Digital Consent Acquisition

User Manual



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1. Digital Consent Acquisition (DCA)

The Digital Consent Acquisition (DCA) process is a mechanism designed to request, manage, and withdraw customer consents in accordance with the procedures outlined in TCCCPR 2018. The collected consents data is shared on the Distributed Ledger Technology (DLT) Platform established under TCCCPR-2018 for Commercial Communications, enabling scrubbing by all Access Providers.

2. Consent Flow for Subscribers

The Subscriber will receive a message from short code 127XXX from their operator. The Subscriber can then reply to that message with Y/N.

Note: The same Consent message will be sent to the subscriber thrice (First time when the consent is initiated and two reminders in the next to consecutive days)

- If the Subscriber replies with Yes, consent is granted for 12 months.
- If the Subscriber replies with No, this consent message also can't be sent to that subscriber for the next 3 months (90 days).
- If the Subscriber doesn't reply even after the reminder messages, this consent message cannot be sent to that subscriber for next 3 months (90 days).

Please find message received:



If the customer does not respond to the consent acquisition message sent as shown above there will be two reminders sent after every 24 hours.

The subscriber does not reply to the reminder messages, this consent message cannot be sent to that subscriber for next 3 months (90 days).

← 😑 127006	e	:
Friday, 17 Nov • 16:34		
Texting with 127006 (SMS/MMS)		
Dear Customer, VI TEST Entity for Bran Tanla is requesting for your consent on would like to stay in touch with you abo our new launches, events and promoti related to our product Trublog", To give your consent reply with W1 to 127006 or citch on the link <u>Https://www jiao.com/dnd</u> to provide and manage yo consents.	d "We ut ons ur	
c		
Tap to load preview		
Saturday, 18 Nov + 12:02		
Dear Customer, VI TEST Entity for Brann Tranla is requesting for your consent on would like to stay in touch with you abo our new launches, events and promotio related to our product Trublog [*] , To give your consent reply with 'Nt to IZ006 or click on the link <u>Https://www jiio.com/dnd</u> to provide and manage yo consents.	d "We ons ur	
C Tap to load preview		
Sunday, 19 Nov + 12:00		
Reminder: Dear Customer, VI TEST Entity for Brann Tanla is requesting for your consent on would like to stay in touch with you abo un new launches, events and promoti- related to our product Trublog [*] . To give your consent neply with YN to 12/TOG or click on the link <u>https://www jic.com/dru</u> to provide and manage yo consents.	d "We out ons ur	
C Tap to load preview		
	0	0

3. Consent template

Consent template is a Template that will be stored on the DLT post approval, this Consent Template contains the Name of the Consent Template, Brand name and the Scope of Consent.

The Enterprise name, Brand name and Scope of Consent will be shared with the subscriber as a part of the Consent Acquisition Message. Based on the Scope of Consent, the subscriber will decide whether to give consent or not.

4. Consent Template creation process

Register a consent template on portal:

1. Go to TEMPLATES -> CONSENT TEMPLATES

			DASHBOARD	HEADERS	TEMPLATES T	ELEMARKETERS	CONSENTS ACQUISITI	ON BRAND NAME
Dashboard					CONSENT TEMPLATES	s	_	
	1 HEADERS		CON	3 ITENT TEMPLA	CONTENT TEMPLATE	BULK UPLOAD STATUS S SUSPENDED TO ACTIV MPLATES	E 5 CONSENT TEMP	'LATES
APPROVED 1	PENDING 0	REJECTED O	APPROVED 2	PENDING 0	REJECTED 1	APPROV 5	ED PENDING O	REJECTED O
c	O :AMPAIGNS			O COMPLAINTS				
COMPLETED PI	ROCESSING 0	SCHEDULED O	OPEN O	CLOSED 0	IN PROGRESS 0			

2. Click on the **+Add** button.

business) VITEST 🙆
			DASHBOA	RD HEADERS	TEMPLATES	TELEMARKETERS	CONSENTS ACQUI	SITION BRAND NAME
Consent 7	Templates							+ ADD
Enter Template ID/	Name	Pending		▼ Active	1	~	SEARCH	
Template ID	Template Name	Scope Of Consent	Brand Name	Registered DLT	Status Date	Requested Date	Created By	Approvals Action
					>			
			No C	onsent Templates are i				
Showing 0 to 0	of 0 entries							Previous Next

Step3: Enter a Consent template name, give approved brand name, enter the scope of content, and click on save.

