



The Telecom Commercial Communication Customer Preference Regulation 2018 more commonly referred to as the TCCCPR 2018, put into effect by the Telecom Regulatory Authority of India (TRAI), is a significant step towards regulating unsolicited commercial communication. The new regulatory framework has devolved control and regulatory powers to access providers.

The regulations provide for:

a Registration of senders (Parent/Business Entity and Telemarketers)

Through an easy registration process, the business will be able to assert their identity and build the trust of the clients. This diminishes the ability of unknown entities reaching customers with calls and messages that are fraudulent or of dubious nature.

Entity

is an organization created by one or more persons to carry on a trade or business.

Telemarketer

means a person or legal entity engaged in the activity of transmission of commercial communications.

b Registration of Headers

Using headers intelligently to segregate different types of messages, businesses shall be able to help their clients segregate their messages into OTP, Service (Explicit & Implicit) and Promotional category.

c Message template

The concept of registered templates for both SMS and Voice communication has been introduced to prevent the deliberate mixing of promotional messages into the transactional stream.

d Registration of subscribers consent

New regulation provide the subscriber with complete control over their consent and the ability to revoke the consent already granted, at their option. The Telecom Commercial Communication Customer Preference Regulation 2018 more commonly referred to as the TCCCPR 2018, put into effect by the Telecom Regulatory Authority of India (TRAI), is a significant step towards regulating unsolicited commercial communication. The new regulatory framework has devolved control and regulatory powers to access providers.

WHAT REALLY CHANGED?

PARAMETERS	2010	REMARKS	2018	REMARKS
Customer Consent	✓	Customer cannot see their consents. Consent records are unverifiable.	✓	Verifiable digital records of all customer opt-ins are made available on the platform. Customers can also see all their consents on a single dashboard
Customer Preferences	✓	Customer preference is restricted in the category of 1-6.	✓	Consumers can also select specific day(s) and time band to block (or) receive commercial communication in addition to type of category; viz only DND
Entity/Enterprise Registration	✗		✓	Entity need to register with originating access provider (OAP) on the platform. Now unique registration ID of entity.
Telemarketer Registration	✓	The telemarketer needs to register with TRAI.	✓	Telemarketer should now register with originating access provider (OAP) and no longer with TRAI. Now unique registration ID of telemarketer.
Header Registration	✗		✓	Entity should register all its SMS Headers and Voice CLIs on the platform
Templates	✗		✓	Entity should register all its templates (consent & content) on the platform
Type of Messages	Transactional Promotional Govt.	Transactional messages are allotted Alphabetic sender ID and promotional messages are allotted with numeric sender ID.	Transactional Promotional Service (Inferred Consent) Service (Explicit Consent)	Every template should be registered under one of these classifications: Promotional, Transactional or Service (Implicit or Explicit) along with header. Government messages are classified under Service category
Scrubbing	✓	Only DND numbers will be scrubbed (filtered)	✓	Messages will be scrubbed against multiple parameters like Consent, Preference, Header, Template; and not just DND list
Complaint Management	✓	There is no transparency in resolution of complaints.	✓	Telecom operators will now be responsible for complaint resolution
Interoperability between telecom service providers	✗		✓	Registration details of Entity, Telemarketer, Header, Template will be shared across the network to ensure seamless view

PARAMETERS	2010	REMARKS	2018	REMARKS
100% Traceability	✗		✓	Everything is recorded and shared on the network using Blockchain technology. Anything can be traced back.
DND BASE	✓	Everyone has access to the DND data .	✓	No one will have access to the DND data.
Delivery Reports	✓	All delivery reports are available to the customers.	✓	Delivery reports will be available only for transactional messages and not for other categories.
Sender ID	✓	Sender IDs are of 6 characters. For Transactional category Alphabetic IDs are allotted and for Promotional category Numeric IDs are allotted.	✓	Sender IDs are of 6-11 characters.
Message Prefix & Suffix	✗		✓	Prefix and suffix will be of approximately 70-80 characters. Prefix indicates the type of message (Transactional, Service, Promotional). Suffix will be given to indicate the opt-out option.
Consent	✓	Limited consent of 6 category	✓	The validity of the existing consent given by the subscriber will be for 6 months from date of implementation. In these 6 months entity have to renew the consent as per TCCCPR 2018 procedure which will be valid for one year from date of consent.

The regulations shall be brought into effect in 3 phases as detailed below.

Phase I

Registration of Entities/
Telemarketers

Phase II

Registration of Headers
/Sender ID's

Phase III

Registration of
Templates

Phase I

Registration of Entities/Telemarketers

Entities/Telemarketers have been given an option to register with Telecom Operators of their choice. The Entity may choose to register themselves with one or may Telecom Operators by paying each operator a registration fee, while the Telemarketer may register with Operators of choice by bearing the registration cost & paying up a security deposit to each operator.

Let us begin by simplifying the documents required to get registered:



Documents required for registering an ENTITY

1. Self-certification by authorized signatory

A letter on the company letterhead self certified by authorized signatory clearly stating the name, designation, signature & company seal.

3. Consent letter from Business Entity

Letter on company letterhead authorizing the Telemarketer.

5. Pan Number (Entity), GST Number (Govt.), Aadhaar Number of Authorized Signatory.

2. Proof of Address

Any of the following documents- Aadhar Card, Election Commission ID, Passport, Electricity Bill (Not Older than 3 month), Telephone Bill (Not Older than 3 month), Lease Agreement/Registered Sale.

4. Proof of authorized signatory (authorization letter)

A letter on the company letterhead authorizing an individual to act on behalf of the organization.

6. Proof of Identity of authorized signatory

PAN copy of authorized signatory.

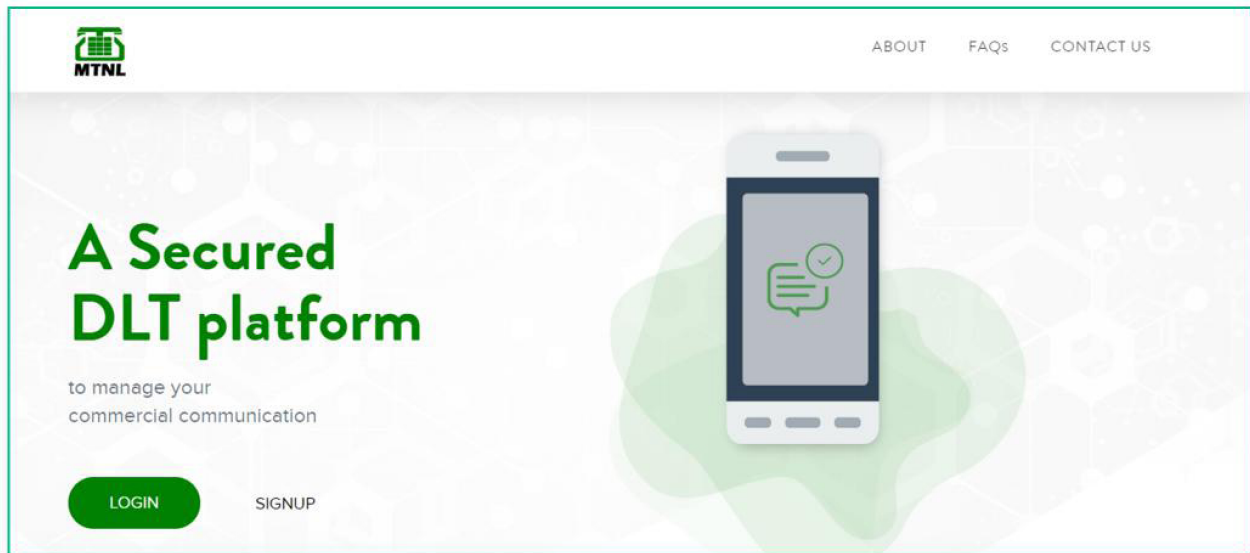
7. Registration fee (INR 5900/- per Operator)

This fee is non-refundable. Acceptable mode of payment would include Cheque/DD. In case an Entity prefers to complete the registration process themselves, the fee would be processed in the name of the concerned operator as directed.

“User Manual Guide for MTNL DLT Registration Process - For An Entity”

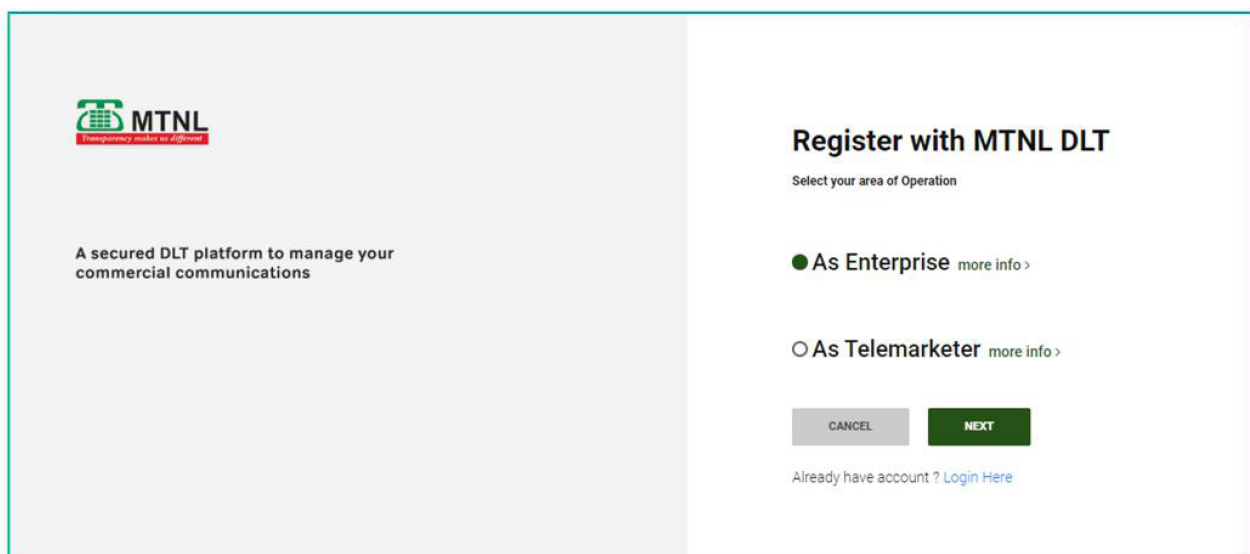
Step 1

To register on **MTNL DLT** platform as an **Entity**, Click on **Sign up**.



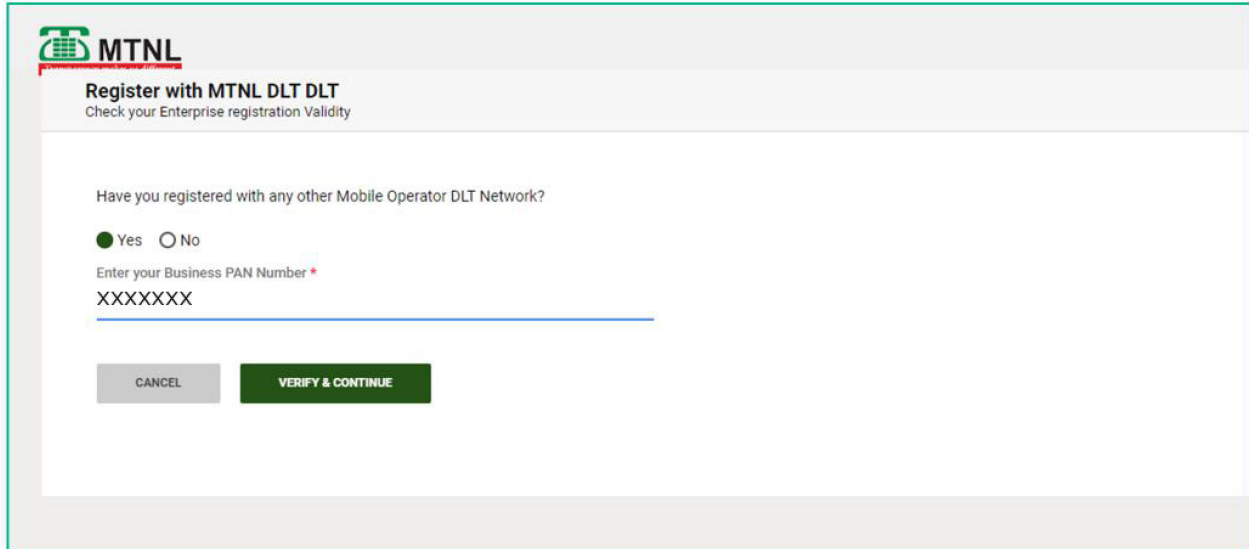
Step 2

Click on as **Entity**.



