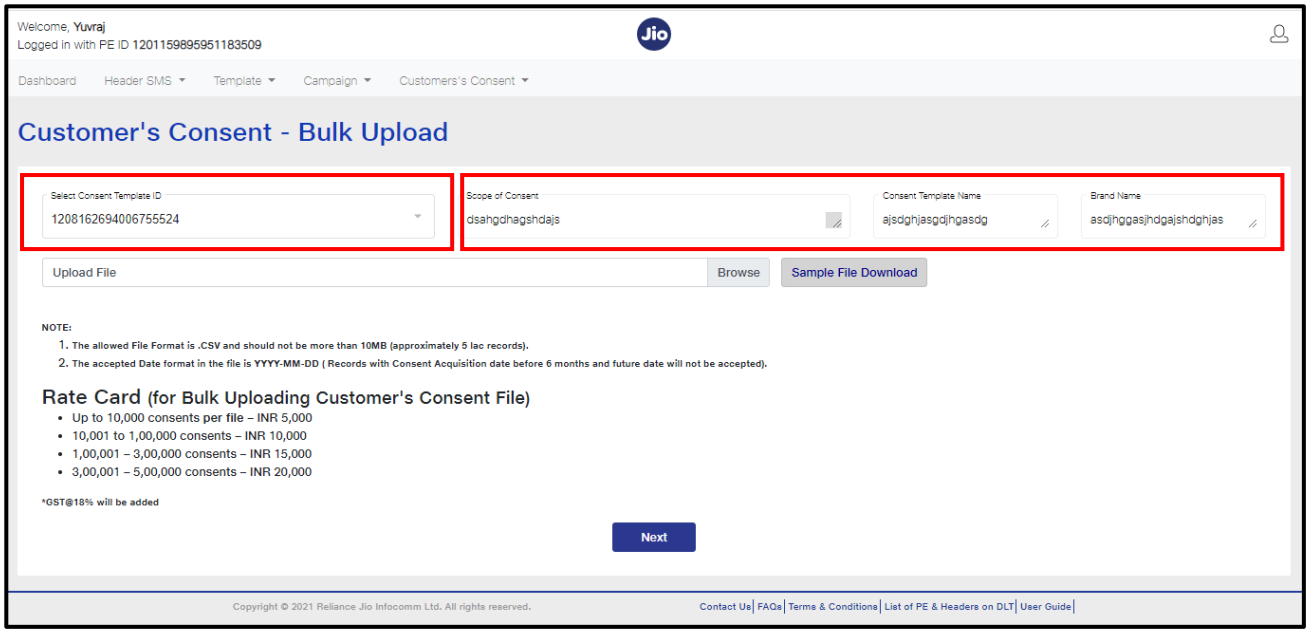
Note: If your Entity ID is not onboarded on our SAP system, below message will be displayed on your screen



In this case request you to contact our customer service at 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