- Contraction of the second seco						VI TEST 🛛 🕘 🕞
	DASHBOARD	HEADERS	TEMPLATES	TELEMARKETERS	CONSENTS ACQUISITION	BRAND NAME
Add Consent Template						
				(<u>)</u> Know	r more about Consent Ter	nplate Guidelines
Template Name *				CONSENT T	EMPLATE PREVIEW	
Maximum 30 Characters			Template Name:			
Brand Name *			Brand Name:			
Maximum 60 Characters			Scope of Consen	t:		
Scope of Consent *			ACCEPT			
Maximum 1000 characters		.4	Sample Templat Dear Customer, v receive exciting	e : we are pleased on yo promotions and offe	ur sign up with [Brand Nar rs on SMS/call, please subi	ne] today. To mit your consent





5. Content template to consent template mapping.

This process is post the approval of consent template by the registrar; enterprise can link these consent templates with choice of content templates (promotional/ Service Explicit category only).

Two methods for content template mapping to consent template mapping

- a. Mapping approved consent template while registering new content template.
- b. Mapping to an already approved content template.

Method 1: While Registering content template on portal.

Go to Templates-> Content templates. Click on **+Add**.

•	DASHBOA	RD HEADERS	TEMPLATE	S TELEMAR	KETERS	CONSENTS	ACQUISITION	REGISTRATI	ON APIS	BRAND NAME
Content Templates			CONSENT TE	EMPLATES						+ ADD
showing results in between the dates $ {\sf A} $	ll Records 🗾		CONTENT TE VERIFY CON	EMPLATE BULK UP	LOAD STATUS					
Enter Template ID/Name Pending		Enter Header		SEAR	CH					
Template TeleMarketer	Type Headers	Content	Registered	Requested	Status Date	Created	Blacklisted	Approval	Status	Actio





I.

Click on Add for registering new content template mapping the approved consent template and brand name as shown below. This process is common across promotional and Service explicit for both single and bulk registration.

Add Content Template						
Template Tune			<u>0</u>	(now more about Co	ntent Templates »	
Promotional Transactional	O Service					
Category				* wa		
Select Category *		*				
Header			13:11 pm	n		
Search Header *		-				
Managana Tant Tuna						
Text						
Consent Template						
Select Consent Template		-				
Brand Name						
Select Brand		-				
Template Type *						
🦲 Single 🔘 Bulk						
Template Name *						
Template Message *	<u> </u>	cert Variable				
	_					
			Characters U	Jsed: 0		
			Preview Mer	ssage		
You have used 0 characters. Space con	sumed for 1 variable is 30 ch	ar and avoid				
double space.						

Method 2: Go to Templates-> Approved content template for mapping the consent template and brand name as shown below.

Click on Add consent template highlighted.

					DASHBO	ARD HI	EADERS	TEMPLAT	ES 1	TELEMARKET	ERS CON	ISENTS ACQUI	SITION BRAND	NAME
Content Template	s								h				-	ADD
Showing results in betwe	en the dates	All Record	5 🖌											
Enter Template ID/Name	Approve	d	Ψ.	All		Ψ.	Enter H	eader		SE	ARCH		DO 😒	WNLOAD
Template ID	TeleMarketer	Template Name	Туре	Headers	Content Category	Registered TSP	Requested Date	Status Date	Created By	Blacklisted By	Approval Status	Status	Action	
<u>1107169632587980979</u>		Test Template1	Service- Explicit	TEDU12	Education	Vodafone Idea	03-Oct- 2023 15:08:00	03-Oct- 2023 15:08:30	VI TEST	**	Approved	 Active 	Suspend Delete Headers ConsentTemp	Add Add blates
1107169510584241108		Thank Sms On Placing Order	Service- Implicit	TEDU12	Food And Beverages	Vodafone Idea	19-Sep- 2023 12:14:05		VI TEST		Approved	 Active 	<u>Suspend</u> <u> Delete</u> <u>Headers</u>	▶ <u>Add</u>

Choose the approved consent template from the dropdown and submit.