Step 3

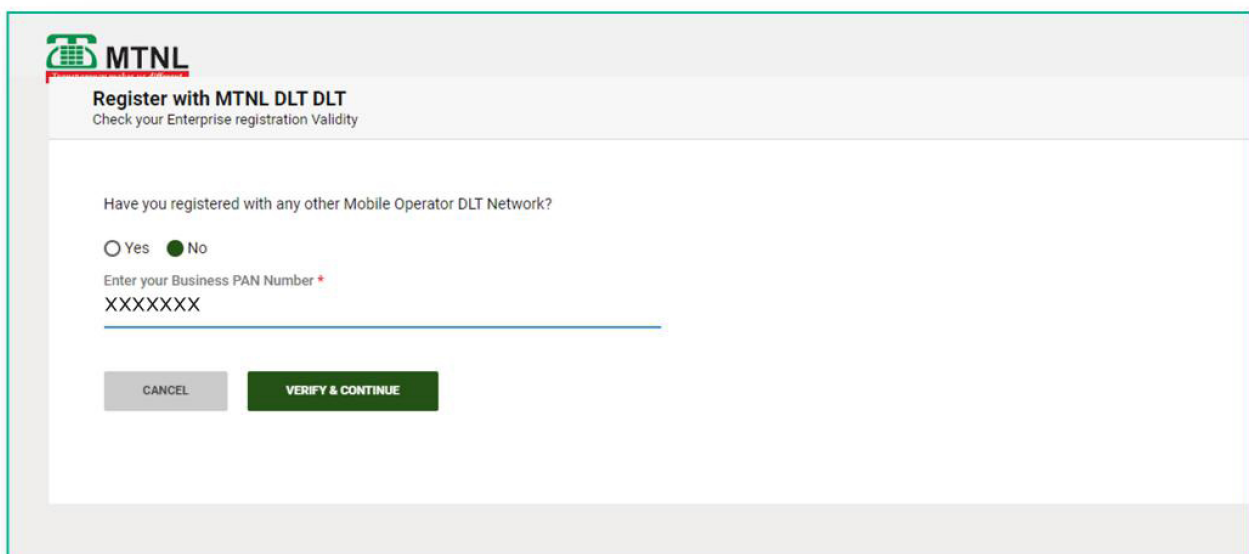
If you have registered with any other **Mobile Operator DLT Network**, click on **Yes** and enter the **Entity id**.



The screenshot shows the MTNL registration interface. At the top left is the MTNL logo. Below it, the heading "Register with MTNL DLT DLT" is followed by the subtext "Check your Enterprise registration Validity". The main content area contains the question "Have you registered with any other Mobile Operator DLT Network?". Below this question are two radio buttons: "Yes" (which is selected) and "No". Underneath the radio buttons is a label "Enter your Business PAN Number *" followed by a text input field containing "XXXXXXX". At the bottom of the form are two buttons: a grey "CANCEL" button and a green "VERIFY & CONTINUE" button.

Step 4

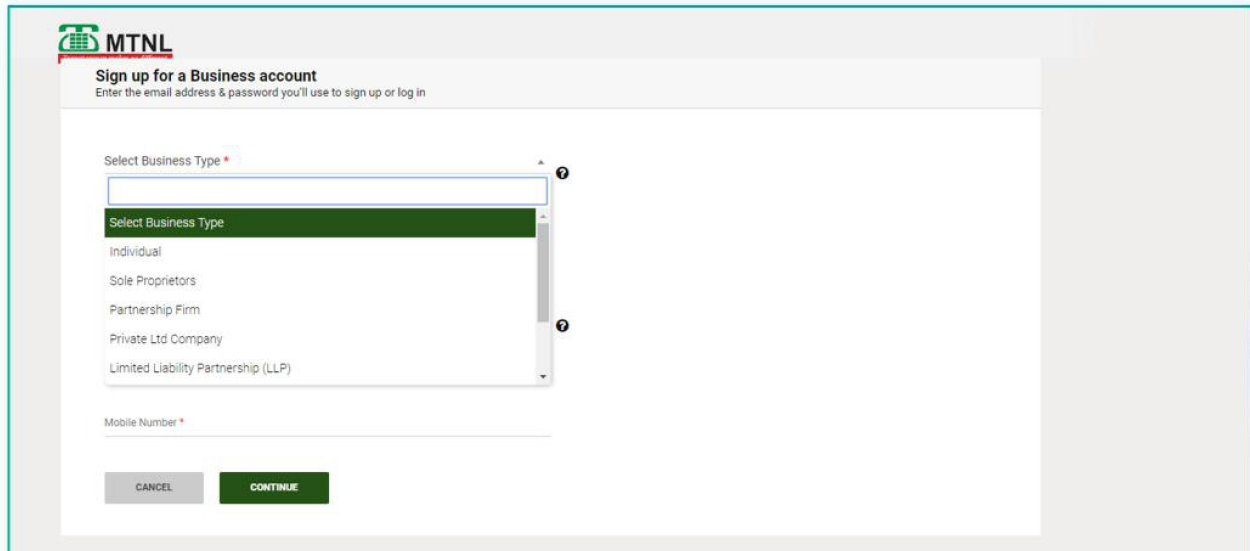
If you have not registered with any other **Mobile Operator DLT Network**, click on **No** and enter the registered **Pan card no.** of your entity.



The screenshot shows the MTNL registration interface. At the top left is the MTNL logo. Below it, the heading "Register with MTNL DLT DLT" is followed by the subtext "Check your Enterprise registration Validity". The main content area contains the question "Have you registered with any other Mobile Operator DLT Network?". Below this question are two radio buttons: "Yes" and "No" (which is selected). Underneath the radio buttons is a label "Enter your Business PAN Number *" followed by a text input field containing "XXXXXXX". At the bottom of the form are two buttons: a grey "CANCEL" button and a green "VERIFY & CONTINUE" button.

Step 5

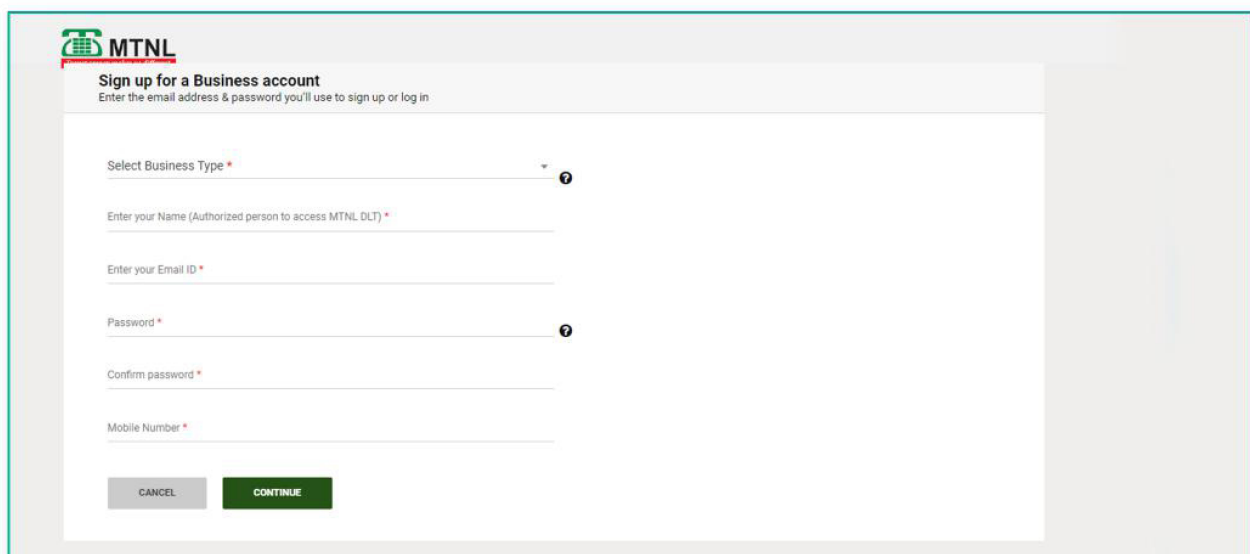
Select the **Business type** of your Entity from the drop down menu.
For ex - Individual, Partnership Firm, LLP, etc.



The screenshot shows the MTNL 'Sign up for a Business account' form. The header includes the MTNL logo and the text 'Sign up for a Business account' and 'Enter the email address & password you'll use to sign up or log in'. The main form area has a dropdown menu labeled 'Select Business Type *' with a help icon. The dropdown is open, showing options: 'Select Business Type', 'Individual', 'Sole Proprietors', 'Partnership Firm', 'Private Ltd Company', and 'Limited Liability Partnership (LLP)'. Below the dropdown is a 'Mobile Number *' field. At the bottom are 'CANCEL' and 'CONTINUE' buttons.

Step 6

Fill all the required details below.
(Note - The Blanks which are marked with **asterix** are **mandatory**.)



The screenshot shows the MTNL 'Sign up for a Business account' form. The header includes the MTNL logo and the text 'Sign up for a Business account' and 'Enter the email address & password you'll use to sign up or log in'. The main form area has several fields: 'Select Business Type *' (with a dropdown arrow and help icon), 'Enter your Name (Authorized person to access MTNL DLT) *', 'Enter your Email ID *', 'Password *' (with a help icon), 'Confirm password *', and 'Mobile Number *'. At the bottom are 'CANCEL' and 'CONTINUE' buttons.

Step 7

- *Enter the **Name** of the person who is authorized to access the MTNL DLT without inserting space between the First and Last name.
- * Enter the **Email-id** of the authorized person for receiving the future communication.
- * Create a **Password** (Note - The password must be of **Minimum 8** characters and **Maximum 15** characters. Password must contain atleast **One Small, One Capital Alphabet, One Numeric Digit and One Special Character**)
- * **Re-enter** the created password.
- * Enter the **Mobile no.** of the authorized person to receive the **OTP**.

MTNL
Sign up for a Business account
Enter the email address & password you'll use to sign up or log in

Individual

Enter your Name (Authorized person to access MTNL DLT) *

XXXXXXXXXX

Enter your Email ID *

XXXXXXXXXX

Password *

Confirm password *

Mobile Number *

XXXXXXXXXX

Password
Min 8 characters & Max 15 characters. Password must contain at least one small & one capital alphabet & one numeric digit and one special character

CANCEL CONTINUE

Step 8

An **OTP** must be received on your registered mobile no. Kindly enter the received OTP and click on **Verify**.

MTNL
Sign up for a Business account
Enter the email address & password you'll use to sign up or log in