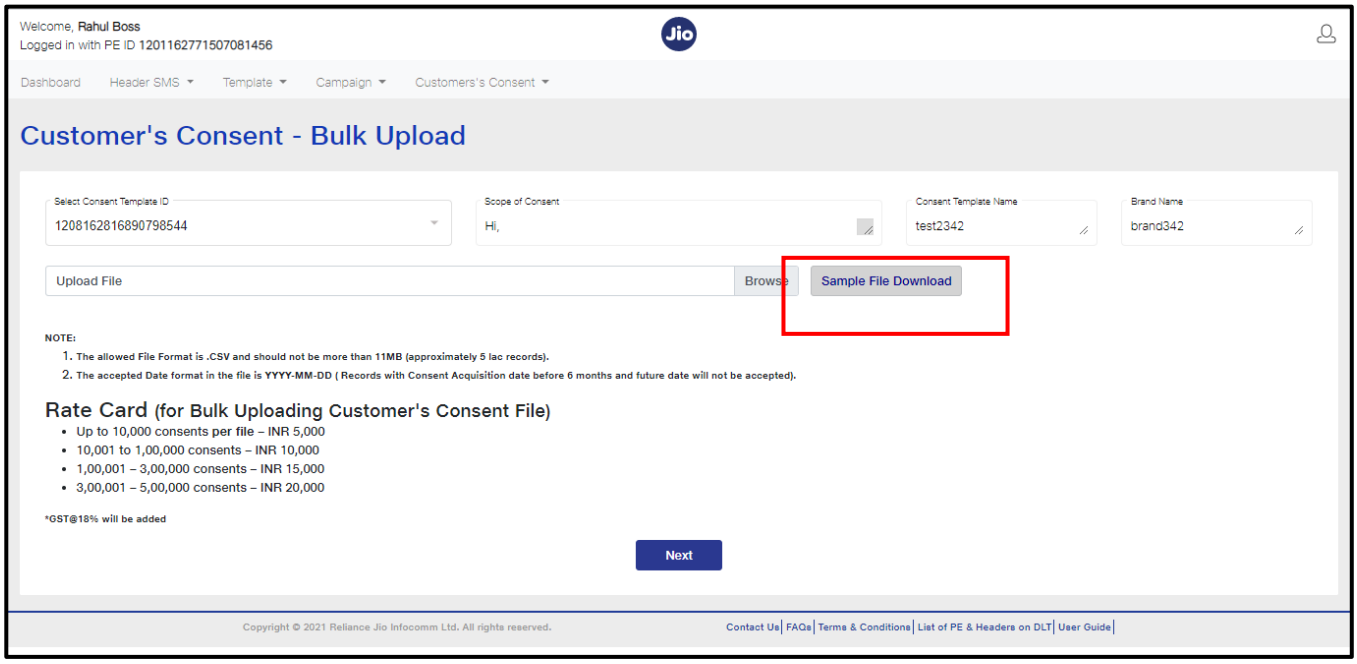
Note: The selected consent template id should be linked to your registered content template To Link your registered consent template id with content template ID , please refer the User guide of "consent and content template registration and linking"



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.