V	Add Consent Template	×		VI TEST 💿 👻
			CONSENTS ACQUISITION	BRAND NAME
Content Templates	Select Consent Template	×		+ ADD
Showing results in between the dates All Record	CANCEL SUBMIT			
Enter Template ID/Name Approved	▼ All ▼	Enter Header SEAR	2 H	
Template ID TeleMarketer Name	Type Headers Content Registered Regi Category TSP Date	uested Status Created Blacklisted A Date By By S	pproval Status Act tatus	ion
<u>1107169632587980979</u> Test Template	Service- Explicit TEDU12 Education Vodafone 2023 Idea 15:0	ct- 03-Oct- 2025 VITEST 3:00 15:08:30	Approved Active Hes Cor	pend Delete + Add iders + Add isentTemplates





6. Consent Credits – Purchase of credits.

To Initiate consent acquisition messages to subscribers, you need consent credits.

		DASI	HBOARD HEADERS TEMPLATES	TELEMARKETERS	CONSENTS ACQUISITION	REGISTRATION APIS BRAND NAME		
Conser	nt Credits				DASHBOARD CREDITS			
Total Cree	dits: 0		Usec	d Credits: 0	API CONFIGURATION	Balance Credits: 0		
+ Add Credits Credit History		Credit History			WEB ACQUISITION REPORTS			
	1K Consent ₹2400		5K Consent ₹12000	10K ₹2	Consent 4000	50K Consent ₹120000		
K Valid: 3		0 5 Days tt	5000 Valid: 365 Days Select	10000 Valid: 365 Days Select		50000 Valid: 365 Days		

Step 1: Go to CONSENTS ACQUISITION -> CREDITS.

Step 2: Select the credit pack required, post selection you will be redirected to payment page, pay the necessary amount to acquire credits.

V	boulers				Puneeth	aD 🔘 -
		DASH	BOARD HEADERS TEMPLATES	TELEMARKETERS CONSENTS ACQUISITION	REGISTRATION APIS BRAND N	AME
	Consent Credits					
	Total Credits: 0 + Add Credits	Credit History	Used	Credita: 0	Balance C	edit: O
	1K Cont ₹24 < 100 Valid: 365 Select	ent OO Days	SK Consent ₹12000 S000 Valid: 365 Days Select	10K Consent ₹24000 10000 Valid: 345 Days Select	SOK Consent ₹120000 S0000 Valid: 365 Days Select	>
			*Please note that the ab	ove prices are excluding GST.		

Note: One consent credit will be deducted per consent acquisition request sent to a subscriber.

7. Types of Digital consent Acquisition.

Consent can be obtained from a subscriber in 4 ways:

1. Consent Acquisition via API

• Initiate a consent request on subscriber's number through an API.

2. Consent Acquisition via QR code

• Display your QR code associated to a consent template, so that a subscriber initiates the request.

3. Consent Acquisition Web

• Initiate a consent request on a subscriber's number by selecting a Consent Template and entering his mobile number on the portal.

4. Consent Acquisition Bulk upload

• Initiate a consent request to multiple mobile number by uploading a file with all numbers you would like to acquire the consents from on the portal

8. Consent Acquisition via API

Consent API can be integrated with the website, Applications, POS Machine of the Principal entity which can further help to send consent acquisitions messages to subscribers.

