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<TRUECONNECT>

END USER GUIDE -CONSENT AND CONTENT TEMPLATE REGISTRATION (PE)

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1.1 DOCUMENT HISTORY

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2. INTRODUCTION

TRUECONNECT - CONSENT AND CONTENT TEMPLATE REGISTRATION



1) <u>Consent:</u>

"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 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) <u>Consent templates:</u>

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.

3) Content Template:

a) For Transaction:

means a template of content registered by any sender with the access provider for sending transactional message, service message or transactional voice call, service call for the purpose of commercial communication and contains content which may be a combination of fixed part of content and variable part of content, where fixed part of content is that part of content which is common across all commercial communications sent to different recipients for same or similar subject; variable part of content is that part of content which may vary across commercial communications sent to different recipients for same or similar subject on account of information which is very specific to the particular transaction for a particular recipient or may vary on account of reference to date, time, place or unique reference number;

Eg: Message which contains One Time Password (OTP) and requires to complete a banking transaction initiated by the bank customer.

b) For Promotion

means a template of content registered by any sender with the access provider for sending promotional message or promotional voice call for commercial communication and contains content which is fixed content and common across all commercial communications sent to different recipients for same or similar subject;

c) For Service Inferred:

Informative SMS other than OTP will fall into the category of Service Implicit route. Using this route, important notifications regarding product and services such as purchase confirmation messages, order status, alerts, reminder SMS, etc. can be conveyed to the customers. Promotional SMS cannot be transmitted using the Service Implicit route.

- Confirmation messages of a net banking or a credit/debit transaction.
- Product purchase confirmation.
- delivery status of a parcel.
- OTP required for e-commerce website, app login, social media apps, KYC, etc.
- Messages from schools regarding attendance/transport.
- Messages from hospitals/clinics regarding appointment/discharge reports.
- Service messages from car workshops, gadget service centers.

d) For Service Explicit:

SMS sent to the registered customers after receiving their consent will come under the category of Service Explicit SMS. As an example, if a ICICI Bank customer has given consent to receive promotional offers from ICICI, then these SMS will be included in the Service Explicit category. If at any point of time, the customer withdraws and opt-out of receiving these texts, then the SMS will be considered Promotional.



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

Welcome, Pryanka Manda Logged in with PE ID 1201159704180280542						
Dashboard Header SMS Motifications Dashboard	Template Campaign Consent Template Registration Consent Template Registration Consent Template Registration	Customers's Consent 🔻			Published Date - 26-02-2021 test d	View More
Users 1	Content Template Details Content Bulk Summary	Approval Pending 0		Approved 1	*	Ø
Header SM	MS	Approval Pending	ŧ	Approved	Ì	8

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.
- 3) Template Content: template content Description

Error Messages received at the time of consent template registration:

- 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.

- 3) Registration of the consent template is a pre-requisite for uploading the consents.
- 4) The Consent Template should not contain any variables
- 5) Brand/PE/Trade/Legal Name must be captured clearly in the consent template.

6) The purpose of the consent must also be mentioned explicitly in the consent templates.

Example of consent template:

1. [Brand Name]: Dear Customer, thanks for visiting The Design Studio in Andheri (W) today. We would love to stay in touch with you about our new launches and promotions. To continue receiving exciting offers from us on call/SMS, please submit your consent [Method of submitting consent to be appended by TSP; Not required from PE].

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- 2. Dear Mr. XYZXYZ, we are pleased on your sign up with [Brand Name] today. To receive exciting promotions and offers on SMS/call, please submit your consent [Method of submitting consent to be appended by TSP; Not required from PE].
- 3. [Brand Name]: Dear Mr. ABCABC, thank you for submitting your property-related requirement on our website today. We will keep you informed on new listings suited to you. Please give your consent for receiving these listings through call/SMS. [Method of submitting consent to be appended by TSP; Not required from PE].

Welcome, Priyankam Logged in with PE ID 1201162159813728959	<u>٩</u>
Dashboard Header SMS 💌 Template 💌 Campaign 💌	
Consent Template Registration	
NOTE: • Any commercial communication with inferred service/transactional content does not require a consent, • Consent Template is required only to obtain customer consent for sending messages that have otherwis	hence, no consent template required for such messages. e been blocked by the customer by way of his/her DND Preference.
Template name *	Brand name
A-JIO	Ajio
[AJIO]: Dear Customer, thanks for visiting The Design Studio in Andheri (W) today. We would love to stay in touch with you about our new launches and promotions. To continue receiving exciting offers from us on call/SMS, please submit your consent.	
Cancel	Sub f iit
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Step4: After entering all the required fields, click on submit Button

Step5: Click on submit option if you have mentioned the brand name in your template.

Please note that Brand name is required in your template without which the consent template will not be approved.