Select Business Type *

Enter your Name (Authorized person to access MTNL DLT) *

Enter your Email ID *

Password *

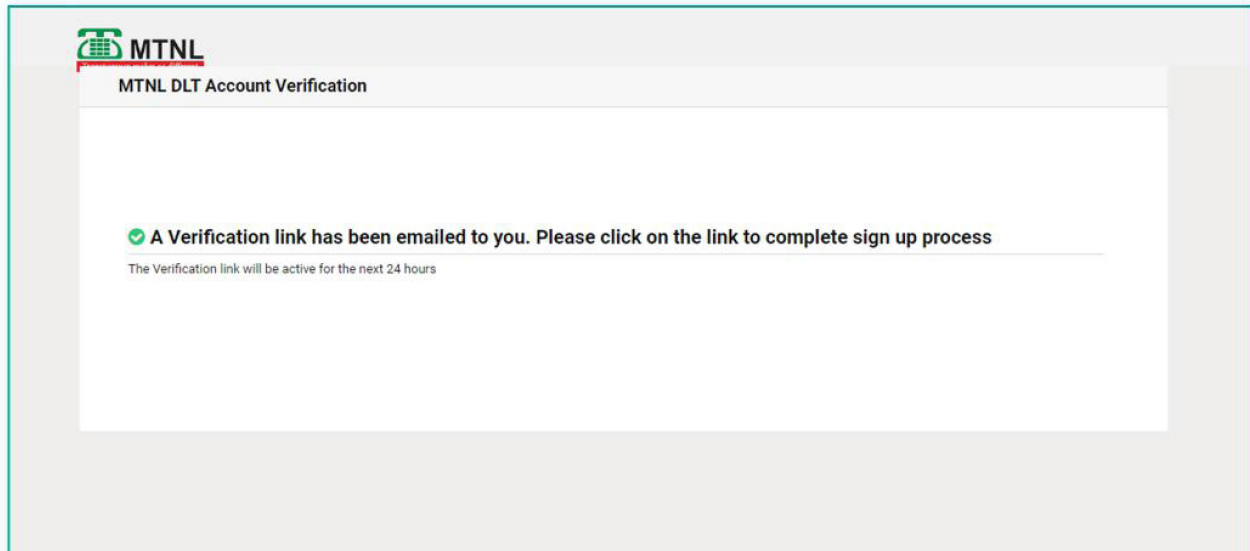
Confirm password *

Mobile Number *

CANCEL CONTINUE

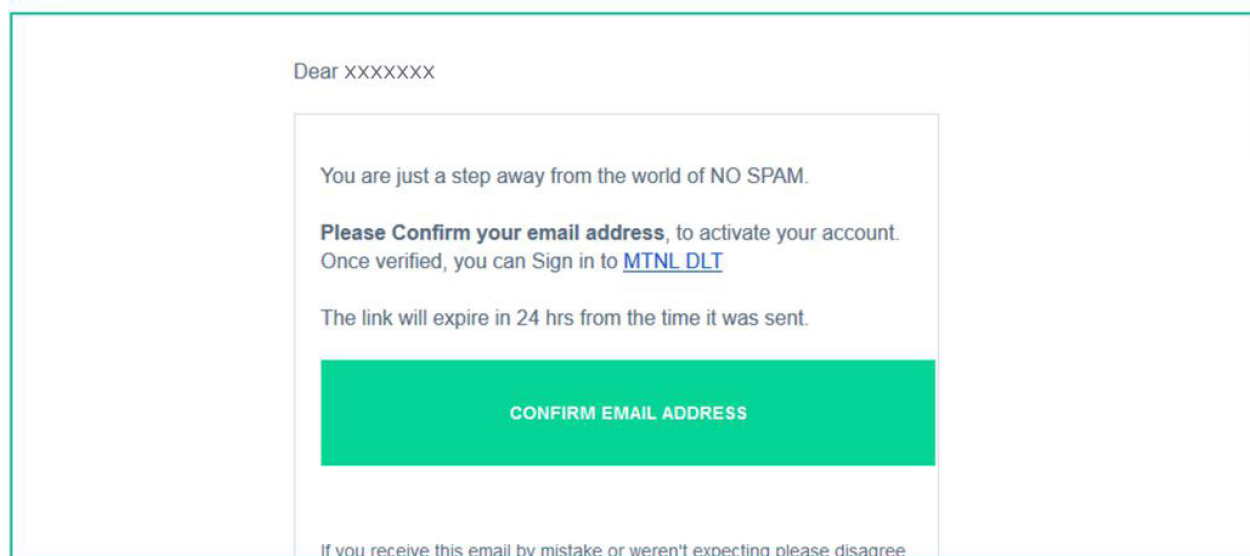
Step 9

After verifying the mobile no. you will receive a **Verification Link** on your registered email id for **MTNL DLT Account Verification**.



Step 10

Please **Click on Confirm Email Address** to verify the email id.
(Note - The verification link will **expire in 24 hours** from the time it was sent.)



Step 11

After verifying the email address, you will be **Signed Out** of the MTNL DLT Network and you will need to **Login** with the help of email address and password which you had used for the sign up process.

Now, Fill all the below required details.

- * The **Business Type** and **Business PAN** would be pre filled for you as per your previous selection.
- * Select the **Industry Type** from the drop down menu, For ex- **Automobile, Service** etc.
- * **Business URL** and **GST No.** are optional to fill. Fill it if applicable.

Tell us more about your business
Enter the email address & password you'll use to sign up or log in

Individual ?

Select Industry Type * ?

Business PAN *
XXXXXXX

Business URL (If applicable) ?

GST Number

Business Established Date *

Business Name *

Enter Alternative Email ID *

CONTINUE

- * Enter the **Date** on which your Entity/Business was established.

Tell us more about your business
Enter the email address & password you'll use to sign up or log in

Individual

Select Industry Type *

Business PAN *
EOKPK1234M

Business URL (If applicable)
www.abc.com

GST Number
27AAAGYUJHJN76

Business Established Date *

Business Name *

Enter Alternative Email ID *

CONTINUE

Thursday ×

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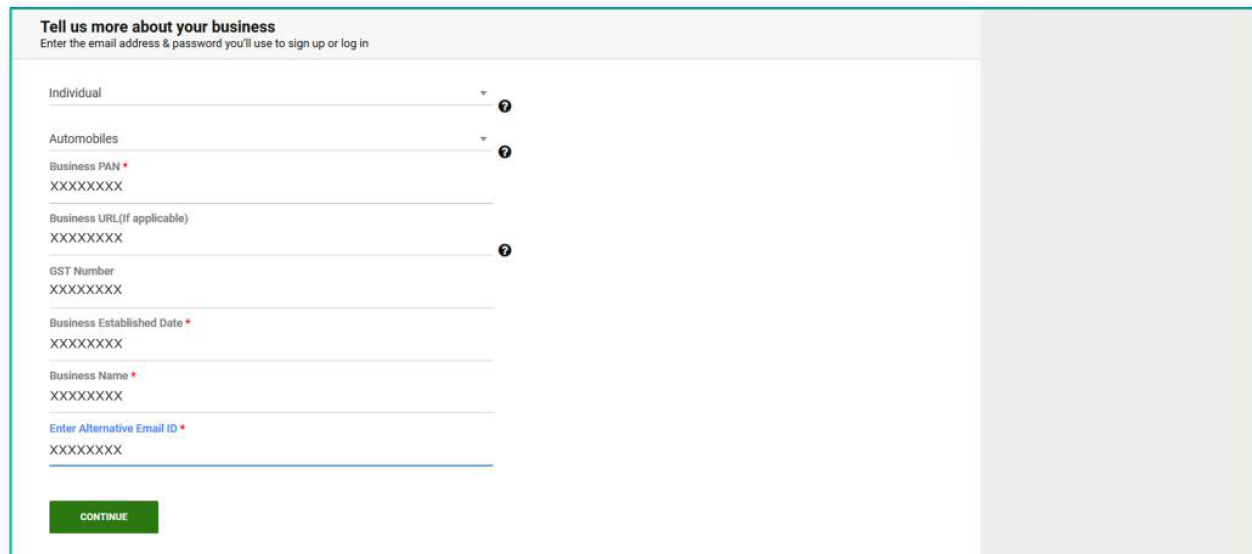
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06	07	08	09	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		
CLEAR		CANCEL		OK		

* Enter the **Name** of your Entity/Business which you have to register on MTNL DLT Network.

* Enter any **Alternative Email id**.

After filling all the details **Click on Continue**



Tell us more about your business
Enter the email address & password you'll use to sign up or log in

Individual ?

Automobiles ?

Business PAN *
XXXXXXXX

Business URL (if applicable)
XXXXXXXX ?

GST Number
XXXXXXXX

Business Established Date *
XXXXXXXX

Business Name *
XXXXXXXX

Enter Alternative Email ID *
XXXXXXXX

CONTINUE

Step 12

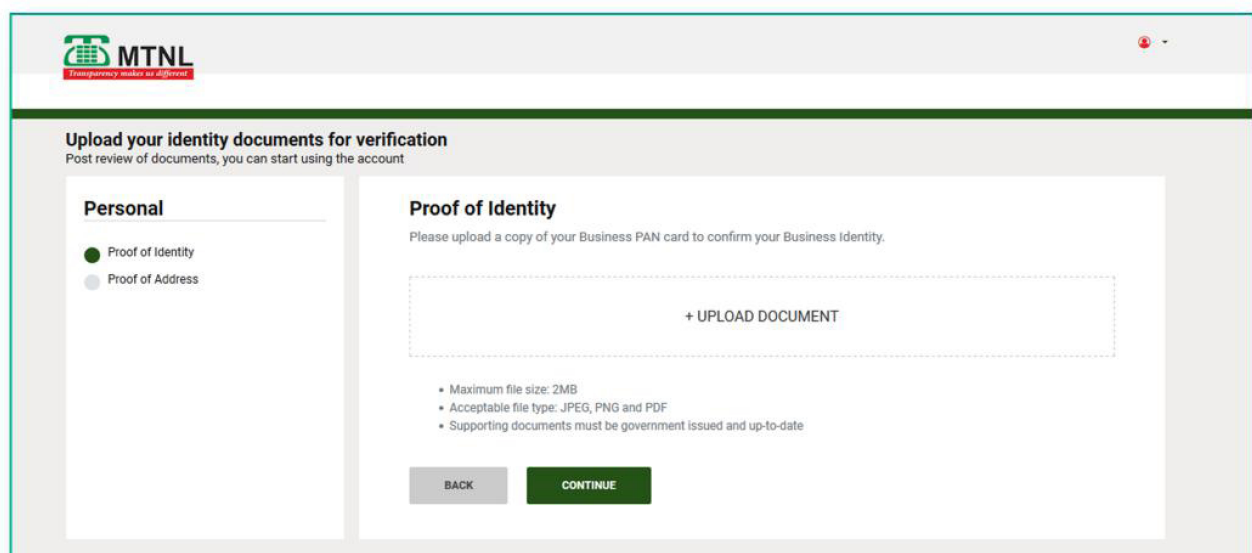
After clicking on **Continue** button, you will be asked to **upload** documents which are on the name of your Entity.

* **Proof of Identity - Business Pan Card** (The Name must match as given in the account)

In case of an Individual, Sole Proprietors the name on the Pan Card must match with name of the Business Owner.

In case of a Partnership Firm, Limited Liability Partnership, Private Limited Company the name on the Pan Card must match with name of the Business.

(**Note** - Maximum size of the file to be uploaded should not be more than **2MB** which will acceptable in the **JPEG, PNG OR PDF** format and the documents must be updated and issued by the government.)



MTNL
Reliability Assured in All Services

Upload your identity documents for verification
Post review of documents, you can start using the account

Personal

☒ Proof of Identity
☐ Proof of Address

Proof of Identity
Please upload a copy of your Business PAN card to confirm your Business Identity.

+ UPLOAD DOCUMENT

- Maximum file size: 2MB
- Acceptable file type: JPEG, PNG and PDF
- Supporting documents must be government issued and up-to-date

BACK **CONTINUE**

Step 13

After uploading the proof of identity, you will need to upload **Proof of Address**.

*Supporting Documents - **Passport, Voter id, Driving License**. (differs as per the type of entity)

(Note - Maximum size of the file to be uploaded should not be more than **2MB** which will be acceptable in the **JPEG, PNG OR PDF** format and the documents must be updated and issued by the government.)

The screenshot shows the MTNL web portal interface. At the top, the MTNL logo is on the left, and the user's name 'HoneyKatari...' is on the right. The main heading is 'Upload your identity documents for verification' with a sub-note 'Post review of documents, you can start using the account'. On the left, under the 'Personal' section, 'Proof of Address' is selected with a green dot. The main area is titled 'Proof of Address' and contains a 'Document Type' dropdown menu. The dropdown is open, showing options: 'Document Type' (highlighted in green), 'Passport', 'Voter ID', and 'Driving License'. Below the dropdown, there are two bullet points: 'Acceptable file type: JPEG, PNG and PDF' and 'Supporting documents must be government issued and up-to-date'. At the bottom, there are 'BACK' and 'CONTINUE' buttons.

Step 14

After successfully uploading the Proof of Business Entity, a Letter of Authorization needs to be uploaded; duly sealed & signed by the authorized person.

The screenshot shows the MTNL web portal interface. At the top, the MTNL logo is on the left, and the user's name 'HoneyKatari...' is on the right. The main heading is 'Upload your identity documents for verification' with a sub-note 'Post review of documents, you can start using the account'. On the left, under the 'Personal' section, 'Letter of Authorization' is selected with a green dot. The main area is titled 'Letter of Authorization' and contains the text 'Please submit a Letter of Authorization that gives your primary authorized user the right to act on behalf of your business.' Below this text is a document icon and a link 'Download the letter of Authorization template' with a download icon. At the bottom, there is a dashed box containing the text '• UPLOAD DOCUMENT'. Below the dashed box, there are three bullet points: 'Maximum file size: 2MB', 'Acceptable file type: JPEG, PNG and PDF', and 'Supporting documents must be government issued and up-to-date'.

Step 15

After uploading the Letter of Authorization, Authorized signatory needs to be uploaded.

Upload your identity documents for verification
Post review of documents, you can start using the account

Personal

- ☐ Proof of Business Identity
- ☐ Proof of Business Entity
- ☐ Letter of Authorization
- ☒ Authorized Signatory

Authorized Signatory

REMOVE INDEX.JPG

- Maximum file size: 2MB
- Acceptable file type: JPEG, PNG and PDF
- Supporting documents must be government issued and up-to-date

BACK

Step 16

After successfully uploading the supporting documents, Click on **Continue** for the **Account Creation Process**.

MTNL
HoneyKatal...

Upload your identity documents for verification
Post review of documents, you can start using the account

Personal

- ☐ Proof of Identity
- ☒ Proof of Address

Proof of Address

Voter ID

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- Maximum file size: 2MB
- Acceptable file type: JPEG, PNG and PDF
- Supporting documents must be government issued and up-to-date

BACK CONTINUE

Step 17

The documents are uploaded successfully. Now, select your **Telemarketer** from the drop down menu and enter the **Telemarketer id** which is received on your **registered email address** and click on **Continue**.