U usiness		🖂 Supvit 💿 -
	DASHBOARD HEADERS TEMPLATES TELEMARKETERS	CONSENTS ACQUISITION BRAND NAME
Dashboard		DASHBOARD CREDITS
-		API CONFIGURATION
U HEADERS	U CONTENT TEMPLATES	WEB ACQUISITION
APPROVED PENDING REJECTED 0 0 0	APPROVED PENDING REJECTED AF	REPORTS PPROVED PENDING REJECTED 0 0 0
O CAMPAIGNS	O COMPLAINTS	
COMPLETED PROCESSING SCHEDULED	OPEN CLOSED IN PROGRESS	
COMPLETED PROCESSING SCHEDULED 0 0 0	0 CLOSED IN PROGRESS 0 0 0 0	

Step 1: Enable the APIs on the Portal, go to CONSENTS ACQUISITION -> CONFIGURATION.

MI business				Pa	
	DASHBOARD HE.	ADERS TEMPLATES	TELEMARKETERS	CONSENTS ACQUISITION	BRAND NAME
Configurations					
	Let's Configure Cons (by making a payment of C Enab	ent Acquisition of INR 5000/-+ GST) le API	n API		



Step 2: Click on OK it will redirect to the payment page & pay the required amount to enable the API.

	Please wait , we are redirecting to payment gateway.		×	N APIS	Puneetha D 💿 🔹	
Consents Acquisition	Let's Configure Consent Acquisition API (by making a payment of INR 5000 /~+ 65T(18%)) O ENABLE API	CANCEL	OK			

API document is available on the portal: this document describes the API details to be integrated by the Enterprises to send consent acquisition via QR code.



9. Consent Acquisition via QR code.

	DASHBOARD HEADERS TEMPLATES TELEMARKETERS	CONSENTS ACQUISITION BRAND NAME MORE
Dashboard	CONSENT TEMPLATES	
2 HEADERS	1 CONTENT TEMPLATES	2 CONSENT TEMPLATES
APPROVED RENOING RELECTED Z U U	APPROVED PENDING REJECTED 0 0 1	APPROVED PENOING REJECTED 2 0 0
O CAMPAIGNS	0 COMPLAINTS	
COMPLETED PROCESSING SCHEDULED	OPEN CLOSED IN PROGRESS 0 0 d	

Step 1: Go to TEMPLATES -> CONSENT TEMPLATES.

Step 2: To Generate QR code for any consent template, click on get QR code.

			DAS	HEOARD HE.	ADERS TEMPLATE	S TELEMARKETE	RS CONSENTS ACC	UISITION	BRAND N	AME
Consent Templa	tes								+ 4	00
Enter Template ID/Name		Approved		*	Active		SEARCH		(1) vow	NLOAD
Template ID	Template Name	Scope Of Consent	Brand Name	Registered DLT	Status Date	Requested Date	Created By	Approvals	Action	
1108166391780911331	Demo Test 6	Demo Test 6	Demo Test 6	Vodaforie Idea	23-09-2022 12:54:30	23-09-2022 12:53 29	Tmenterprisedemotwo	Approved	C [dt	\$
1108166591778878695	Demo Test S	Demo lest 5	Demo lest 5	Vodatore Idea	25-09-2022 12:54:47	25-09-2022 12:55:09	Imenterprisedemotivo	Approved	CV Fat	0
1108166391777083005	Demo Test 4	Demo Test 4	Demo Test 4	Vodafone Idea	23 05 2022 12:54:56	23 09 2022 12 52 51	Tmenterprisedemotwo	Approved	@ Edt	¢ JSe
1108166591775893325	Demo Test 3	Demo Test 3	Demo Test 3	Vodaforie Idea	25-09-2022 12:55:05	25-09-2022 12 52 39	Tmenterprisedemotivo	Approved	I₽ Edit	Ł
1108166391774358879	Demo Test 2	Demo Test 2	Demo Test 2	Vodafone Idea	23 09 2022 12:55:16	23 09 2022 12 52 24	Tmenterprisedemctwo	Approved	C Edt	*

Step 3: QR code will get generated as shown in the below image.