Velcome, Priyankam ogged in with PE ID 1201162159813728959	J D	٥
Dashboard Header SMS 🔻 Template 👻 Campaig	n *	
NOTE: • Any commercial communication with inferred service/tra • Consent Template is required only to Template name * A-JIO Fundamental Communication with inferred service/trans- Template name * Fundamental Communication with inferred service/trans- Template name * Fundamental Communication with inferred service/trans- Fundamental Communication with inferred service/trans- Template name * Fundamental Communication with inferred service/trans- Fundamental Communication with inferred se	tion nsectional content does not require a consent, hence, no consent template required for such messages. content is validated. Have you inserted your brand/trade/legal name in the requested Cancel	
receiving exciting offers from us on call/SMS, please	submit your consent.	
	Cancel Submit	

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Step6: Click on confirm option. Your Request for Consent template registration will be Submitted Successfully

Welcome, Priyankam Jio Logged in with PE ID 1201162159813728959 Jio	Q
Dashboard Header SMS 🔻 Template 🍷 Campaign 💌	
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 of Template name* A-JIO [AJIO]: Dear Customer, thanks for visiting The Design love to stay in touch with you about our new launches are previousness. In the submit Template? receiving exciting offers from us on call/SMS, please submit your consent. Cancel Submit	
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		Jio	DIGITAL IFE	
Welcome, Priyankam Logged in with PE ID 120116215981372895	9			ව
Dashboard Header SMS - Templat	e T Campaig	t Registration	×	
Consent Template	Details	for consent Registration has submitt	ted for approval	
Pending Approval Rejected	Registered	ОК		
Date From 📅 Date To	É Apply	Clear All		
Search				
Template ID	Template Name [↑]	Brand Name ↑	Template Content [↑]	Requested Date 🧅
1208162619959913714	A-JIO	Ajio	[Ajio]: Dear Customer, thanks for v	isiting Th 13-07-2021
			Items per page: 5 v 1 - 1	of1 < < >>
Copyright © 2021 Re	iance Jio Infocomm Ltd. All rights reserved.	Contact	t Us FAQs Terms & Conditions List of PE & Headers on DLT User	Guide

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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:

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Original Message From: <u>support.trueconnect@jio.com</u> < <u>support.trueconnect@jio.com</u> > Sent: 04 August 2020 16:27 To: Priyanka Manda < 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



Original Message From: <u>support.trueconnect@jio.com</u> < <u>support.trueconnect@jio.com</u> > Sent: 04 August 2020 17:06 To: Priyanka Manda 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 Template ID : 1208159653859272972
Thank you, Jio Trueconnect Team
Disclaimer: This is a system generated email, please do not reply

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Once the consent templates are approved, you can link it to your content templates.

3.1 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, Priyankam Logged in with PE ID 120116215 99	13728050	Jio	Q
Dashboard Header SMS 💌	Template 🝷 Campaign 👻		
Consent Templ	Consent Template Registration Consent Template Details Content Template Registration]	
Pending Approval Reject	Content Template Details Content Bulk Summary	Registered with All TSP	
Date From 🕄	Date To	Apply Clear All Brand Template	
	Name *	Name [†] Content [†]	Requested Date 🦆
1208162619959913714	A-JIO	Ajio [Ajio]: Dear Customer, thanks for visiting Th	13-07-2021
		ltems per page: 5 1 - 1 of 1 ζ	< > >
Convrint @	2021 Reliance Jio Infocomm Ltd. All rights	reserved. Contact Us FAOs Terms & Conditions List of PE & Hesders on DLT User Guide	

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



Welcome, Priyankam Logged in with PE ID 1201162159	813728959	Jio		<u>_</u>			
Dashboard Header SMS 🔻	Template 🔻 Campaign 👻						
Consent Temp	late Details						
Pending Approval Reje	ected Registered Registe	ered with All TSP					
Date From 📅 Search	Date To T Apply	Clear All					
Template ID	Template Name [↑]	Brand Name ⁺	Template Content ↑	Requested Date ↓			
1208162619959913714	A-JIO	Ajio	[Ajio]: Dear Customer, thanks for visiting Th	13-07-2021			
			Items per page: 5 ▼ 1 - 1 of 1 <	< > >			
Copyright	Copyright © 2021 Reliance Jio Infocomm Ltd. All rights reserved.						

"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

			Jio Digital				
Welcome, Priyankam Logged in with PE ID 120116215 9	813728959		Jio		Q		
Dashboard Header SMS 🔻	Template 🔹 Campaign 💌						
Consent Template Details							
Pending Approval Reje	cted Registered	Registered with All TSP					
Date From	Date To 🚺	Apply Clea	ar All		Download as Excel		
Search							
Template ID	Template Name	Brand Name [↑]	Template Content [↑]	Rejected Date ↓	Reason 🛧		
1208162632935180873	TESTINGGGGG	JIO JIO	dhajsdjhsjddhdjs	adjsccasdsjCjsbj 15-07-2021	Invalid format		
1208162619926246985	A-JIO	Ajio	[AJIO]: Dear Cus	tomer, thanks for 13-07-2021	Invalid format		

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

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Welcome, Priyankam Logged in with PE ID 12011621598	13728959		oi		Q
Dashboard Header SMS 👻	Template 👻 Campaign	•			
Consent Templa	ate Details				
Pending Approval Reject	ted Registered	Registered with All TSP			
Date From 💼 Search Template ID	Date To	Apply Clear All Brand Name ¹	Template Content ↑	Approved Date ↓ Status	Download as Excel
1208162159952361431	testdevdlt	Jio Trueconnect	Need consent for testing dev	v dlt 21-05-2021 Active	
				ltems per page: 5 ▼ 6 - 6 of 6	IK K > >
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"Registered with All TSP": This Provides list of Consent Templates registered by the entity across all Telecom Service Providers (TSPs).