The screenshot shows the MTNL registration interface. At the top is the MTNL logo with the tagline 'Transparency makes us different'. Below the logo, a header reads 'Upload your identity documents for verification' with a sub-note 'Post review of documents, you can start using the account'. The main content is divided into two columns. The left column, titled 'Personal', shows 'Proof of Identity' and 'Proof of Address' both with checkmarks. Below this is the 'Account Creation' section with three radio buttons: 'Telemarketer' (selected), 'Registration Fee', and 'Create Account'. The right column, titled 'Select your Telemarketer', contains explanatory text about telemarketers, a dropdown menu with 'XXXXXXXX' selected, and a text input field for 'Enter Telemarketer ID' also containing 'XXXXXXXX'. A 'Verify' button is next to the ID field. At the bottom of the right column are 'BACK' and 'CONTINUE' buttons.

Step 18

Now, click on **Pay Online** and you will be redirected to the payment page. The account details on which the payment is to be made are mentioned below.

The screenshot shows the MTNL registration interface for the payment step. The header and left sidebar are identical to Step 17. In the 'Account Creation' section, the 'Registration Fee' radio button is now selected. The right column is titled 'Registration Fee' and shows 'Registration Fee: INR 0/-' and 'Amount: ₹0'. A 'PAY ONLINE' button is present. Below this is the 'PAY THROUGH NEFT' section with 'Bank Details' for Airtel India P Ltd (HDFC Bank). It includes fields for 'Enter TransactionID' and 'NEFT Transaction Date'. At the bottom are 'BACK' and 'SUBMIT' buttons.

Step 19

After the **successful payment**, you will receive the **Transaction Id** on your **Bank's Registered Mobile No.** Enter the **Transaction Id** and the **Transaction Date** and **Click on Submit** to proceed further.

The screenshot shows the MTNL registration interface. On the left, there are two sections: 'Personal' with 'Proof of Identity' and 'Proof of Address' (both checked), and 'Account Creation' with 'Telemarketer' (checked), 'Registration Fee' (selected), and 'Create Account'. The main area is titled 'Registration Fee' and shows 'Registration Fee: INR 0/-' and 'Amount: ₹0'. There is a 'PAY ONLINE' button. Below that, it says 'PAY THROUGH NEFT:' and 'Bank Details:'. The bank details include 'Account No.: 000987654321', 'Account Name: Airtel India P Ltd', 'Bank Name: HDFC Bank', and 'IFSC Code: HDFC0000123'. To the right, there are input fields for 'Enter TransactionID' (with value 1234561234546) and 'NEFT Transaction Date' (with value 21-11-2019). At the bottom, there are 'BACK' and 'SUBMIT' buttons.

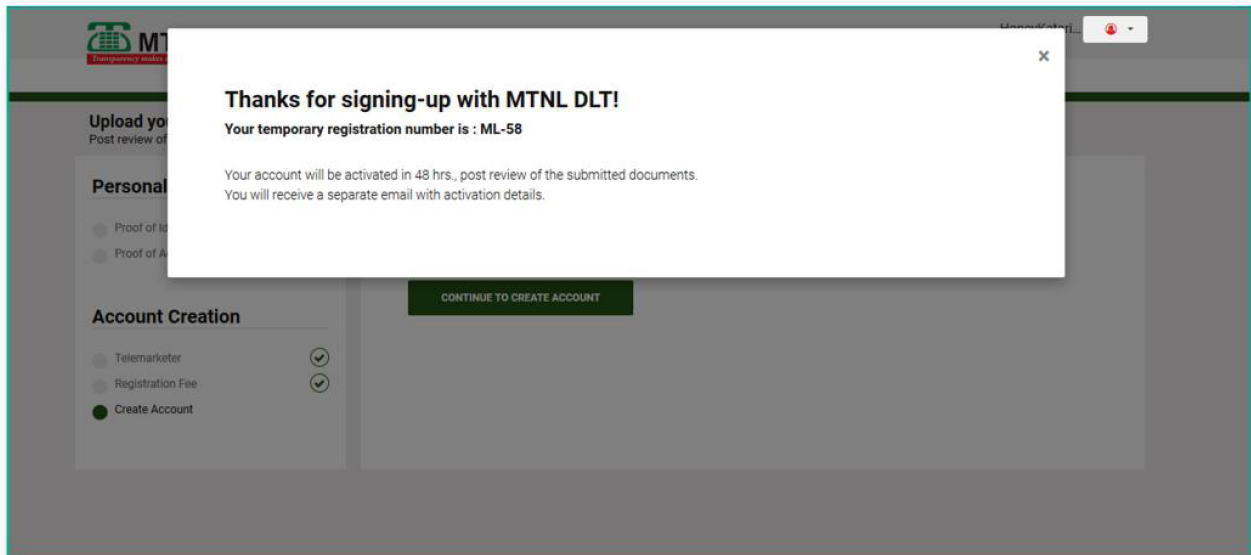
Step 20

After submitting all the details, you will receive a message of **Payment Successful** and a **Copy of Receipt** would be received on the registered email id. Now, Click on **Continue** to **Create Account**.

The screenshot shows the MTNL registration interface after a successful payment. The 'Personal' and 'Account Creation' sections on the left are the same as in Step 19. The main area now displays a large green box with the text 'Payment Successful.' and a message: 'A copy of receipt has been sent your registered email ID: honeykatariya11@gmail.com'. Below this message is a green button labeled 'CONTINUE TO CREATE ACCOUNT'.

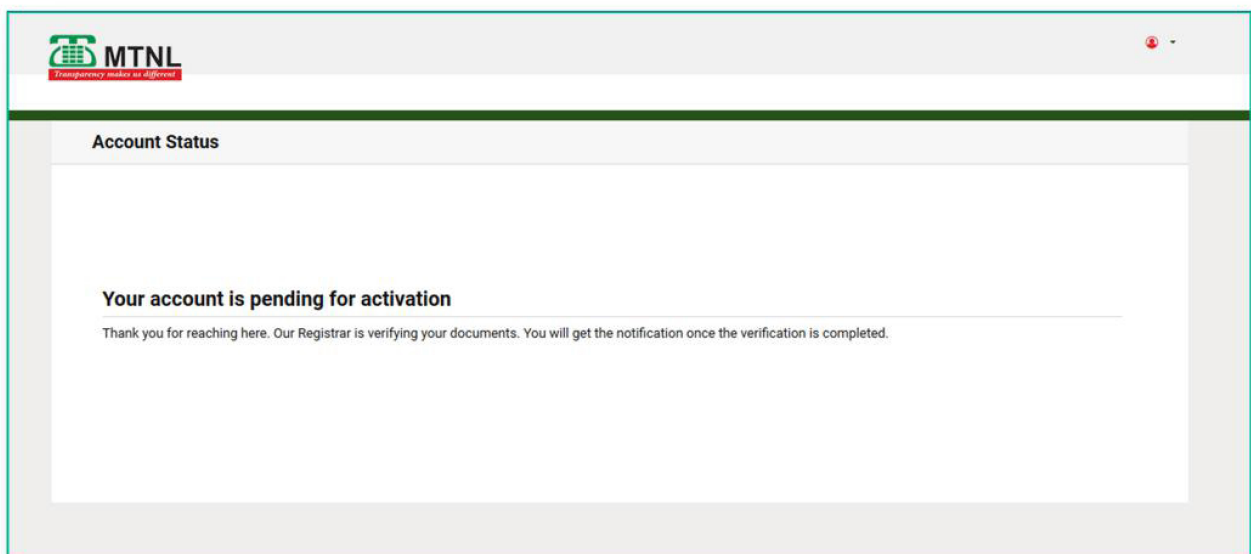
Step 21

After clicking on **Continue to Create account**, You have completed the **Sign Up** process and you will receive your **Registration Id**, For ex- **ML 48**. The **Verification** and **Approval** process of the documents will take **48 hours** after completion of the sign up process.



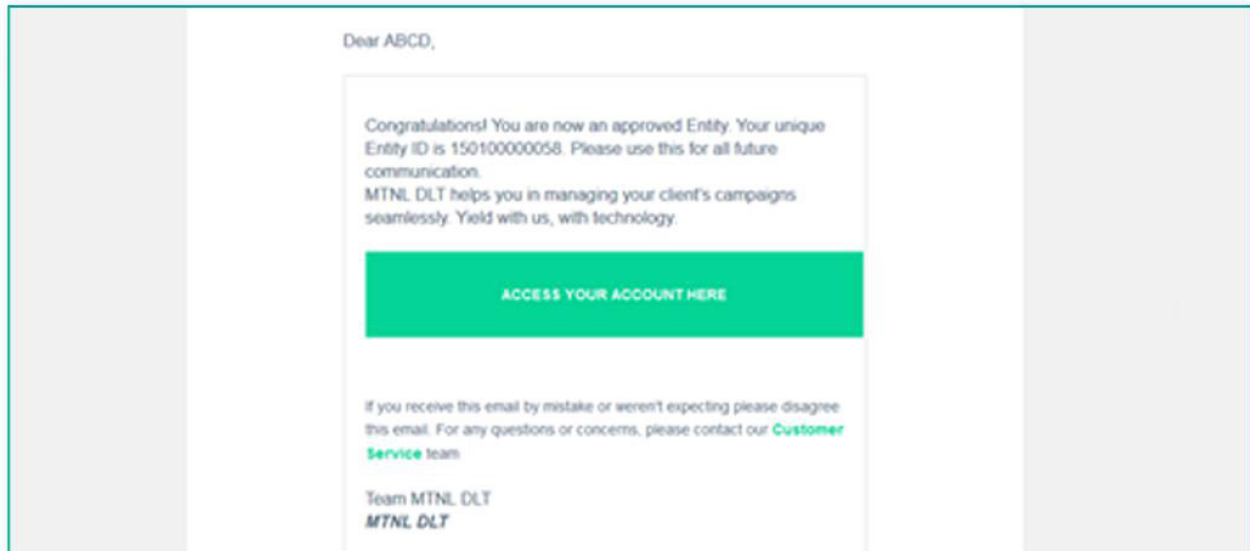
Step 22

After the documents are approved by registrar, you will receive a **Confirmation E-mail** on your registered email id.



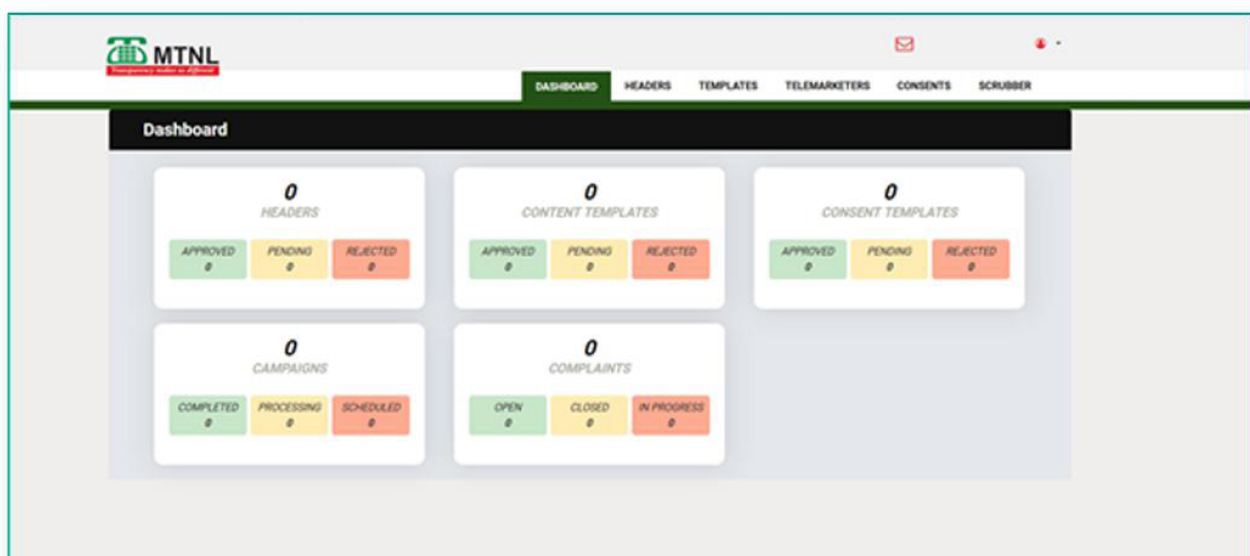
Step 23

After receiving the Confirmation E-mail on your registered email id, click on **Access Your Account Here**.



Step 24

You have **successfully** created the MTNL DLT Account. Now, you can proceed further with Header/Template/Consent Registration.



The process of Account Creation is completed.



Documents required for registering a TELEMARKETER

1. Self-certification by authorized signatory

A letter on the company letterhead self certified by authorized signatory clearly stating the name, designation, signature & company seal.

3. Service Agreement on INR 100/- Stamp Paper

Service Agreement shall be sent once the Telemarketer is approved by the respective Operators.