Consent Templates				QR code s erated .cli View the	uccessfully ck download e QR Code	× I to ^{Markete}	rs consents acq	UISITION	BRAND NA	e -
Enter Tomplate ID/Name		Approved)H Jim		* SEARCH		10 орин	.040
Template ID	Template Name	Scope Of Consent	Brand Name	Registered DLT	Status Date	Requested Date	Created By	Approvals	Action	
1108166591780911551	Demo Test 5	Demo Tés: 6	Demo Test 6	Vodafone Idea	23-09-2022 12:54:30	23-09-2022 12:53:29	Tmenterprisedemotwo	Approved	C E0 1	±
1108166391778878693	Demo Test S	Demo Test 5	Demo Test 5	Vodafone Idea	23-09-2022 12:54:47	23-09-2022 12:53:09	Timenterprisedemotwo	Approved	Ce Edit	<u>*</u>
1108106591777085009	Demo Test 4	Demo Test 4	Demo Test 4	Vodafone Idea	25-09-2022 12:54:56		Thenterprisedemotivo	Approved	Ce Edit	±
1108166391775895329	Demo Test 3	Demo Tes: 3	Demo Test 3	Vodafone Idea	23-09-2022 12:55:05	23-09-2022 12:52:39	Tmenterprisedemotwo	Approved	Ce Edit	<u>*</u> .
				Vodafone ldea	23-09-2022 12:55:10	23-09-2022 12:52:24	The terpisedemotwo	Approved	C' EUL	4

Step 4: Click on download to get the QR code.

			DASH	HBOARD HE	ADERS TEMPLATE	S TELEMARKETE	RS CONSENTS ACQ	UISITION	BRAND NAME
Consent Templa	tes								+ ADD
Enter Template JD/Name		Approved			Active		SEARCH		DOWNLOAD
Templete ID	Template Name	Scope Of Consent	Brand Name	Registered DLT	Status Date	Requested Date	Created By	Approvals	Action
1108166391780911331	Demo Test 6	Demo Test 6	Demo Test S	Vodafone Idea	23-09-2022 12:54:30	23-09-2022 12:53-29	Tmenterprisedemotwo	Approved	(ℓ <u>Edit</u> ≰
1108166391778878693	Demo Test 5	Demo Test 5	Demo Test 5	Vodefone Idea	23-09-2022 12:54:47	23-09-2022 12:53:09	Tmenterprisedemotwo	Approved	C' Lát
1108166391777083005	Demo Test 4	Demo Test 4	Demo Test 4	Vodatone Idea	25-09-2022 12:54:56	25-09-2022 12:52:51	Tmenterprisedemotivo	Approved	WEat 2
1108166301775803320	Demo Test 3	Demo Test 3	Demo Test 3	Vodafone Idea	23 09 2022 12:55:05	23 09 2022 12:52:39	Tmenterprisedemotwo	Approved	Cr Edit ≰
1108166591774558875	Demo Test 2	Demo Test 2	Demo Test 2	Vodafone Idea	23-09-2022 12:55:16	23-09-2022 12:52:24	Tmenterprisedemotwo	Approved	🕑 Edit 👗

Generated QR Code



Once the subscriber scans the QR code, he will be redirected to a page with details of your consent template and option to share his mobile number. Once the subscriber authenticates with OTP, he will receive a consent acquisition message from 127XXX.

10. Consent Acquisition via Web.

Step 1: Go to CONSENT ACQUISITION \rightarrow WEB ACQUISITION

business		Supvil @ +
Dashboard	DASHBOARD HEADERS TEMPLATE	ES TELEMARKETERS CONSENTS ACQUISITION BRAND NAME
O HEADERS APPROVED PENDING REJECTED O O O	O CONTENT TEMPLATES APPROVED PENDING RELECTED 0 0 0	API CONFIGURATION CONSENT BULK UPLOAD WEB ACQUISITION APPI, REPORTS 0 0 0
O CAMPAIGNS COMPLETED PROCESSING SCHEDULED	O COMPLAINTS OPEN CLOSED IN PROGRES	5