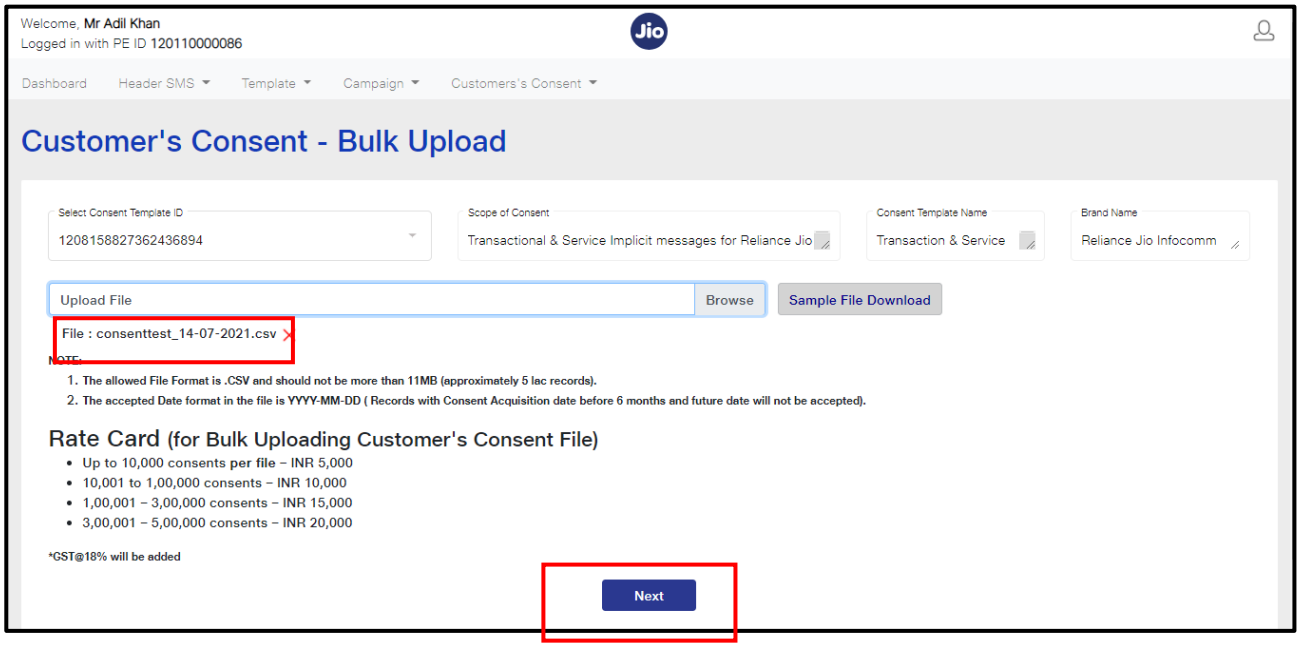


Your consent file should be uploaded in the given file format only

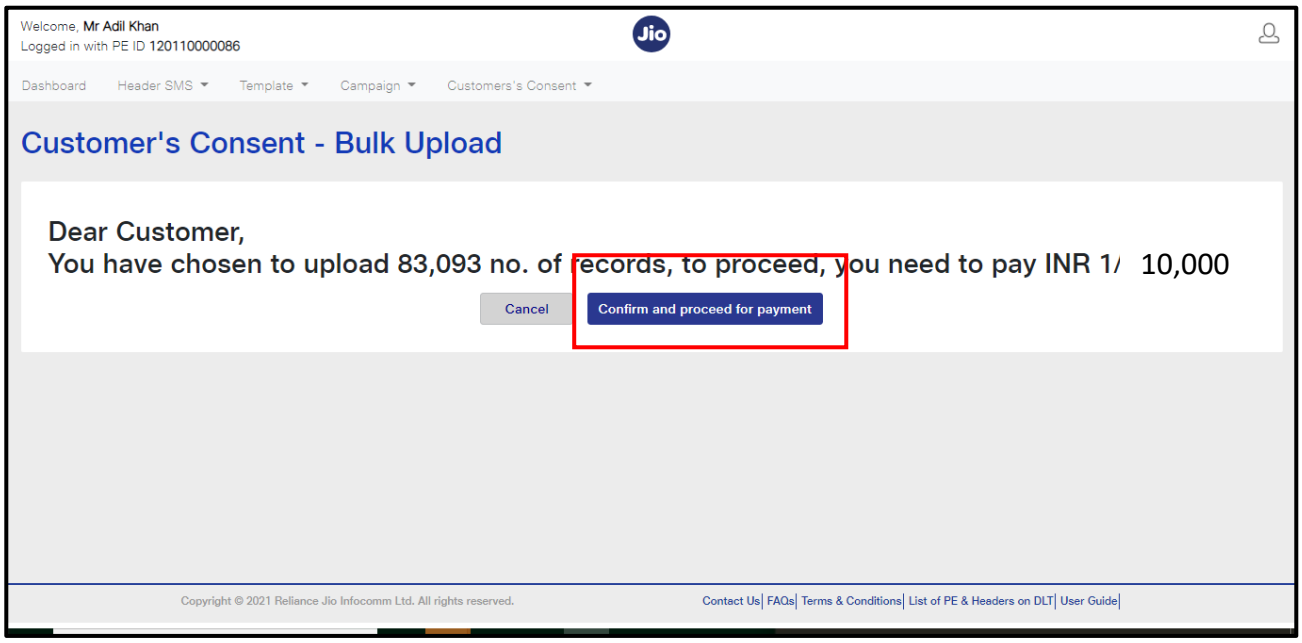
sample file for consent Bulk Uploa

	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							

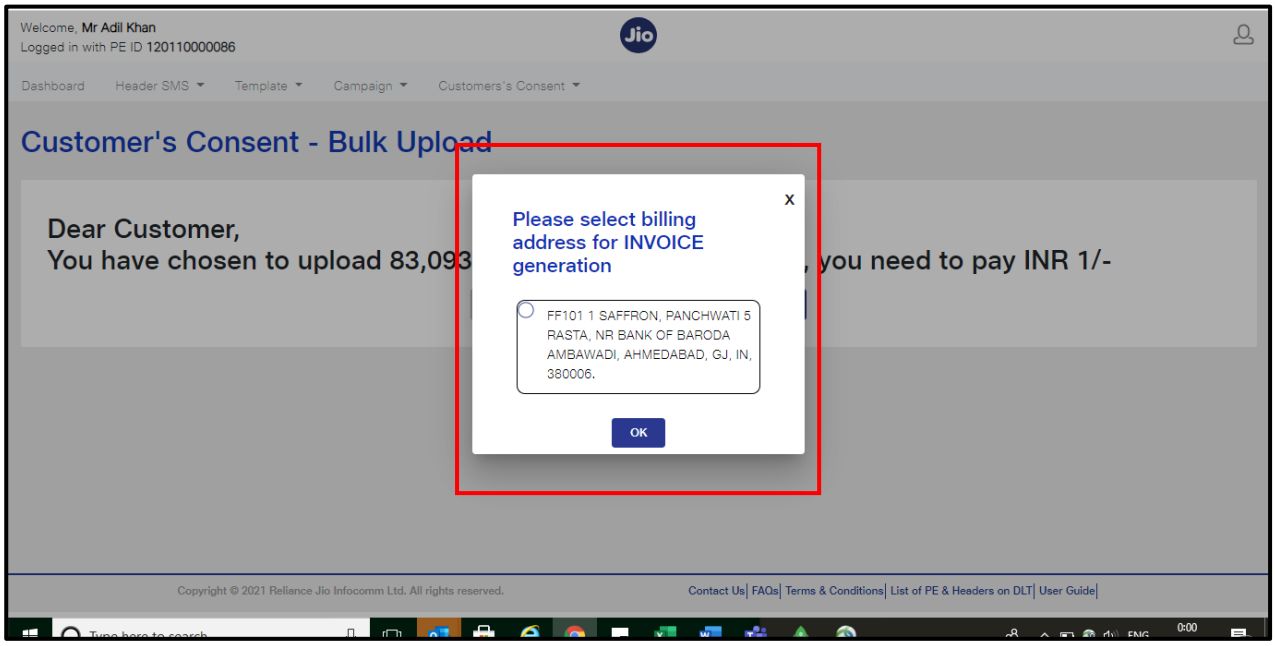