5. Pan Number (Entity), GST Number (Govt.), Aadhaar Number of Authorized Signatory.

7. Registration fee (INR 5900/- per Operator)

This fee is non-refundable. Acceptable mode of payment would include Cheque/DD. In case an Entity prefers to complete the registration process themselves, the fee would be processed in the name of the concerned operator as directed.

2. Proof of Address

Any of the following documents- Aadhar Card, Election Commission ID, Passport, Electricity Bill (Not Older than 3 month), Telephone Bill (Not Older than 3 month), Lease Agreement/Registered Sale.

4. Proof of authorized signatory (authorization letter)

A letter on the company letterhead authorizing an individual to act on behalf of the organization.

6. Proof of Identity of authorized signatory

PAN copy of authorized signatory.

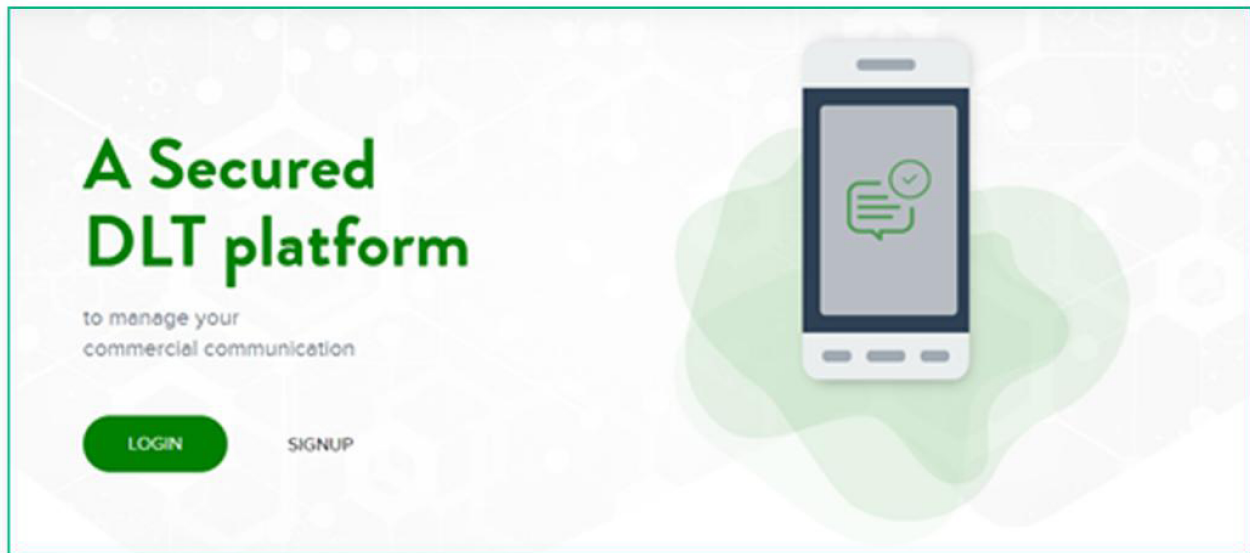
8. Security Deposit (Differs as per operator)

This fee is refundable. Not applicable in case telemarketer is registering as entity. Cheque/DD. In case a Telemarketer prefers to complete the registration process themselves, the fee would be processed in the name of the concerned operator as directed.

“User Manual Guide for MTNL DLT Registration Process - For A Telemarketer”

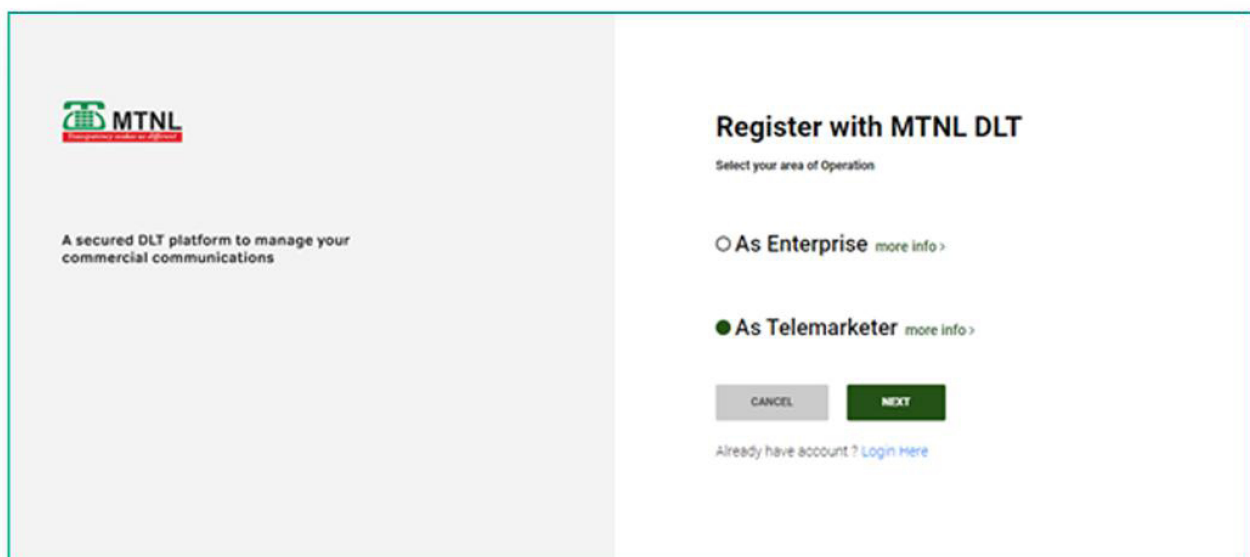
Step 1

To register on **MTNL DLT** platform as a **Telemarketer** , Click on **Sign up**.



Step 2

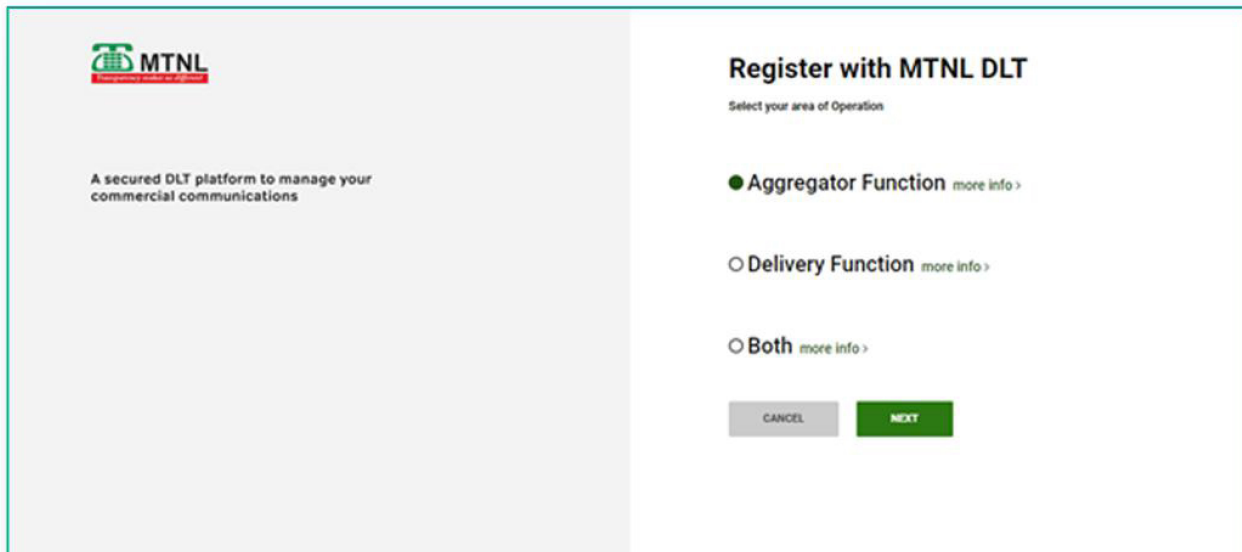
Click on as **Telemarketer**.



Step 3

To Register as a Telemarketer -

* For Aggregator Function - A person/legal entity who is **not directly connected** with Telecom service provider but is engaged in **Aggregation of SMS/Voice Communication**. (Note- If a Telemarketer opts for Aggregator Function, it only needs to pay the Registration fees)

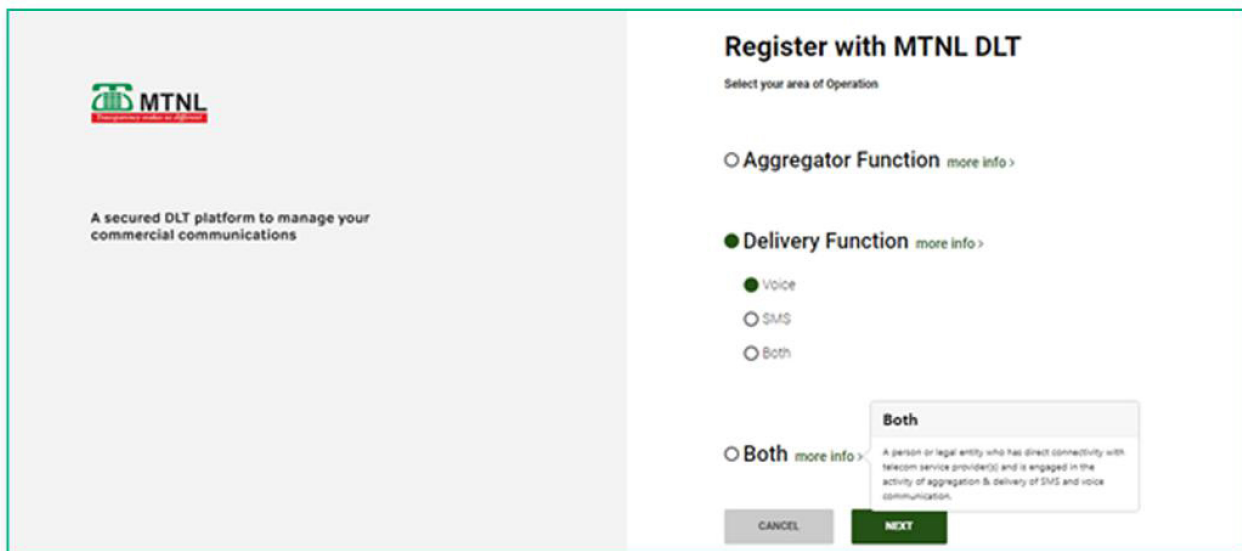


The screenshot shows the MTNL DLT registration interface. On the left, the MTNL logo is displayed above the text "A secured DLT platform to manage your commercial communications". On the right, the heading "Register with MTNL DLT" is followed by the instruction "Select your area of Operation". Three radio button options are listed: "Aggregator Function" (selected with a green dot), "Delivery Function", and "Both". Each option has a "more info >" link. At the bottom, there are "CANCEL" and "NEXT" buttons.

*For Delivery Function - A person/legal entity who is **directly connected** with Telecom Service Provider and is engaged in the **Aggregation & Delivery of SMS/Voice Communication**.

*For Both - A person/legal entity who is **directly connected** with telecom service provider and is engaged in the **Aggregation & Delivery of SMS/Voice Communication**. (Note- If a Telemarketer opts for Delivery Function/Both, It needs to pay the Registration fees as well as the Security Deposit.

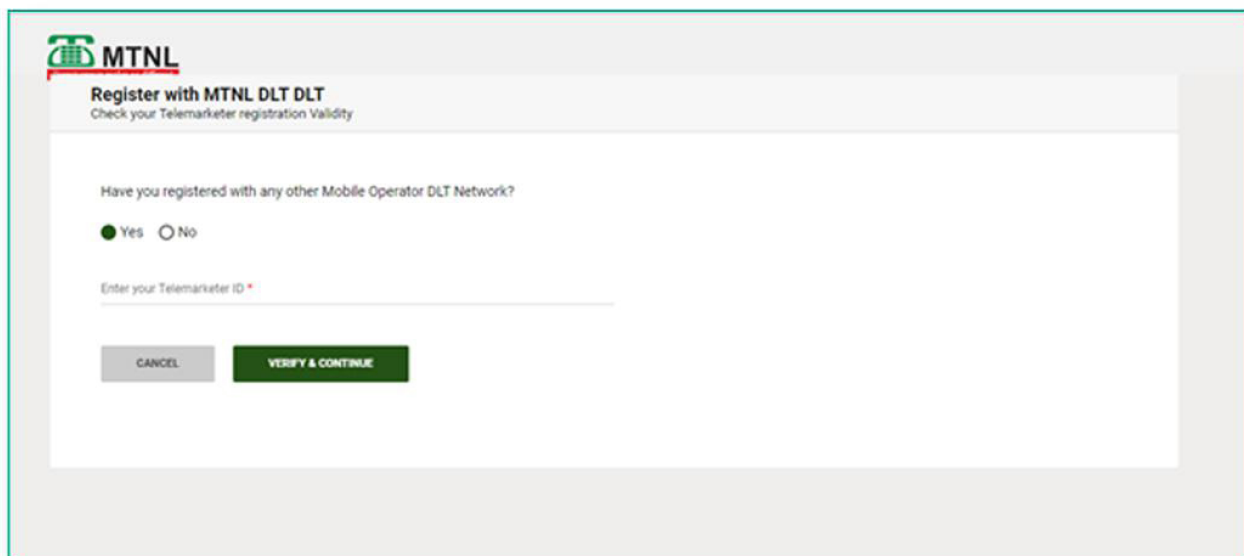
- The Amount of Security Deposit is Refundable and will vary according to the operator)



This screenshot shows the same MTNL DLT registration interface, but with "Delivery Function" selected. Under "Delivery Function", there are three sub-options: "Voice" (selected with a green dot), "SMS", and "Both". The "Both" option has a tooltip that reads: "Both: A person or legal entity who has direct connectivity with telecom service provider(s) and is engaged in the activity of aggregation & delivery of SMS and voice communication." The "CANCEL" and "NEXT" buttons are at the bottom.