			Jio	DIGITAL LIFE			
Welcome, Priyanka Manda Logged in with PE ID 1201159	704180280542		Jio				Q
Dashboard Header SMS • Consent Tem	Template Ca	mpaign - Customers'	s Consent 🔻				
Pending Approval F Note: Downloaded Excel will Global Status Active •	Rejected Regi contain Consent Template Date From	stered Registered w s registered by the entity ac T Date To	rith All TSP	riders(TSPs). Clear All		Download a	as Excel
Search Template ID	Template Name ↑	Brand Name [↑]	Template Content [†]	Creator 🛧	Created Date 🛧	Status ↑	
1208160567570722765	GRABCONSENT	THUGLIFE	We are here to get y	our C Jio	18-11-2020 Items per page: 5	Active	< >
Сор	yright © 2020 Reliance Jio Info	comm Ltd. All rights reserved.		Contact Us FAQs Terms & Co	nditions List of PE & Headers on DL	T User Guide	

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

Welcome, Priyanka Manda Logged in with PE ID 120115 9	9704180280542		Jio				2
Dashboard Header SMS	▼ Template ▼ C	ampaign 👻 Customers'	s Consent 🔻				
Consent Tem	iplate Detai	ls					
Pending Approval	Rejected Reg	gistered Registered w	ith All TSP				
Note: Downloaded Excel will Global Status Active	I contain Consent Templat	es registered by the entity ac	ross all Telecom Service Provi	ders(TSPs). Clear All		Download a	s Excel
Search							
Template ID	Template Name ↑	Brand Name [↑]	Template Content [↑]	Creator 🕇	Created Date 🛧	Status 🛧	
1208160567570722765	GRABCONSENT	THUGLIFE	We are here to get yo	ur c Jio	18-11-2020	Active	
					Items per page: 5	▼ 1-1 of 1 🗸	>
Сор	oyright © 2020 Reliance Jio In	focomm Ltd. All rights reserved.		Contact Us FAQs Terms & Co	nditions List of PE & Headers on DL	T User Guide	

4. CONTENT TEMPLATE REGISTRATION

Step1: login as Principal Entity using your user credentials

Step2: Click on "template" tab and select "content template registration" option from the dropdown

280542		Jio			Q
emplate ▼ Campaign ▼	Customers's Consent 💌			Published Date - 26-02-2021 test d	View More
Consent Template Registration Consent Template Details Content Template Registration Content Template Details					
Content Bulk Summary	Approval Pending O	* /	Approved 1	*	8
S					Ø
	280542 emplate Campaign Consent Template Registration Consent Template Registration Content Template Registration Content Template Details Content Bulk Summary	280542 emplate Campaign Customers's Consent Consent Template Registration Content Template Registration Content Template Details Content Bulk Summary Approval Pending 0	280542	280542	280542 emplate Campaign Customers's Consent Consent Template Registration Content Template Registration Content Bulk Summary Approval Pending 0 Approved 1 Content Suite Content Sui

Step3: Enter all the required Field

- 1) Category: Select the category of the content as below
 - 1. Banking/Insurance/Financial products/ credit cards.
 - 2. Real Estate.
 - 3. Education
 - 4. Health Ex
 - 5. Consumer goods and automobiles
 - 6. Communication/Broadcasting / Entertainment/IT
 - 7. Tourism and Leisure
 - 8. Food and Beverages
 - 0. Others Category that doesn't appear in 1-8
- Type of Communication: Select Promotion/Service Explicit/Service Inferred/ Transaction. <u>Promotional message template:</u>
 - Promotional message means commercial communication that can be sent to a mobile subscriber

whose preferences are not set (not on DND). Or, any commercial communication that an enterprise can send to an intended Recipient after taking consent to send such messages.

Eg: Get XYZ Pro again for just ₹33/month or pick XYZ Plus upgrades tailored for you like the Unlimited XYZTunes Plan or the Ad-Free Music Plan for ₹25/month!

Transaction message template:

Transactional message means a message which contains One Time Password (OTP) and requires to complete a banking transaction initiated by the bank customer. This is applicable to all banks including national/ scheduled/ private/ Govt. and MNC banks.

Eg: 12345 is the OTP for your transaction & is valid till 1pm. IST for one transaction upto Rs. 1-XYZ Bank

Note: Type of communication "transaction" will only be available if the category type selected is "banking/insurance/financial products/credit cards"

Service Inferred message template:

Service Inferred: Any messages, arising out of customer's actions or his relationship with the Sender, that is not promotional, and is not in the interest of the customer to block such communications. These messages may or may not be triggered by a subscriber-initiated transaction and will not be blocked for subscribers who have otherwise blocked service messages also.

Refer samples below:

- o Confirmation messages of a net banking or a credit/debit transaction
- Product purchase confirmation; delivery status of a parcel
- OTP required for e-commerce website, app login, social media apps, KYC, etc.
- o Messages from home operator; Messages from schools regarding attendance/transport
- o Messages from hospitals/clinics regarding appointment/discharge reports
- Govt./TRAI/DoT mandated messages, advisories, messages from state Govt., LEAs, local authorities, traffic advisories, election commission, disaster management advisories
- o Service messages from car workshops, gadget service centres
- \circ Day-end/ month-end settlement alerts to securities/demat account holders

Service explicit message template:

Any service message which doesn't fall under the category of service message (Implicit) will be sent only against service explicit, digitally verified/verifiable consent that has been taken from the subscriber by the respective enterprise.