Step 5: Once the file is selected, click on next option.



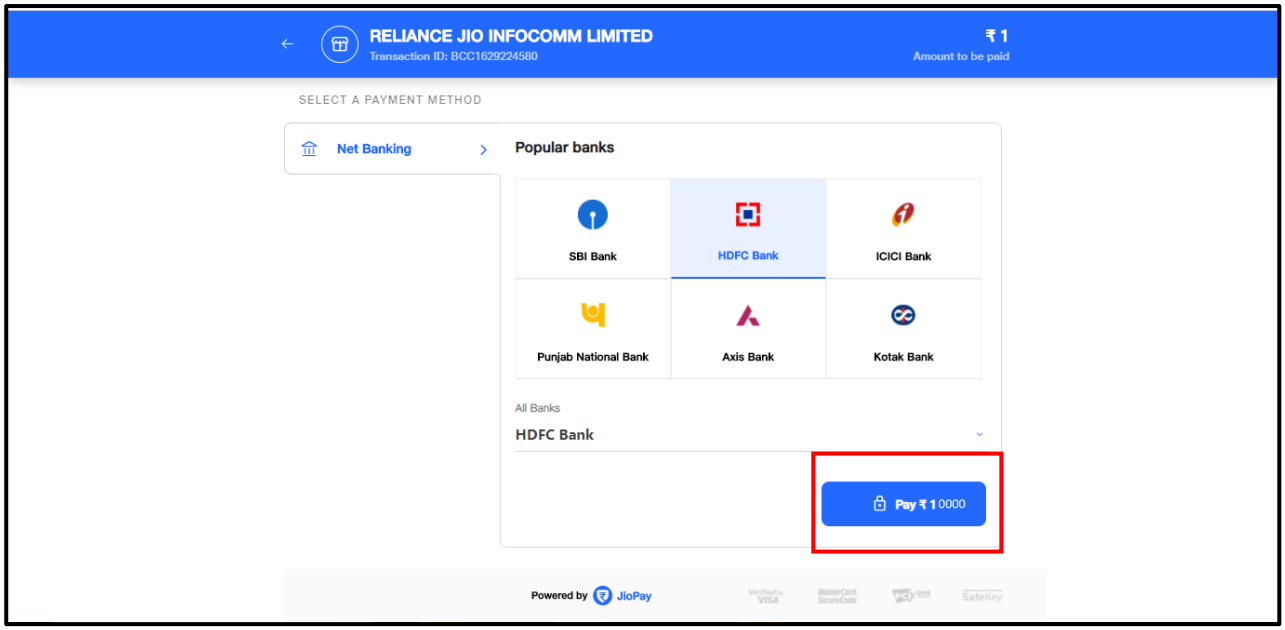
Step6: Total number of records in your uploaded file along with the total amount to be paid will be displayed. Click on “confirm and proceed” to proceed for payment .