Step 4

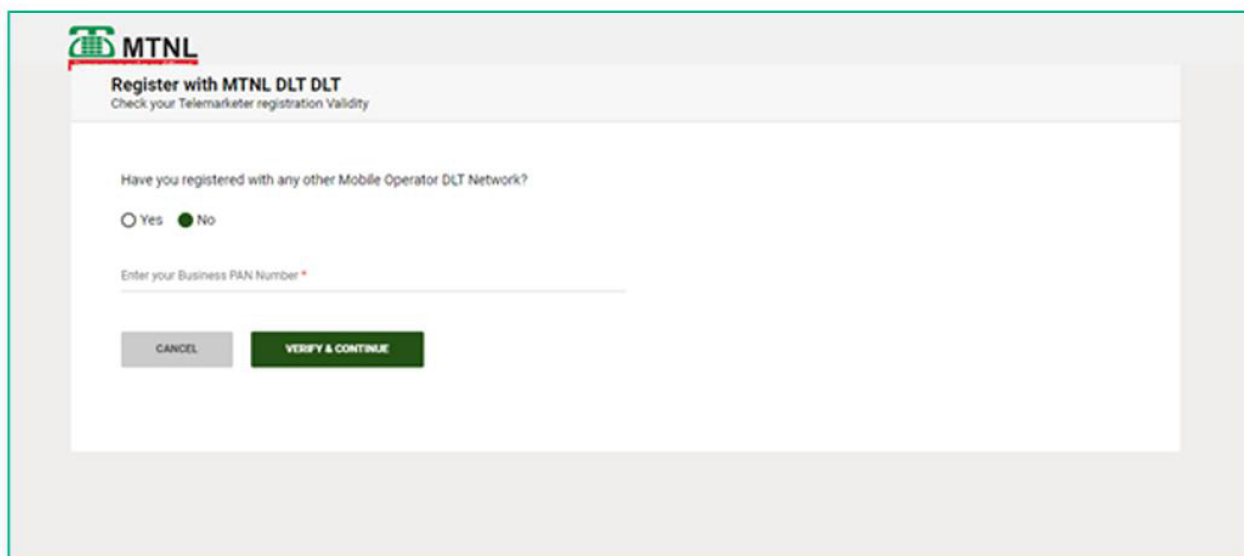
If you have registered with any other **Mobile Operator DLT Network**, Click on **Yes** and enter your **Telemarketer Id** and Click on **Verify and Continue**.



The screenshot shows a web form titled "Register with MTNL DLT DLT" with the subtitle "Check your Telemarketer registration Validity". The form asks, "Have you registered with any other Mobile Operator DLT Network?". There are two radio buttons: "Yes" (which is selected) and "No". Below this is a text input field labeled "Enter your Telemarketer ID *". At the bottom, there are two buttons: "CANCEL" and "VERIFY & CONTINUE".

Step 5

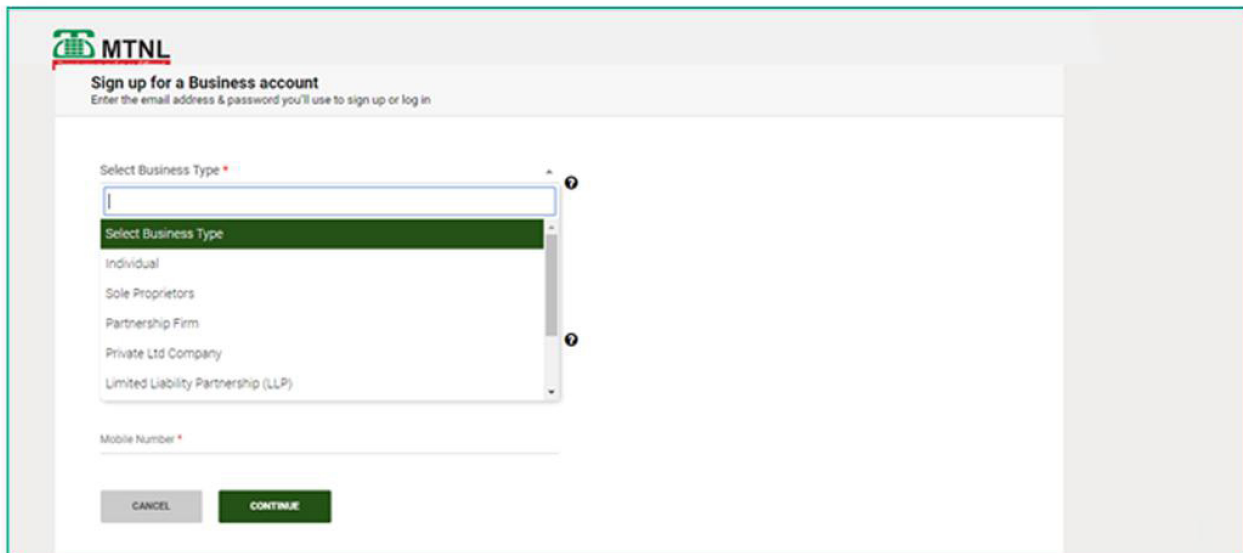
If you have not registered with any other **Mobile Operator DLT Network**, Click on **No** and enter the registered **Pan Card No.**



The screenshot shows a web form titled "Register with MTNL DLT DLT" with the subtitle "Check your Telemarketer registration Validity". The form asks, "Have you registered with any other Mobile Operator DLT Network?". There are two radio buttons: "Yes" and "No" (which is selected). Below this is a text input field labeled "Enter your Business PAN Number *". At the bottom, there are two buttons: "CANCEL" and "VERIFY & CONTINUE".

Step 6

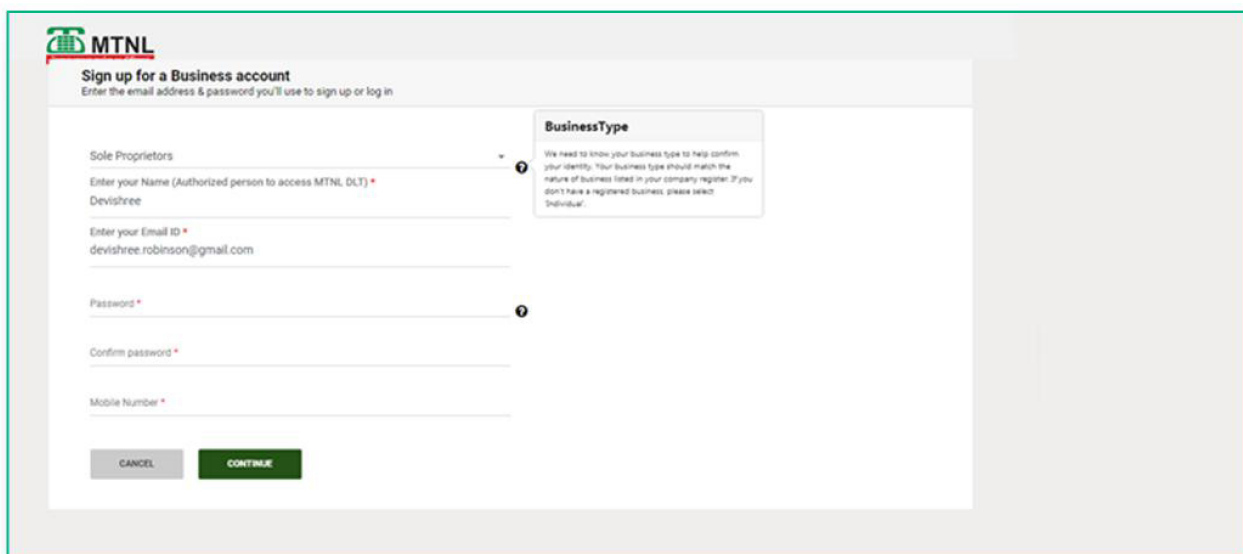
Select the **Business Type** of your Entity from the drop down menu.
For ex - Individual, Partnership Firm, LLP, etc.



The screenshot shows the MTNL 'Sign up for a Business account' form. The header includes the MTNL logo and the text 'Sign up for a Business account' and 'Enter the email address & password you'll use to sign up or log in'. The main section is titled 'Select Business Type *' and features a dropdown menu with the following options: 'Individual', 'Sole Proprietors', 'Partnership Firm', 'Private Ltd Company', and 'Limited Liability Partnership (LLP)'. Below the dropdown is a 'Mobile Number *' field. At the bottom are 'CANCEL' and 'CONTINUE' buttons.

Step 7

Fill all the required details below.
(Note - The Blanks which are marked with **asterix** are **mandatory**.)



The screenshot shows the MTNL 'Sign up for a Business account' form at Step 7. The header is the same as in Step 6. The 'BusinessType' dropdown menu is now set to 'Sole Proprietors'. Below this, there are several mandatory fields marked with an asterisk: 'Enter your Name (Authorized person to access MTNL DLT) *' with the value 'Devishree', 'Enter your Email ID *' with the value 'devishree.robinson@gmail.com', 'Password *', 'Confirm password *', and 'Mobile Number *'. A 'BusinessType' information box on the right states: 'We need to know your business type to help confirm your identity. Your business type should match the nature of business listed in your company register. If you don't have a registered business, please select Individual.' At the bottom are 'CANCEL' and 'CONTINUE' buttons.

Step 8

*Enter the **Name** of the person who is authorized to access the MTNL DLT without inserting space between the First and Last name.

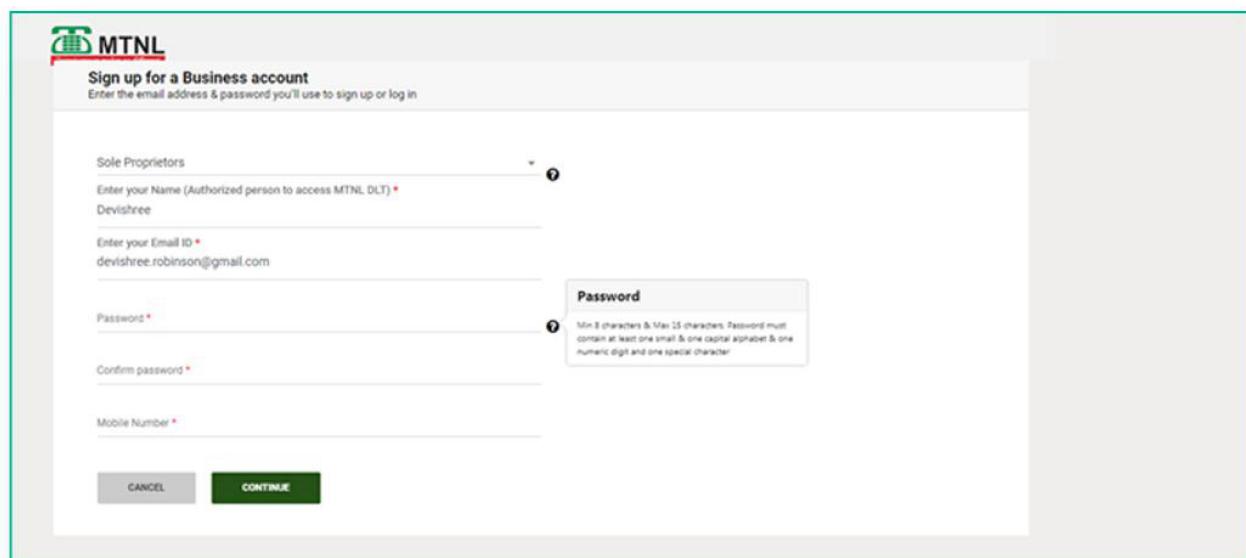
* Enter the **Email-id** of the authorized person for receiving the future communication.

* Create a **Password**

(Note - The password must be of **Minimum 8** characters and **Maximum 15** characters. Password must contain atleast **One Small, One Capital Alphabet, One Numeric Digit and One Special Character**)

* **Re-enter** the created password.