Eg: Welcome to XYZ App!. Your Subscription is now active till 1st May. Login now to play add free and download music offline!

 Consent ID: Select the consent ID to be associated with the content template (Consent id Field is optional for promotional and Service Explicit Messages and not required for Service Inferred and transactional messages)

Note: All your Consent templates registered with Jio (TrueConnect) that are in active state will be displayed in the dropdown list

- 4) Template Type: Select SMS/VOICE
- 5) Content Template Name: Name of the template
- 6) Choose Header: choose header from the dropdown list to be associated with the content template

Note: All your registered headers across all the TSP'S that are in active state will be displayed in the dropdown list.

More than one header can be selected from the dropdown

7) Template Content: Template of the content to be used for commercial communication

Note:

	Jio DIGITAL
1.	For variable values in the content use {#var#} without any space. It is to be noted that once template is approved, the allowed length of variable character while scrubbing the message, is between zero (0) to Thirty (30) characters."
2.	promotional content in service explicit category messages will not be approved
3.	Request you to review all your Service Explicit contents, and if they are promotional in nature, pls re-register them under promotional category.
4.	The registrar shall be reviewing all previously approved content templates in service explicit category.
5.	If observed promotional content in service explicit, the registrar shall blacklist/block/deactivate that particular content
6.	It is mandatory to have brand name in all category of messages from 22nd April 2021 onwards. Any template requests without brand/entity/trade name will be summarily rejected.
Exar	nple of content template: Dear{#var#},
	You have got free 1GB/DAY data for 7 days
	Enjoy Jio Super Net.

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

Welcome, Priyanka Manda Logged in with PE ID 1201159704180280542	Jio	2
Dashboard Header SMS 👻 Template 👻 Campaign 👻 Customers's C	ionsent 💌	
Content Template Registration		
Template Type *	Category *	
SMS -	Real Estate	
Type of Communication *	Choose Header *	
Promotion •	101096, 123456, 123667	
Content Template name *		
test	Consent ID Template Name (Optional)	
Note: PE name/trade name should be mentioned in the Content man	You don't have any consent templates registered.	
Dear (#var#) You have got free 1GB date for 7 days		
Enjoy Jio Supernet.		
	G	
For Variable value use {#var#].Character limit for the variable shall be between 0-30 tharacters.		
Sut	bmit	
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Step6: Your template content will be validated. If you have mentioned your brand name in the requested template, then click on submit button and if not then click on cancel button and mention your brand name in the template.

	Jio DIGITAL LIFE	
Welcome, Priyanka Manda		0
Deptered In War PE ID 1201103704160260342		
Content Template Re	egistration	
Template Type *	Category *	
SMS	Theal Estate	
Type of Communication *	Choose Header *	
Promotion	our template content is validated. Have you inserted your brand/trade/legal name in the requested	
Content Template name * test	emplate ?	
Note: PE name/trade na ne s	Submit Cancel	
Dear {#var#} You have got free 1GB data for 7 d Enjoy Jio Supernet	ays,	
For Variable value use (#vari#).Character limit fi	or the variable shall be between 0-30 characters.	
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Validations at the time of content 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

Template Type * SMS Content Template name *	•	Category * Education	
Content Template name *			•
test sn	Are you sure you war	t to sub <u>mit Template?</u>	<u>.</u>
Dear (#var#), You Have got free 1GB Day data for Enjoy Jio supernet.	_		©,
For Variable value use (#var#).Character limit for f	he variable shall be between 0-30 chara	ctors. nit	

Step7: Once you click on confirm, your request for content template registration will be submitted successfully.

			Jio DIGITAL					
Welcome, Priyanka Manda Logged in with PE ID 120115970418 Dashboard Header SMS *	0280542 Template ▼ Campaign •	Content Registrat	ion ×		<u>ک</u>			
Content Templar	Content Template Details							
Date From T	bate To	Apply Clear All	ок					
Template ID		Content Template ↑ Name	Header Name	Template Type ↑	Communication Type ↑			
1207161460618936602	01-03-2021	hdfcc	bhvhbj	SMS	Service Inferred			
1207161132969140351	22-01-2021	multitest	267868,133333	SMS	Promotion			
1207160985764989699	05-01-2021	teesst1	123456,101096	SMS	Promotion			
1207160985758572985	05-01-2021	teesst	267868,123456	SMS	Promotion			
1207160629185168003	25-11-2020	jhbjkmbj	123456	SMS	Promotion			

Once your registration request is successful, you will receive a confirmation through your registered email ID and SMS

Sample Registration Email:

Original Message
From: support.trueconnect@jio.com <support.trueconnect@jio.com></support.trueconnect@jio.com>
Sent: 29 July 2020 17:15
To: Priyanka Manda -
Subject: Jio Trueconnect - Confirmation of Registration request for Content Template (<sms voice="">)</sms>
Dear User,
We have received your registration request for Content Template (<sms voice="">) and it has been submitted to Jio's Managed Commercial Communication (MCC) portal.</sms>
Request Number : SR1596023101991
A confirmation message will be sent on completion of the registration process.
Thank you,
Jo Irueconnect leam
Disclaimer: This is a system generated email, please do not reply

Once the content template is approved by the approver, you will receive an approval SMS and now you can use the template for commercial communication



Sample Approval Email:

Original Message From: <u>support.trueconnect@jio.com</u> < <u>support.trueconnect@jio.com</u> > Sent: 24 July 2020 16:57 To: Priyanka Manda Subject: Jio Trueconnect - Approval of Registration request for Content Template (<sms voice="">)</sms>
Dear User,
Your request for Content Template (<sms voice="">) registration has been approved.</sms>
Kindly find the Content Template (<sms voice="">) details below :</sms>
Content Template ID : 1207159524068962002 Category : Tourism and Leisure Template Type : SMS Content Template (<sms voice="">) : SNZC1PHLXT</sms>
Associated Headers : 101252,101202) Associated Consent Template : test consent (1208158678674129323)
Thank you, Jio Trueconnect Team
Disclaimer: This is a system generated email, please do not reply

4.1 CONTENT TEMPLATE DETAILS

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

Step1: Click on "template" tab and select "content template details" option from the dropdown

Welcome, Jjkhkljliohkj.bjbkjnjnmnn Logged in with PE ID 1201159487	00000000000000000000000000000000000000		Jio			9
Dashboard Header SMS 🔻	Template 🔹 Campaign 👻	Customers's Consent 🔻				
Dashboard	Consent Registration Consent Template Details Content Template Registration					
* Entity	Dontent Template Details Content Bulk Summary					Ø
Users 4		Approval Pending O		Approved 3	*	
Header SI	MS					3
Headers 6		Approval Pending	Ê	Approved O		

"Requested" tab, this provide list of Content Templates "Pending" for approval by the Registrar

				JIOP	IGITAL			
shboard Header Sf	MS ▼ Template ▼	Campaign 👻	Customers's Conse	nt 🔻				
ontent T	emplate	Details						
Requested	Rejected	Registered	Registered with All TSI	P				
Date From Search	Date To		Apply Cle	ear All				
Date From Search Template ID	Consent ID	T Requested Date 🦊	Apply Cle Content Template Name	ear All Header Name	Template Content	Template Type ↑	Communication Type ↑	Category Type 🛧
Date From Search Template ID 120715952406905	Date To Consent ID 120815867867412	Requested Date 4 20-07-2020	Apply Cie Content Template ↑ Name 99ZJTT3CEP	Header Name 101252,101202	Template Content ↑ (≢var#) VF1V5IUM	Template Type	Communication Type Promotion	Category Type ↑ Tourism and Leisurd
Date From Search Template ID 120715952406905 120715952406903	Date To Consent ID 120815867867412	Image: Control of the second	Apply Cie Content Template + Name 99ZJTT3CEP DJSX9QDWHS	Header Name 101252,101202 101252,101202	Template Content ↑ (#var#) VF1V5IUM (#var#) RRBXFY35	Template Type	Communication Type Promotion Promotion	Category Type A Tourism and Leisurd Tourism and Leisurd
Date From Search Template ID 120715952406903 120715952406903	Date To Consent ID 120815867867412 120815867867412 120815867867412	Image: Control of the contro	Apply Ciel Content Template ↑ Name 992JTT3CEP DJSX9QDWHS 3203I5I2C0	Header Name 101252,101202 101252,101202 101252,101202	Template Content ↑ (#var#) VF1VSIUM (#var#) RRBXFY35 (#var#) KWWQQ0T	Template Type 1 SMS SMS SMS	Communication Type Promotion Promotion Promotion	Category Type ↑ Tourism and Leisure Tourism and Leisure Tourism and Leisure
Date From Search Template ID 120715952406903 120715952406902 120715952406902	Date To Consent ID 120815867867412 120815867867412 120815867867412 120815867867412	Image: Constraint of the state of	Apply Ciel Content Template Name 99ZJTT3CEP DJSX9QDWHS 3203/5/2C0 0F1R4XWFVJ	Header Name 101252,101202 101252,101202 101252,101202 101252,101202	Template Content {#var#} VF1V5IUM {#var#} RRBXFY35 {#var#} KWWQQ0T (#var#) Z23Q21WX	Template ↑ SMS SMS SMS SMS SMS	Communication Type Promotion Promotion Promotion Promotion	Category Type 个 Tourism and Leisur Tourism and Leisur Tourism and Leisur Tourism and Leisur

"Rejected" tab, this provide list of Content Templates "Rejected" by the Registrar

shboard Header SMS	S ▼ Template ▼ Ca	mpaign 🔻 Customers'	's Consent 🔻			
Requested	Rejected Regis	stered Registered w	ith All TSP			
Date From Search	Date To	T Apply	Clear All			Download as Excel
Template ID	Content Template ↑ Name	Header Name	Rejected Date ↑	Reason ↑	Template Type ↑	Communication Type ↑
1207161949638933176	INTERNAL TRAINING - 1	ENTPCO, JIOAPP, ISOC	27-04-2021	This was created for Tr	SMS	Service Inferred
1207161949594658003	INTERNAL TRAINING	601121,602121,116266	27-04-2021	This was created for Tr	SMS	Promotion
1207161900334020427	adcdcda	602121,603121	21-04-2021	Misleading content	SMS	Promotion
1207161900072033373	qwertfgykljhgfdsfgvjnh	116266	21-04-2021	Invalid format	SMS	Promotion
1207161898639365506	testTimeStamp	JIOARW, JIOAPP	21-04-2021	Invalid format	SMS	Service - Explicit

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

- 1) The Content template already exists
- 2) The format of the content template is invalid
- 3) The template is too long
- 4) The Content template includes objectionable word(s)
- 5) There are too many variables in the template
- 6) Where it appears to the Registrar that the variable character length in the content template may be more than the maximum allowed limit of Thirty (30) characters.