Select the consent template that you want to use:

business							
	DASHBOARD	HEADERS	TEMPLATES	TELEMARKETERS	CONSENTS ACQUISITION	BRAND NAME	
Consent Acquisition-Web							
Select Template Mobile Number Enter OTP Enter OTP SUMMOT CANCEL		(The second seco					
	wundafone in		defens I des 1 imite d ff	la manhu Islam Calludar		DOWEDCD BY	
Privacy Policy www Terms and Conditions www FAQs Vod	wideacellular.com lafone Group tva Birla Group	Vo Lin par Re	darone idea Limited (f nited) An Aditya Birla (rtnership gistered Office:	ormeny idea Cellular Group & Vodafone		T tanla	

Step 2: Choose the approved consent template.

business						Johnson 🔹 👻
	DASHBOARD	HEADERS	TEMPLATES	TELEMARKETERS	CONSENTS ACQUISITION	BRAND NAME
Consent Acquisition-Web						
Select Template		•				
content templates Enter OTP * Enter OTP						
SUBMIT CANCEL						
Privacy Policy www. Terms and Conditions www. FAOs Vodg	vodafone.in lideacellular.com afone Group	Voc Lin pa	dafone Idea Limited (f nited) An Aditya Birla rtnership enistered Office:	formerly Idea Cellular Group & Vodafone		POWERED BY

Step 3: Brand name & scope of consent will be displayed. Enter the mobile number and click on generate OTP.

business					
	DASHBOARD HI	EADERS TEMPLATES	TELEMARKETERS	CONSENTS ACQUISITION	BRAND NAME
Consent Acquisition-Web					
content templates	*				
Brand Name * Brandnames					
Scope of the consent * Scope of content is consents upland					
	h				
Mobile Number* 8341461418					
Enter OTP * Enter OTP	Generate OTP				
SUBMIT					

Step 4: Enter the OTP received by the subscriber and click on submit.

business						
D	DASHBOARD	HEADERS	TEMPLATES	TELEMARKETERS	CONSENTS ACQUISITION	BRAND NAME
Consent Acquisition-Web						
content templates		×				
Brand Name * Brandnames						
Scope of the concent * Scope of content is consents uplaod						
		11				
Mobile Number * 8341461418						
Enter 07P * 283637	Generate	OTP				

Step 5: On submit, consent flow will be initiated for the subscriber and a consent acquisition message will be sent to the subscriber from short code 127XXX from their operator. The Subscriber can then reply to that message with Y/N.

business							
	DASHBOARD	HEADERS	TEMPLATES	TELEMARKETERS	CONSENTS ACQUISITION	BRAND NAME	
Your request has been processed. You will soon receive SMS from XX	XXXXX. Please reply 1	to the message	with YES			×	
Consent Acquisition-Web							
Select Template		Ŧ					
Mobile Number * Mobile Number							
Enter OTP * Enter OTP							
SUBMIT CANCEL							

11. Consent Acquisition Bulk Upload

Step 1: Go to CONSENT ACQUISITION -> BULK UPLOAD.

Vita				Puneetha D 🛛 💿 👻
	DASHBOARD HEADERS TEMPLATES	TELEMARKETERS CONSENTS ACQUISITION	REGISTRATION APIS	BRAND NAME
Consent Bulk Upload		DASHBOARD		+ ADD
Pending *	SEARCH	API CONFIGURATION		
Reference ID File Uploaded Conser	nt Template Name Consent Template	ID Submitted W REPORTS	Failed Volume	e Status
	No Consent Re	ports are Registered		
Showing 0 to 0 of 0 entries			Р	revious Next

Step 2: Click on the Add button.

					Puneetha D 🛛 🐵 🚽
	DASHBOARD HEADER	RS TEMPLATES TELEMARKE	TERS CONSENTS ACQUISITION	REGISTRATION APIS	BRAND NAME
Consent Bulk Upload					+ ADD
Pending	* SEARCH				Common (i)
Reference ID File Uploaded	Consent Template Name	Consent Template ID Subr	nitted Volume Processed Vo	ume Failed Volum	ie Status
		No Consent Reports are Registere			
Showing 0 to 0 of 0 entries					Previous Next

Step 3: Select the approved consent template from the dropdown menu, brand and scope of content will be displayed.