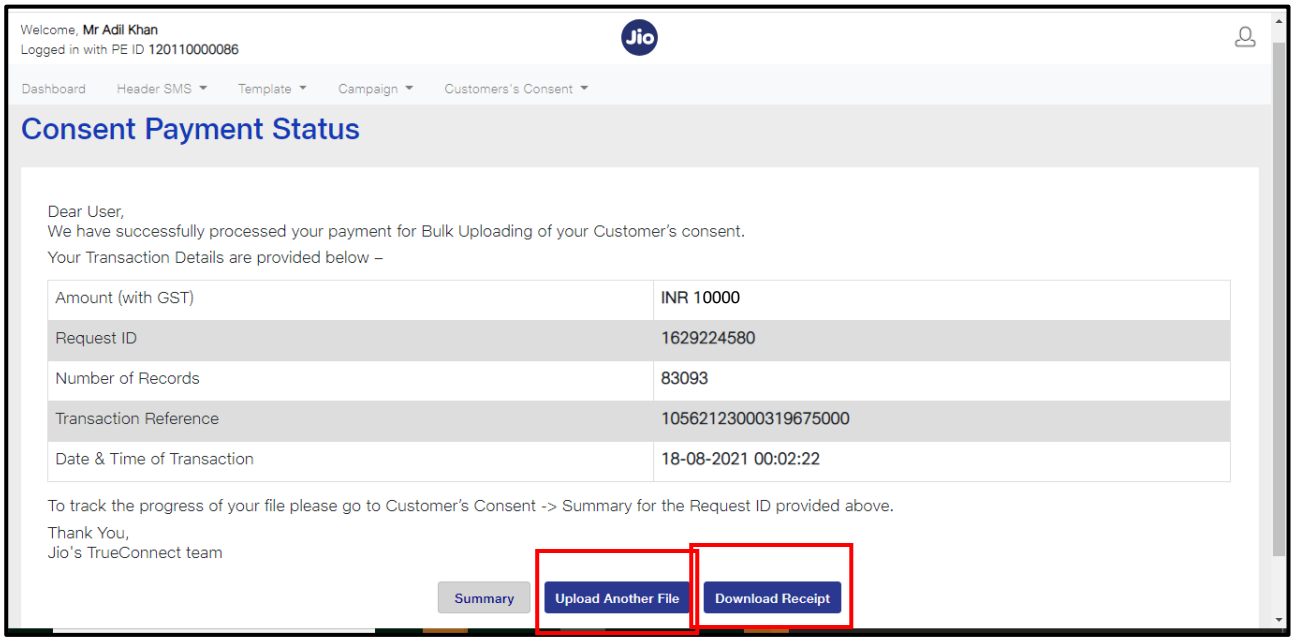
Step7: Select the billing address against which you want your invoice to be generated and click on Ok



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”