- 7) The content is misleading
- 8) The Content matches with another Entity's template
- 9) Against SEBI policy
- 10) Look-alike with a government programs/initiatives etc

"Registered" tab, this provide list of Consent Templates "approved" by the Registrar

shboard Header S	iMS 🔻 Templat	e 🔻 Campaign 🔻	Customers's Conse	ent 🔻					
Content Template Details									
Requested	Rejected	Registered	Registered with All TS	SP					
							Download as Excel		
Date From	Date To		Apply Cl	lear All			Download as Exoci		
Date From Search	Date To	Ī	Apply Cl	lear All					
Date From Search Template ID	Content Template ↑ Name	T Header Name	Apply Cl Approved Date ↑	lear All Template Type ↑	Communication Type ↑	Status 🛧	Reason		
Date From Search Template ID 120716183110072	Content Template Name Test Rejection Re	Header Name a JIOCEW,JIOAPP	Approved Date ↑ 15-04-2021	lear All Template Type ↑ SMS	Communication Type ↑	Status ↑ Active	Reason		
Date From Search Template ID 120716183110072 120716165253484	Content Template Name Test Rejection Re testabc	Header Name a JIOCEW,JIOAPP	Approved Date + 15-04-2021 02-04-2021	lear All Template Type SMS SMS	Communication Type Service Inferred Promotion	Status ↑ Active Active	Reason		

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In order to view the details of single template, click on the template ID.

ate From	1		Content Templa	ate Summary	Download as Excel
earch		Template ID 1207162333047950432	Telemarketer 	Content Template Consent Template	
Template ID	Cont Temp Nar	Updated Date 11-06-2021 Message Type	Template Type Promotional Content Category	Template Name S_SP_E_RCHG_ADDMON_199_1045	Reason
1207162333577034439	S_SP	Text Header(s)	Communication/Broadcasting/Entertainment/IT Consent Template ID	Template Content	
1207162332952417974	Selfc	620040 Brand Name Reliance Jio Infocomm	1208158827362436894 Template Language English	Recharge with Rs.199 & get 1.5 GB data/day, Unlimited Voice Calls validity 28 days. Click https://www.jio.com/rechargenow	
1207162333105776296	P_SP	Registered TSP	Status		
1207162333047950432	S_SP	OIL	Active by Jio		
1207162333007161481	S_SP				
		_			(31 < < > >

Registered with all TSP's: This Provides list of all the content templates registered by the entity across all Telecom Service Providers (TSPs).

ged in with PE ID 12	.da 201159704180280542			Jio			
hboard Header	SMS 👻 Template 🔻	Campaign 👻 Cu	stomers's Consent 🔻				
ontent Te	emplate Det	ails					
Requested	Rejected	Registered Re	gistered with All TSP				
ote: Downloaded Ex	cel will contain content tem	plates registered by the e	ntity across all Telecom Serv	rice Providers(TSPs).			
Global Status	▼ Date From	T Date To	Ť /	Apply Clear All			Download as Excel
Search							
Template ID	Content Template ↑ Name	Creator ↑	Created Date 🤳	Header Name	Communication Type	Template Type	Communication Type
	Test Bulk Template	jio.com	24-11-2017		U	SMS	Promotion
1207158134					U	SMS	Promotion
1207158134 1207158135	Test Bulk Template	jio.com	24-11-2017				
1207158134 1207158135 1207158136	Test Bulk Template Test Bulk Template	jio.com jio.com	24-11-2017		U U	SMS	Promotion
1207158134 1207158135 1207158136 1207158137	Test Bulk Template Test Bulk Template Test Bulk Template	jio.com jio.com jio.com	24-11-2017 24-11-2017 24-11-2017		U U U	SMS SMS	Promotion Promotion

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In order to Download the list in Excel Format, click on "Download as Excel" Option

Welcome, Priyanka Ma Logged in with PE ID 1	nda 201159704180280542			Jio			0			
Dashboard Heade	r SMS 🔹 Template 💌	Campaign 👻 Cu	stomers's Consent 💌							
Content T	ontent Template Details									
Requested	Rejected F	Registered Re	gistered with All TSP							
Note: Downloaded E: Global Status Search Template ID	xcel will contain content templa	tes registered by the e	ntity across all Telecom Serv	ice Providers(TSPs). Apply Clear All Header Memor	Communication	Template	Communication			
1207158134	Name Test Bulk Template	iio.com	24-11-2017		U	SMS	Promotion			
1207158135	Test Bulk Template	jio.com	24-11-2017		U	SMS	Promotion			
1207158136	Test Bulk Template	jio.com	24-11-2017		U U	SMS	Promotion			
1207158137	Test Bulk Template	jio.com	24-11-2017		U	SMS	Promotion			
1007150100	Toot Pulk Tomplato	iio com	24 11 2017			SWS	Promotion			

The list of all the templates registered by you across all the TSP will be available in the excel format