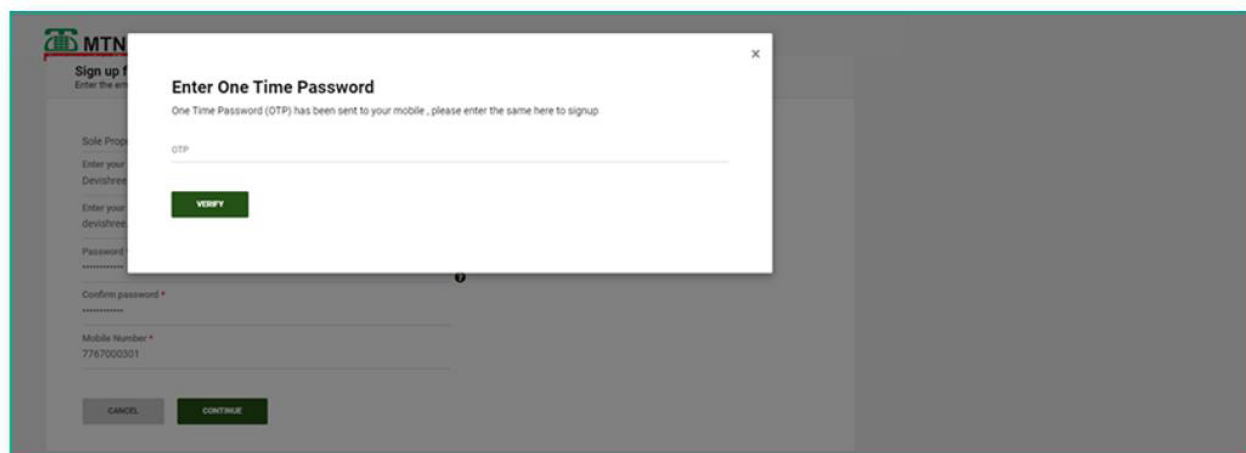
* Enter the **Mobile no.** of the authorized person to receive the OTP.



The screenshot shows the MTNL 'Sign up for a Business account' form. The form is titled 'Sign up for a Business account' with a subtitle 'Enter the email address & password you'll use to sign up or log in'. It includes a dropdown menu for 'Sole Proprietors' with 'Devishree' selected. Below this are input fields for 'Enter your Name (Authorized person to access MTNL DLT)', 'Enter your Email ID' (with the example 'devishree.robinson@gmail.com'), 'Password', 'Confirm password', and 'Mobile Number'. A 'Password' tooltip is visible, stating: 'Min 8 characters & Max 15 characters. Password must contain at least one small & one capital alphabet & one numeric digit and one special character'. At the bottom are 'CANCEL' and 'CONTINUE' buttons.

Step 9

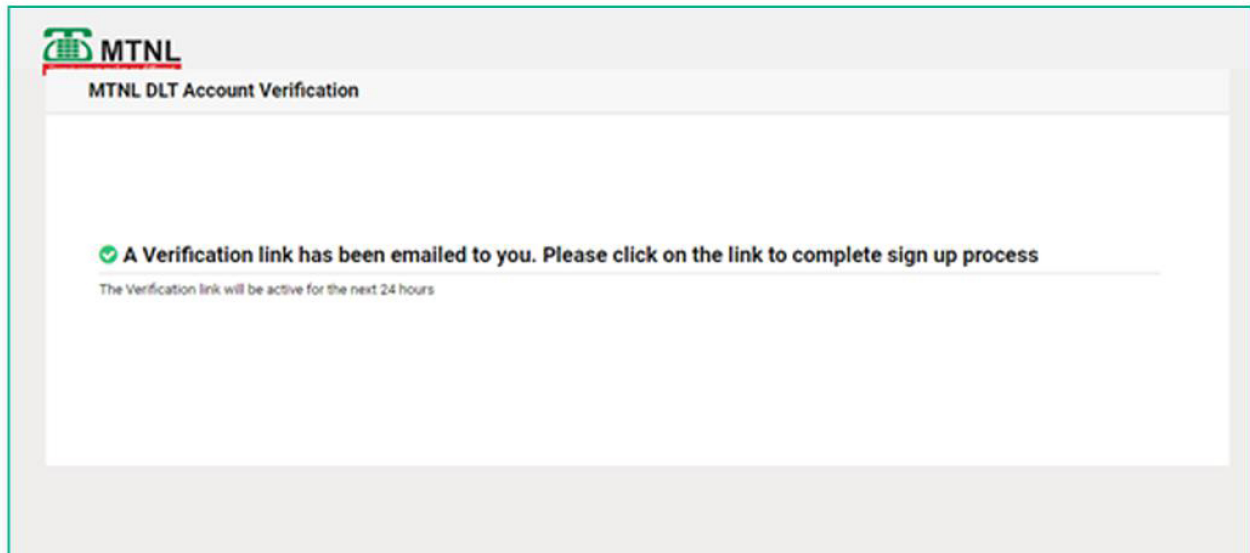
An **OTP** must be received on your **Registered Mobile No.** Kindly enter the received OTP and click on **Verify**.



The screenshot shows the MTNL 'Enter One Time Password' verification screen. The title is 'Enter One Time Password' with a subtitle 'One Time Password (OTP) has been sent to your mobile, please enter the same here to signup'. There is an input field for 'OTP' and a 'VERIFY' button. The background shows the same sign-up form as in Step 8, but it is dimmed.

Step 10

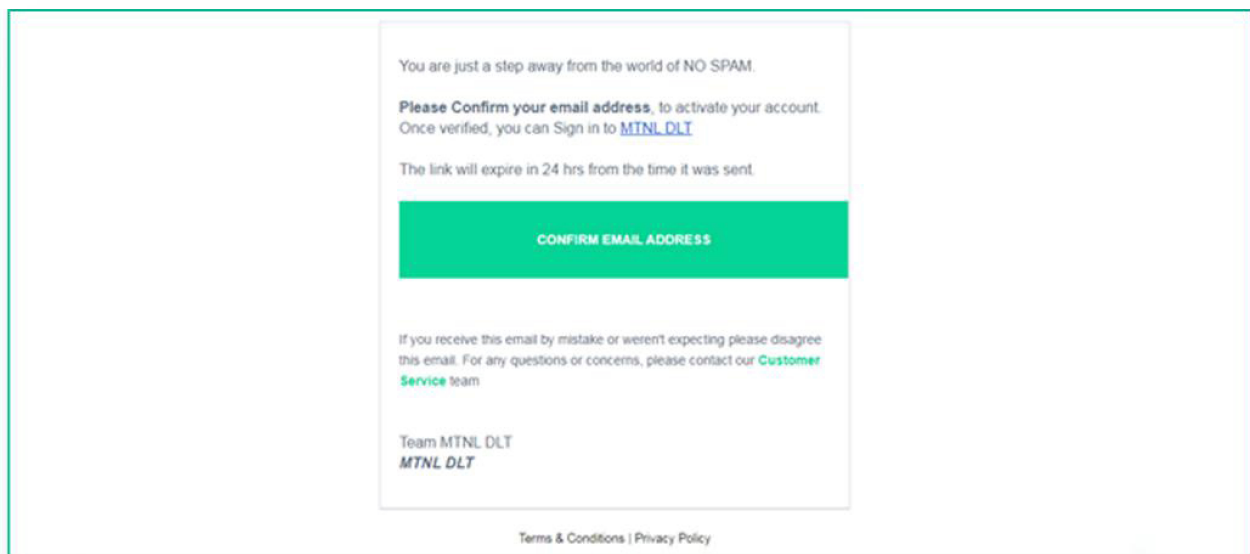
After verifying the mobile no.you will receive a **Verification Link** on your **Registered E-mail id** for **MTNL DLT Account Verification**.



Step 11

Please **Click on Confirm Email Address** to verify the email id.

(Note - The verification link will **expire in 24 hours** from the time it was sent.)



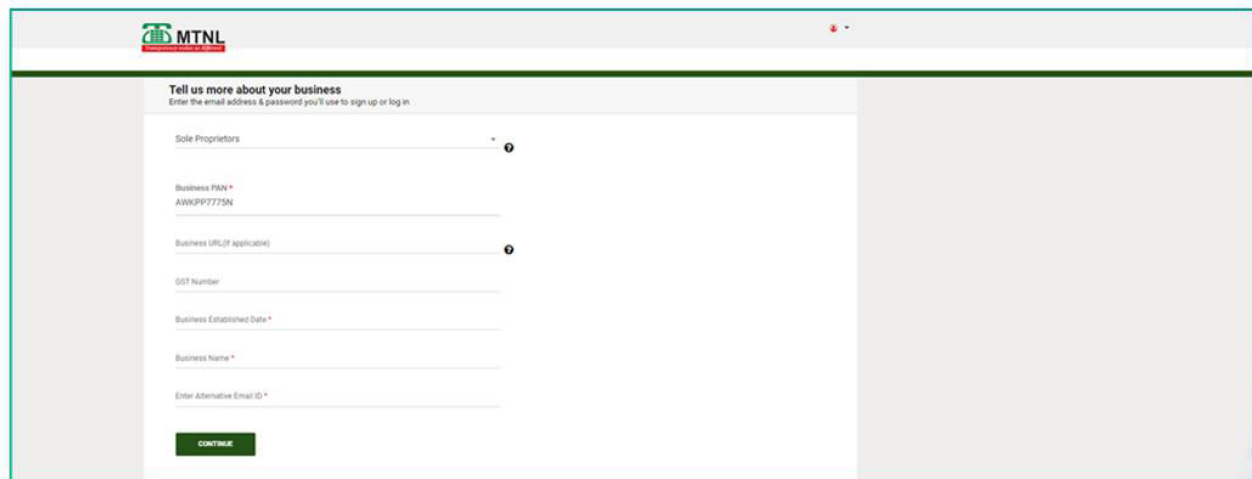
Step 12

After verifying the email address, you will be **Signed** out of the MTNL DLT Network and you will need to **Login** with the help of email address and password which you had used for the sign up process.

Now, Fill all the below required details.

- * The Business Type and Business PAN would be pre filled for you as per your previous selection.
- * **Business URL** and **GST No.** are optional to fill. Fill it if applicable.
- * Enter the **Date** on which your Business was established.
- * Enter the **Name** of your Business which you have to register on MTNL DLT Network.
- * Enter any **Alternative Email id.**

After filling all the details, **Click on Continue.**

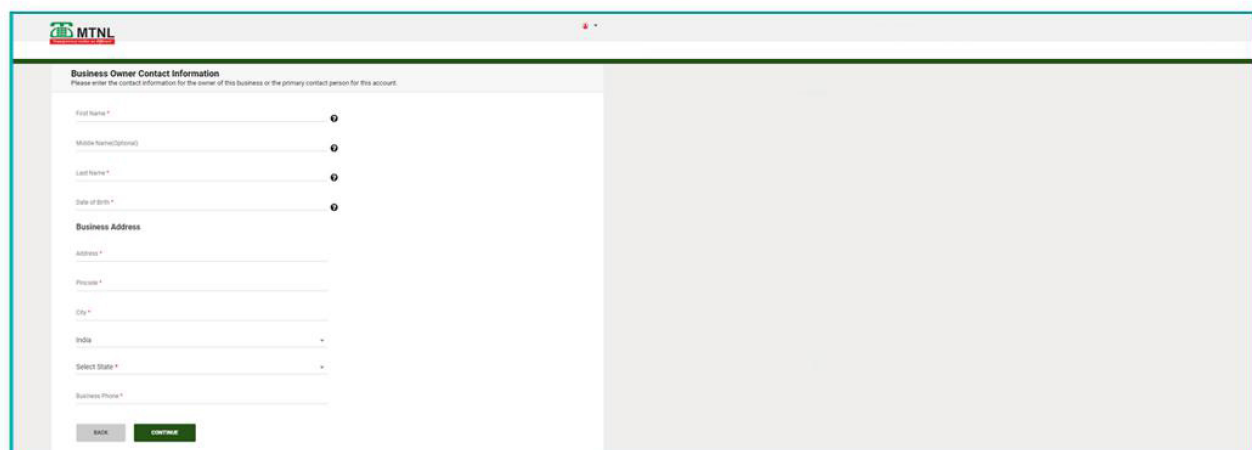


The screenshot shows a web form titled "Tell us more about your business" with the subtitle "Enter the email address & password you'll use to sign up or log in". The form contains several input fields: "Sole Proprietors" (with an asterisk and an information icon), "Business PAN" (pre-filled with "AIWKPP7775N"), "Business URL (if applicable)" (with an asterisk and an information icon), "GST Number", "Business Established Date" (with an asterisk), "Business Name" (with an asterisk), and "Enter Alternative Email ID" (with an asterisk). A green "CONTINUE" button is at the bottom.