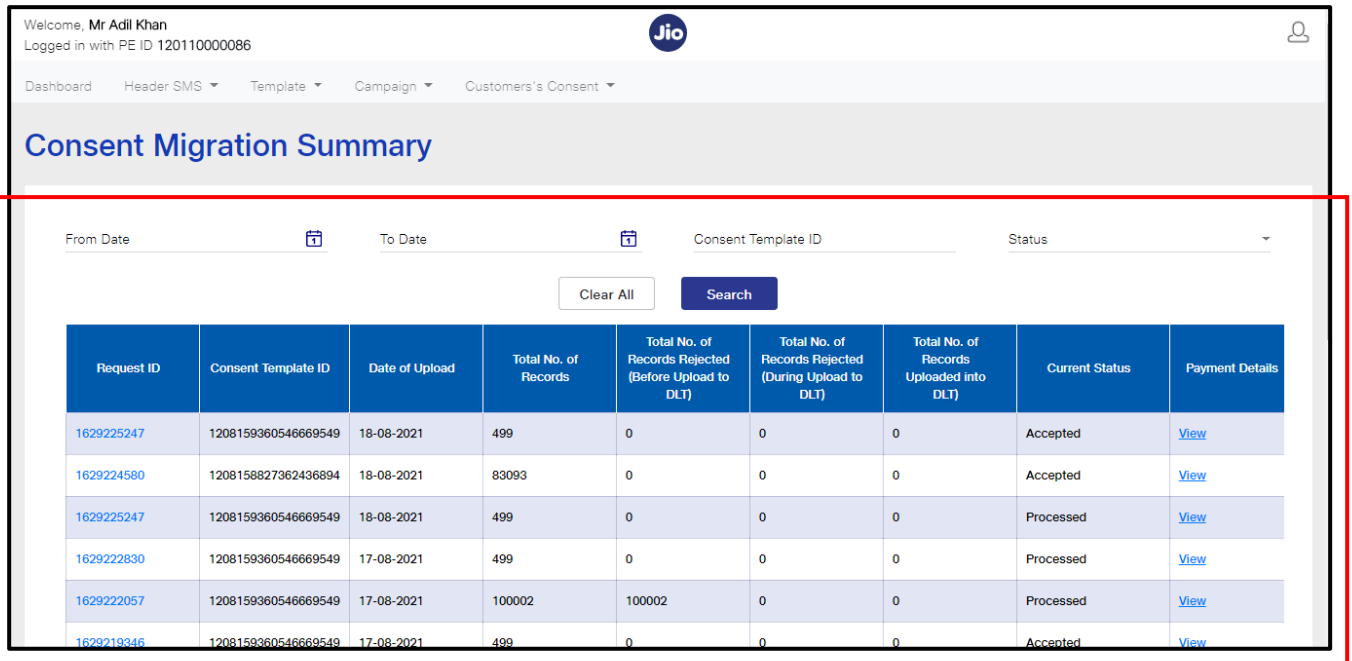


You will also receive a mail confirmation of your payment on your registered Email ID.

2. SUMMARY STATUS OF UPLOADED CONSENTS

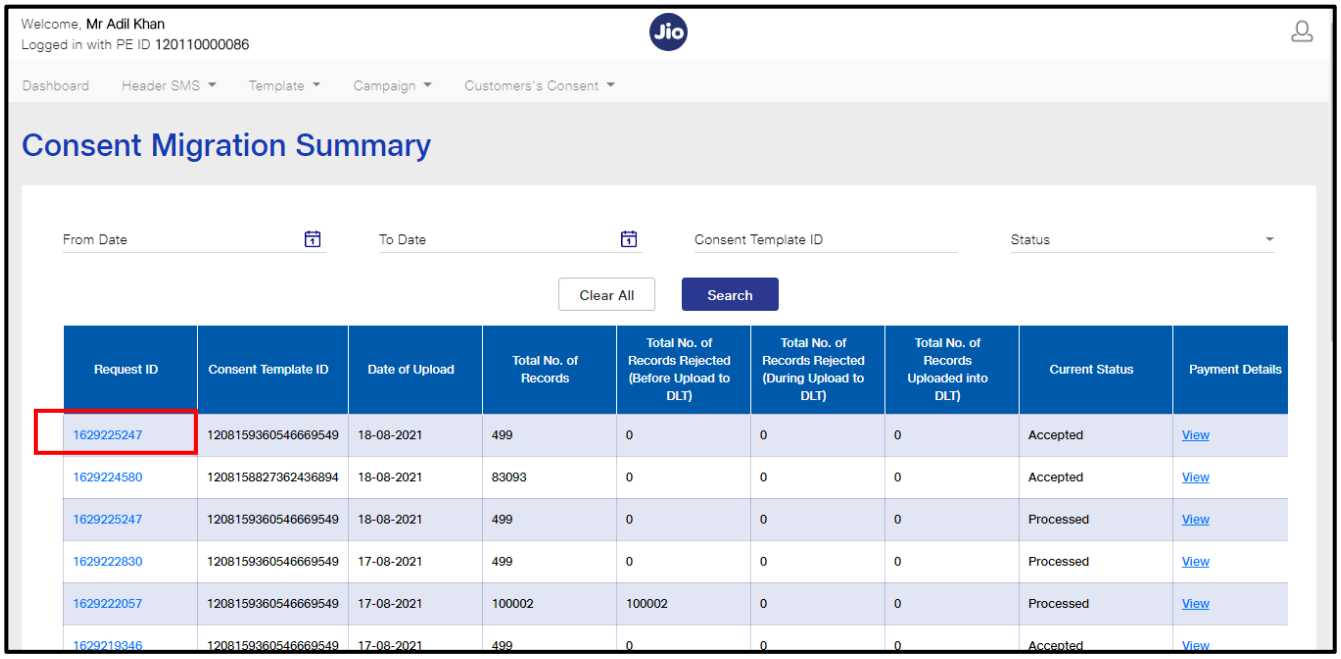
Step 1: To view the status summary of your uploaded file, click on customer's consent tab and select "Summary" from the dropdown option