Vļ					Puneetha D	● -
DASHBOARD HI	IEADERS TEMPLATES	TELEMARKETERS	CONSENTS ACQUISITION	REGISTRATION APIS	BRAND NAME	
Consent Bulk Upload						
Select Template Band Name Scope of the consent Scope of the consent	* Download Sample CSV					
Drag & Drop Of Browse Files To Upload (Upload .CSV File Only. Max File Size Is 2M8)	d					
 Please enter 10 digit mobile numbers only. One consent credit will be deducted from your account per nui Please ensure that you have enough credits for the number of Please ensure that there are no duplicate numbers in the file u 	imber. i consents uploaded uploaded.					
CANCEL SUBMIT						

Step 4: Download the sample CSV file and upload the 10 digit- mobile numbers in the format shown below.

ne mon	ne Insert	Page Layou	it Formulas	Data Rev	iew View	Automa	te Help							5	□ Commen	ts 🛛 🗳 Shar
Paste	Calibri B 1	- ⊻ - ⊞ Font	11 → A* A* ~ <u>&</u> ~ <u>A</u> ~	= = = =	≡ ≫ × ≡ ⊡ ⊒ Alignment	。 第 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	General © ~ % €	, ,	E Condition Format a Cell Styles	nal Formatting ~ s Table ~ s ~ ityles	Delete	v Σ v Ψ tv ⊗	, 2∑ ~ , , , , , , , , , , , , , , , , , , ,	Sensitivity Sensitivity	Add-ins Add-ins	Analyze Data
3	• : ×	√ fx														
A MSISDN	В	С	D E	F	G	н	E	J	К	L	M N	0	Р	Q	R	S
98XXXXXX	KX. Jul		U													
									-							

Important:

- 1. Upload only CSV file.
- 2. Max file size should be 2MB.
- 3. Kindly add only 10-digit mobile numbers.
- 4. For every number 1 consent credit will be deducted from your account.
- 5. Verify that you have sufficient credit for the number uploaded.
- 6. Ensure that the uploaded file has no duplicate numbers.
- 7. Please ensure you have enough credits to process and send Consent Acquisition messages to all the number uploaded.
- 8. Please purchase credits or minimize the numbers uploaded in file.

Reconfirmation pop-up

Verify the numbers uploaded against the credits available for sending messages to acquire consent. Credits will be deducted from the account for every consent message sent.

12. Dashboard

You can download the data/ receive the same data regarding all the consents in the Dashboard page. Click on the any (Pending, Active, revoked, expired& rejected) counts data will be sent to your registered mail id.

		DASHBOARD	HEADERS TEMPLA	TES TELEMARKE	TERS	CONSENTS ACQUISITION	BRAND NAME
Dasi	bboard					DASHBOARD	
Template M	Name	SEARCH				CREDITS API CONFIGURATION CONSENT BULK UPLOAD	
S.No	Template ID	Template Name	Pending	Active I	Revokec	REPORTS	Rejected
1	1108164076587497486	MohitBankConsent	3338	o	0	1	0
2	1108165727992043982	Test Consent2	1	0	0	0	0
3	1108165727993889170	Test Consent3	1	0	0	0	0
Showing	1 to 3 of 3 entries					Prev	rious 1 Next

13. Reports

Data requested on dashboard page for download will also reflect on the reports page on portal for the next 24 hours.

			DASHBOARD HEADERS TEMP	PLATES TELEMARKETERS	CONSENTS ACQUISITION	BRAND NAME
Con	sent Reports				DASHBOARD	
Date		Enter Template ID/Template	Name Completed		API CONFIGURATION CONSENT BULK UPLOAD	
S.No	Requested On	Template Id	Template Name	Consent Status	WEB ACQUISITION	Action
1	Sep-28-2022	1108164076587497486	MohitBankConsent	Pending	REPORTS	
2	Sep-26-2022	1108165727992043982	Test Consent2	Pending	Completed	
3	Sep-23-2022	1108164076587497486	MohitBankConsent	Pending	Completed	
4	Sep-23-2022	1108164076587497486	MohitBankConsent	Expired	Completed	
5	Sep-23-2022	1108164076587497486	MohitBankConsent	Pending	Completed	

14. FAQ's

1. What is DCA?

The Digital Consent Acquisition (DCA) process is a mechanism designed to request, manage, and withdraw customer consents in accordance with the procedures outlined in TCCCPR-2018. The collected consent data is shared on the Distributed Ledger Technology (DLT) Platform established under TCCCPR-2018 for Commercial Communications, enabling scrubbing by all Access Providers.