	Α	В	С	D	E	F	G	н	L. L.	J	к	L	м	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	OIL	0	23-11-2017				
3		1207158135	Test Bulk Template		Promotional	Banking/Insur	Dear Subscriber, This is	Active	OIL	0	23-11-2017				
4		1207158136	Test Bulk Template		Promotional	Banking/Insur	Dear Subscriber, This is	Active	OIL	0	23-11-2017				
5		1207158137	Test Bulk Template		Promotional	Banking/Insur	Dear Subscriber, This is	Active	OIL	0	23-11-2017				
6		1207158138	Test Bulk Template		Promotional	Banking/Insur	Dear Subscriber, This is	Active	OIL	0	23-11-2017				
7		1207158139	Test Bulk Template		Promotional	Banking/Insur	Dear Subscriber, This is	Active	OIL	0	23-11-2017				
8		1207158140	Test Bulk Template		Promotional	Banking/Insur	Dear Subscriber, This is	Active	OIL	0	23-11-2017				
9		1207158141	Test Bulk Template		Promotional	Banking/Insur	Dear Subscriber, This is	Active	OIL	0	23-11-2017				
10		1207158142	Test Bulk Template		Promotional	Banking/Insur	Dear Subscriber, This is	Active	OIL	0	23-11-2017				
11		1207158143	Test Bulk Template		Promotional	Banking/Insur	Dear Subscriber, This is	Active	OIL	0	23-11-2017				
12		1207158144	Test Bulk Template		Promotional	Banking/Insur	Dear Subscriber, This is	Active	OIL	0	23-11-2017				
13		1207158145	Test Bulk Template		Promotional	Banking/Insur	Dear Subscriber, This is	Active	OIL	0	23-11-2017				
14		1207158146	Test Bulk Template		Promotional	Banking/Insur	Dear Subscriber, This is	Active	OIL	0	23-11-2017				
15		1207158147	Test Bulk Template		Promotional	Banking/Insur	Dear Subscriber, This is	Active	OIL	0	23-11-2017				
16		1207158148	Test Bulk Template		Promotional	Banking/Insur	Dear Subscriber, This is	Active	OIL	0	23-11-2017				
17		1207158149	Test Bulk Template		Promotional	Banking/Insur	Dear Subscriber, This is	Active	OIL	0	23-11-2017				
18		1207158150	Test Bulk Template		Promotional	Banking/Insur	Dear Subscriber, This is	Active	OIL	0	23-11-2017				
19		1207158151	Test Bulk Template		Promotional	Banking/Insur	Dear Subscriber, This is	Active	OIL	0	23-11-2017				
20		1207158152	Test Bulk Template		Promotional	Banking/Insur	Dear Subscriber, This is	Active	OIL	0	23-11-2017				
21		1207158153	Test Bulk Template		Promotional	Banking/Insur	Dear Subscriber, This is	Active	OIL	0	23-11-2017				
22		1207158154	Test Bulk Template		Promotional	Banking/Insur	Dear Subscriber, This is	Active	OIL	0	23-11-2017				
22		1207150155	Toct Bulk Tomolato		Dromotional	Panking/Incur	Door Subceribor This is	Activo	110	0	22 11 2017				
	\rightarrow	Sheet 1	(+)						4					Þ	
E0													-	- + 10	0%

5. CONSENT TEMPLATE AND CONTENT TEMPLATE LINKING

In order to link your registered content templates with registered consent templates follow the below steps:

Step1: Click on template tab and select content template details

Welcome, Priyankam Logged in with PE ID 120116215	9813728959		Jio		2
Dashboard Header SMS 💌	Template 🔹 Campaign 💌	Customers's Consent 💌			
Notifications	Consent Template Registration Consent Template Details Content Template Registration Content Template Details				View More
Approved 2	Content Bulk Summary	Approval Pending	Ê	Rejected O	8
Header S	MS				3
Approved		Approval Pending	ŧ	Rejected	

Step2: Click on registered tab. A list of all your registered content templates will be displayed. Click on the template Id which is to be linked with a consent template ID

					LIFE			
:ome, Priyankam ged in with PE ID 120116 2	2159813728959			Jio				
nboard Header SMS	▼ Template ▼	Campaign	 Custon 	mers's Consent 🔻				
ontent Tem	plate Det	ails						
Requested	Defected	Desistand	Desiste					
requested	Rejected	Registered	Registe	ered with All TSP				
Date From	Date To	Registered	Apply	Clear All			De	ownload as Excel
Date From	T Date To		Apply	Clear All			De	ownload as Excel
Date From Search	Date To Content Template Name	t registered	Apply Header Name	Clear All Clear All Approved Date	Template Type ↑	Communication Type ↑	De Status ↑	ownload as Excel Reason
Template ID 1207162680429773655	To Date To Content Template Name A-JIO	t cegisiered	Apply Header Name 459687	Clear All Clear All Approved Date 20-07-2021	Template Type SMS	Communication Type ↑ Promotion	De Status ↑ Active by Jio	ownload as Excel Reason
Date From . Search . 1207162680429773655 . 1207162642340255739 .	Date To Content Template Name A-JIO test 13	t Registered €	Apply Header Name 459687 abcdef	Clear All Clear All Approved Date 20-07-2021 16-07-2021	Template Type ↑ SMS SMS	Communication Type ↑ Promotion Service - Explicit	Do Status ↑ Active by Jio Active by Jio	ownload as Excel Reason