You can view the status of your file uploaded

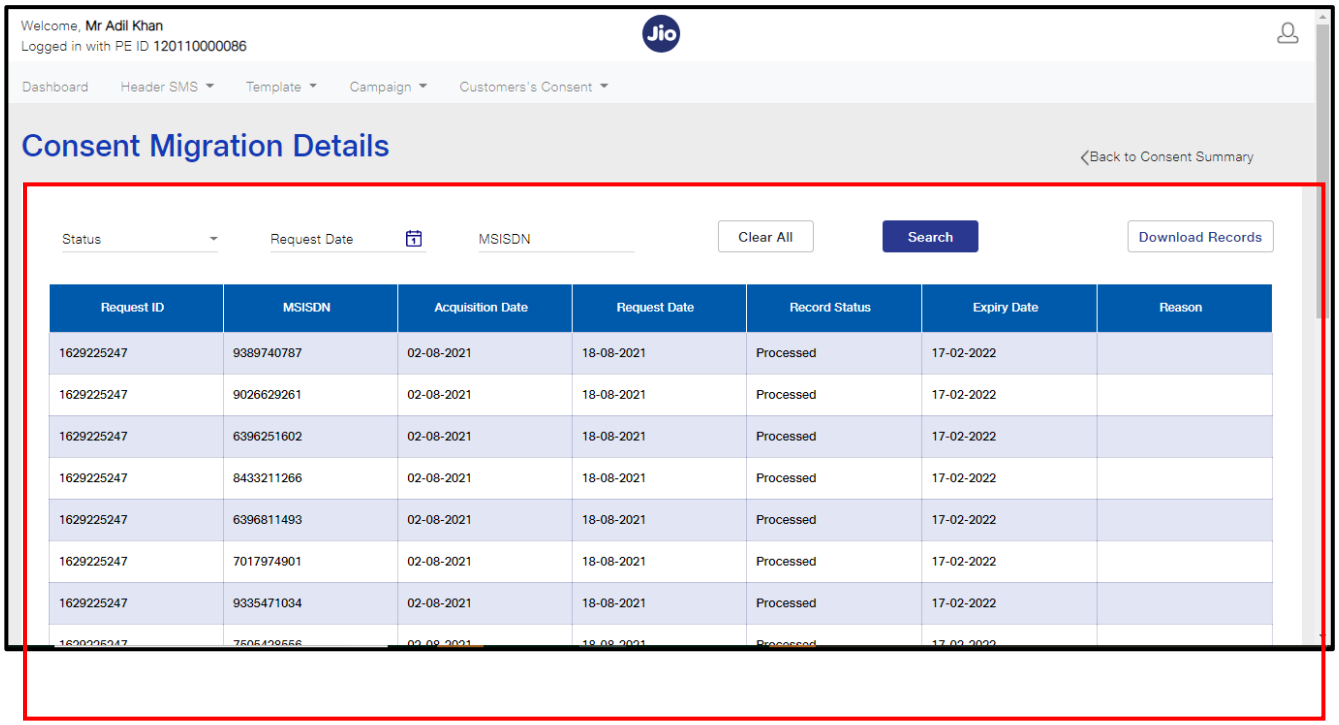


To view the status of the individual consent records uploaded follow the below steps

Click on individual request id



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



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