2. How many ways can consent be acquired?

Principal Entities can acquire consent from Subscribers through four methods:

- a) Consent Acquisition API
- b) Consent Acquisition Web
- c) Consent Acquisition via QR code
- d) Consent Acquisition Bulk Upload

3. Is API integration mandatory?

No, it is not mandatory. You have the option to initiate the Digital Consent Acquisition process by purchasing Consent Credits and utilizing the Bulk upload feature to send Consent Acquisition messages to subscribers.

4. What is the validity of the acquired consent?

The validity of a successful consent acquired is one year.

5. Is there a common short code for consent-seeking messages?

Subscribers will receive Consent Acquisition messages from the short code 127XXX from their respective operators.

6. Is there a deadline for implementing DCA from TRAI?

Yes, the deadline for implementing the DCA process for Telcom operators was 30^{th} September 2023.

7. What happens to consents acquired earlier in non-DCA mode?

All consents acquired through the process of DCA (Digital Consent Acquisition) are valid; others are nullified.

8. Is DCA mandatory by TRAI?

Yes, DCA is mandatory as per TRAI regulations.

9. If a customer replies "N" to the short code, what is the timeline to resend the consent?

The same consent Acquisition cannot be sent to the same customer for the next 90 days.

10. Is there a bulk consent acquisition process?

Yes, a bulk consent acquisition process is available for Principal Entities.

11. Is whitelisting of IPs chargeable?

No, whitelisting of IPs is not chargeable.

12. Is creating consent templates chargeable?

No, the creation of consent templates is not chargeable.

13. Is the QR code generated the same across enterprises, or is it unique for each consent template?

A unique QR code will be generated for each of the approved Consent Templates, the same can be downloaded from the portal.

14. What is the validity of the Consent Acquisition message being sent?

The customer will initially receive a Consent Acquisition message, followed by two reminders issued at 24-hour intervals. The reply window for the customer remains open for 24 hours after the last reminder, culminating in a total response period of 72 hours from the time of receiving the Consent Acquisition message.

15. Can we check the responses of customers who have opted?

Responses and the status of each of the Consent Acquisition messages sent can be checked on the Dashboard on the portal.

16. If a customer is in Full DND, can they receive the consent acquisition message?

Yes, customers in Full DND can receive the consent acquisition message.

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17. Does DCA affect transactional and service implicit messages?

No, DCA does not affect Transactional and Service-Implicit messages. DCA will affect only Service-Explicit and Promotional messages.

18. Is acquired consent applicable to all products of the entity or should it be specific to each product?

As per TRAI mandate, the scope of consent must be very precise to the specified product or service.

19. Can we change the scope of the acquired content, and does it require consent again?

The scope of an approved Consent Template cannot be changed.

20. Is there a limit on Bulk consent Acquisition?

Fifty thousand numbers can be uploaded in a single file for acquiring consent in bulk.

21. Can a Subscriber revoke a consent?

Subscribers can login into their respective Telecom operators' portals to manage their consents.

22. What can happen after a Consent Acquisition message is sent to a Subscriber?

- a) If the subscriber responds with "Y", the consent is considered *successful*, and the consent will be active for the next 12 months.
- b) If the subscriber responds with "N", the consent is considered *rejected*, and the same consent message cannot be sent to that subscriber for the subsequent 90 days.
- c) If the subscriber does not respond even after receiving reminder messages (within 72 hours), the consent is considered *expired*, and the same consent message cannot be sent to that subscriber for the subsequent 90 days.

Thank you.