Step3: Click on "link consent template" tab

Welcome, Priyankam Logged in with PE ID 12011621598137	28959		Jio				ථ		
Dashboard Header SMS 💌 Ter	Dashboard Header SMS ▼ Template ▼ Campaign ▼ Customers's Consent ▼								
Content Templa		Content Ter	mplate Summa	ry		X			
Requested Reject	Template ID 1207162696900168688 Updated Date 22-07-2021	Telemarketer Template Type Promotional	Content Tem Template Name	plate Consent Tem	nplate				
Date From (1). Search	Message Type Text Header(s) 459687	Content Category Communication/Broadcasting/Entertainn Consent Template ID	nent/IT Template Conte xcgvhbjnkl	nt					
Template ID	÷ Registered TSP	English Status Active by Jio				Ť	Reason		
1207162696900168688				_		by Jio			
1207162696886767623			Link Consent Template	j		by Jio			
1207162695718541997	010010	00004,400007 22	2-07-2021 01		romotion	Acuve by Jio			
1207162694874464706	SI LINK	abcdef 22	2-07-2021 SM	ns si	ervice Inferred	Active by Jio			
1207162694859262222	SE LINK	abcdef 22	2-07-2021 SM	IS S	ervice - Explicit	Active by Jio			

Step4: Select the consent template ID to be linked with the content template from the dropdown

			Jio DIGITAL		
Welcome, Priyankam Logged in with PE ID 1201162159	813728959	Jie			Q
Dashboard Header SMS 👻	Template 🔹 Campaign 👻	Customers's Consent 💌			
Content Templa	ate Details				
Requested Reje	cted Registered	Registered with All TSP			
Date From	Date To	Co	ontent And Conse	nt Template Linking	
Search		Template ID :1203162696900168688 Header(s) :459683	Telemarketer : Template Type :Prom	1208162272348236803 Hi how a	•
	Content	Registered TSP :00	Content Category :C	1208162393550235714 DDDDD	
Template ID	Template ↑ Name	Status :Active by J b	Consent Template II	1208162626129101999 Ajio-ajio	
1207162696900168688	test 26		Consent Template (1208162694225241438 LINKING	
1207162696886767623	test 25			1208162694581237274 LINK2	
1207162695718541997	JIOJIO		Submit Cance		_
1207162694874464706	SI LINK				
1207162694859262222	SE LINK				

Note: Only active and registered consent templates will be available in the dropdown option

Step5: Click on Submit button

Welcome, Priyankam Logged in with PE ID 12011621598137	28959	Jic)	Q
Dashboard Header SMS 🔻 Ter	nplate 🔻 Campaign 👻	Customers's Consent 🔻		
Content Template	e Details			
Requested Rejected	Registered	Registered with All TSP		
Date From 📑 Date	а То	Co	ntent And Consent Template Linking	
Search		Template ID :1207162696900168688 Header(s) :459687	Telemarketer : Template Type :Promotional	
Template ID	Content Template ↑ Name	Template Language :English Status :Active by Jio	Content Category :Communication / Broadcasting / Emertainment / II	
1207162696900168688	test 26		Consent Template Content : Ajio-ajio	
1207162696886767623	test 25		Submit Cancel	
1207162694874464706	SI LINK			
1207162694859262222	SE LINK			

Welcome, Priyankam Logged in with PE ID 1201162159	1813728959		<u>e</u>						
Dashboard Header SMS 💌	Template 🔻 Campaign	▼ Customers's Consent ▼							
Content Templ	ate Details								
Requested Reje	cted Registered	Registered with All TSP							
Date From 📅 Search	Date To	Confirm Updation Are your sure you want to link the consent template Ves No							
Template ID	Content Template ↑ Name	Dadcasting / Entertainment / IT Template Language .c.g.sa Status :Active by Jio							
1207162696900168688	test 26	Consent Template Content :Ajio-ajio							
1207162696886767623	test 25								
1207162695718541997	OILOIL	Submit Cancel							
1207162694874464706	SI LINK								
1207162694859262222	SE LINK								

Your registered consent template will be Successfully linked with your registered content template.

Welcome, Priyankam Logged in with PE ID 1201162159813728959 Dashboard Header SMS * Template * Campaign * Custom						Consent U	pdation	×				ප
Content Template Details						ConsentTemplate Updated Successfully						
	Requested Date From	Rejected	Register	ed	Registere I	Clear All	ок				Download as Excel	
	Search											
			Content Template Name			Header Name	Approved Date ↑	Template Type ↑	Communication Type		Reason	
	1207162680429773655		A-JIO			459687	20-07-2021	SMS	Promotion	Active by Jio		
	1207162642340255739		test 13			abcdef	16-07-2021	SMS	Service - Explicit	Active by Jio		
	1207162641845383093		test 9			359684	16-07-2021	SMS	Promotion	Active by Jio		
	1207162641832873476		test 8			abcdef	16-07-2021	SMS	Service - Explicit	Active by Jio		
	1207162641556768248		test6			abcdef	16-07-2021	SMS	Service Inferred	Active by Jio		
									Items per page:	5 👳 1 - 5 of 27	i< < > >i	

NOTE: Consent templates can only be linked to promotional and service Explicit templates and not to transactional and Service inferred templates.

If your consent template or content template is blacklisted or inactive, you will not be able to link your content template with the consent template.



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 <u>Jio.ISOMCCSupport@ril.com</u>



THANK YOU