Step 13

After Clicking on **Continue button**, a Business Owner Contact Information page is displayed.

Fill all the details of the owner, For ex- First and Last Name, DOB, Business Address. After filling all the details of Business Owner Contact Information, **Click on Continue.**



The screenshot shows a web form titled "Business Owner Contact Information" with the subtitle "Please enter the contact information for the owner of this business or the primary contact person for this account." The form contains several input fields: "First Name" (with an asterisk and an information icon), "Middle Name (Optional)" (with an information icon), "Last Name" (with an asterisk and an information icon), "Date of Birth" (with an asterisk and an information icon), "Business Address" section including "Address" (with an asterisk), "Pincode" (with an asterisk), "City" (with an asterisk), "India" (a dropdown menu), "Select State" (a dropdown menu), and "Business Phone" (with an asterisk). At the bottom, there are "BACK" and "CONTINUE" buttons.

Step 14

After successfully uploading the Proof of Business Entity, a Letter of Authorization needs to be uploaded; duly sealed & signed by the authorized person.


Upload your identity documents for verification
Post review of documents, you can start using the account


Personal

- ☐ Proof of Business Identity ✓
- ☐ Proof of Business Entity ✓
- ☒ Letter of Authorization
- ☐ Authorized Signatory

Letter of Authorization

Please submit a Letter of Authorization that gives your primary authorized user the right to act on behalf of your business.



[Download the letter of Authorization template](#) 

• UPLOAD DOCUMENT

- Maximum file size: 2MB
- Acceptable file type: JPEG, PNG and PDF
- Supporting documents must be government issued and up-to-date

Step 15

After uploading the Letter of Authorization, Authorized signatory needs to be uploaded.

Upload your identity documents for verification
Post review of documents, you can start using the account

Personal

- ☐ Proof of Business Identity ✓
- ☐ Proof of Business Entity ✓
- ☐ Letter of Authorization ✓
- ☒ Authorized Signatory

Authorized Signatory

REMOVE INDEX.JPG

- Maximum file size: 2MB
- Acceptable file type: JPEG, PNG and PDF
- Supporting documents must be government issued and up-to-date

Step 16

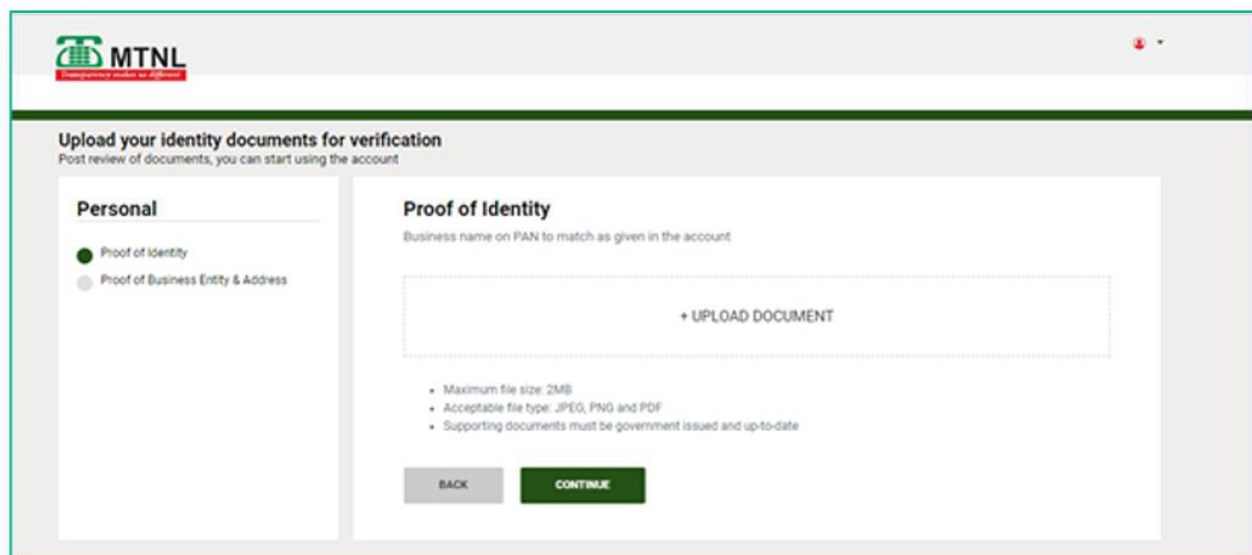
After **Clicking on Continue** button, you will be asked to **upload** required documents.

* **Proof of Identity - Business Pan Card** (The Name must match as given in the account)

In case of an Individual, Sole Proprietors the name on the Pan Card must match with name of the Business Owner.

In case of a Partnership Firm, Limited Liability Partnership, Private Limited Company the name on the Pan Card must match with name of the Business.

(**Note** - Maximum size of the file to be uploaded should not be more than **2MB** which will acceptable in the **JPEG, PNG OR PDF** format and the documents must be updated and issued by the government.)



MTNL
Transparency makes us different

Upload your identity documents for verification
Post review of documents, you can start using the account

Personal

- ☒ Proof of Identity
- ☐ Proof of Business Entity & Address

Proof of Identity
Business name on PAN to match as given in the account

+ UPLOAD DOCUMENT

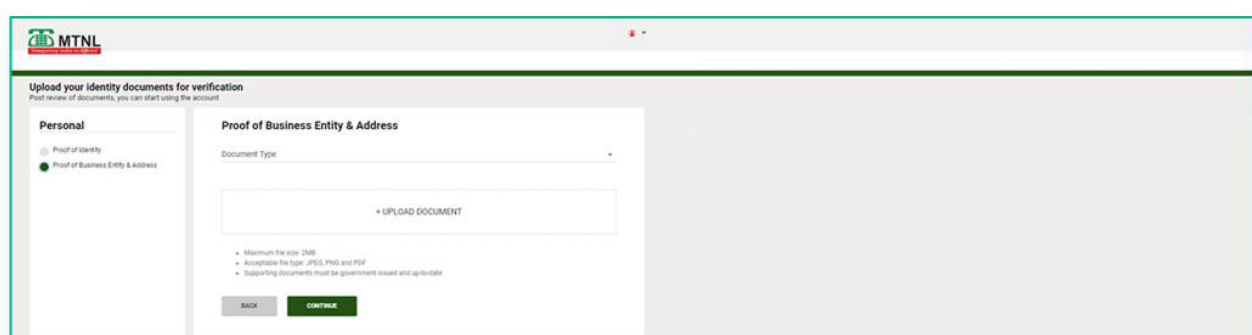
- Maximum file size: 2MB
- Acceptable file type: JPEG, PNG and PDF
- Supporting documents must be government issued and up-to-date

BACK CONTINUE

Step 17

After uploading the Proof of Identity, you will need to upload **Proof of Business Entity & Address**.

*Supporting Documents - **Passport; Voter id; Driving License etc.** (differs as per the type of entity) (Note - Maximum size of the file to be uploaded should not be more than **2MB** which will acceptable in the **JPEG, PNG OR PDF** format and the documents must be updated and issued by the government.)



MTNL
Transparency makes us different

Upload your identity documents for verification
Post review of documents, you can start using the account

Personal

- ☐ Proof of Identity
- ☒ Proof of Business Entity & Address

Proof of Business Entity & Address
Document Type

+ UPLOAD DOCUMENT

- Maximum file size: 2MB
- Acceptable file type: JPEG, PNG and PDF
- Supporting documents must be government issued and up-to-date

BACK CONTINUE

Step 16

Now, click on **Pay Online** and you will be redirected to the payment page. The account details on which the payment is to be made are mentioned below.

The screenshot shows the MTNL account creation interface. At the top, a green banner indicates 'Proof of Business Entity & Address Added successfully'. Below this, a section titled 'Upload your identity documents for verification' provides instructions. The left sidebar contains two sections: 'Personal' with 'Proof of Identity' and 'Proof of Business Entity & Address' (both checked), and 'Account Creation' with 'Registration Fee' (checked) and 'White List IPS' (unchecked). The main content area displays the 'Registration Fee' section with fields for 'Registration Fee: xxxxxx', 'One-time security deposit: xxxxxx', and 'GST: 18%'. Below this is the 'Amount: xxxxxx' field and a 'PAY ONLINE' button. The 'PAY THROUGH NEFT' section includes 'Bank Details' (Account No., Account Name, Bank Name, IFSC Code) and fields for 'Enter TransactionID *' and 'NEFT Transaction Date *'. At the bottom are 'BACK' and 'SUBMIT' buttons.

Step 17

After submitting all the details, you will receive a message of **Payment Successful** and a **Copy of Receipt** would be received on the registered email id.
Now, Click on **Continue to Create account**.

The screenshot shows the MTNL account creation interface after a successful payment. The left sidebar remains the same, but the 'Registration Fee' is now checked. The main content area displays a large green banner with the text 'Payment Successful.' and a message: 'A copy of receipt has been sent your registered email ID: devistree.robinson@gmail.com'. Below this message is a 'CONTINUE' button.

Step 18

Now, click on **Pay Online** and you will be redirected to the payment page. The account details on which the payment is to be made are mentioned below.

The screenshot shows the MTNL account creation interface. At the top, there is a green banner stating "Proof of Business Entity & Address Added successfully". Below this, a section titled "Upload your identity documents for verification" indicates that documents have been reviewed. The interface is divided into two main columns. The left column contains two sections: "Personal", where "Proof of Identity" and "Proof of Business Entity & Address" are both marked as complete with checkmarks, and "Account Creation", where "Registration Fee" is marked as complete and "White List IPS" is not. The right column displays the "Registration Fee" details, including the fee amount (XXXXXX), a one-time security deposit (XXXXXX), and a GST rate of 18%. Below this, the "Amount" is shown as XXXXXX, followed by a prominent green "PAY ONLINE" button. Further down, the "PAY THROUGH NEFT" section provides "Bank Details" for Airtel India P Ltd, including the account number, name, bank name (HDFC Bank), and IFSC code. It also includes input fields for "Enter TransactionID" and "NEFT Transaction Date", and "BACK" and "SUBMIT" buttons at the bottom.

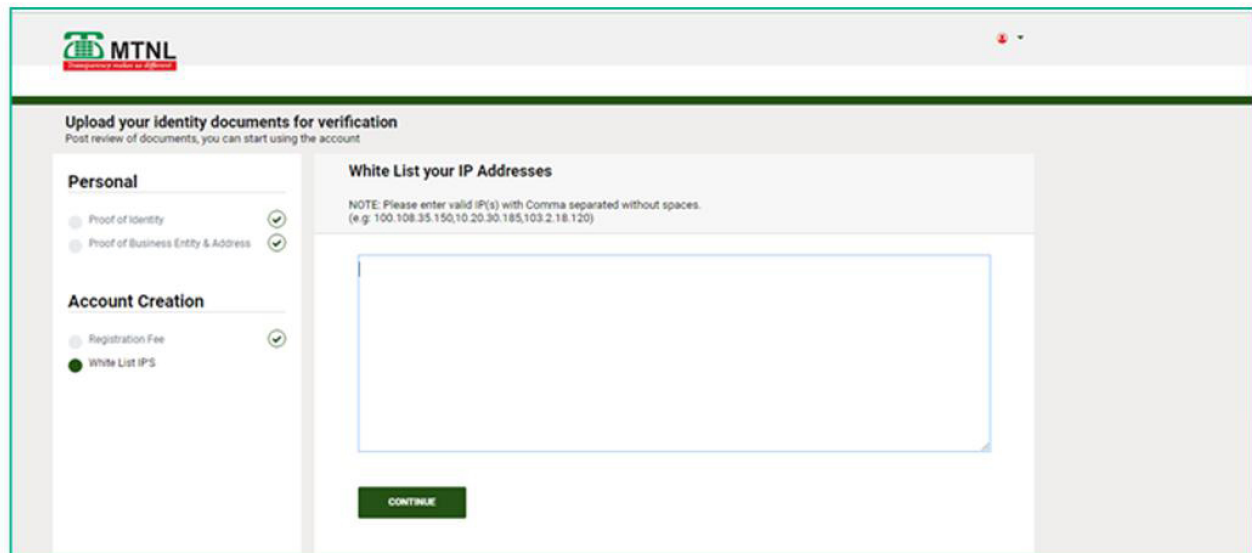
Step 19

After submitting all the details, you will receive a message of **Payment Successful** and a **Copy of Receipt** would be received on the registered email id. Now, Click on **Continue to Create account**.

This screenshot shows the same MTNL account creation interface as in Step 18, but with a "Payment Successful" message. The left column's "Account Creation" section now shows "Registration Fee" as complete with a checkmark, while "White List IPS" remains incomplete. The right column features a large green "Payment Successful." message, followed by a note stating "A copy of receipt has been sent your registered email ID: devistree.robinson@gmail.com". A green "CONTINUE" button is positioned below the message.

Step 20

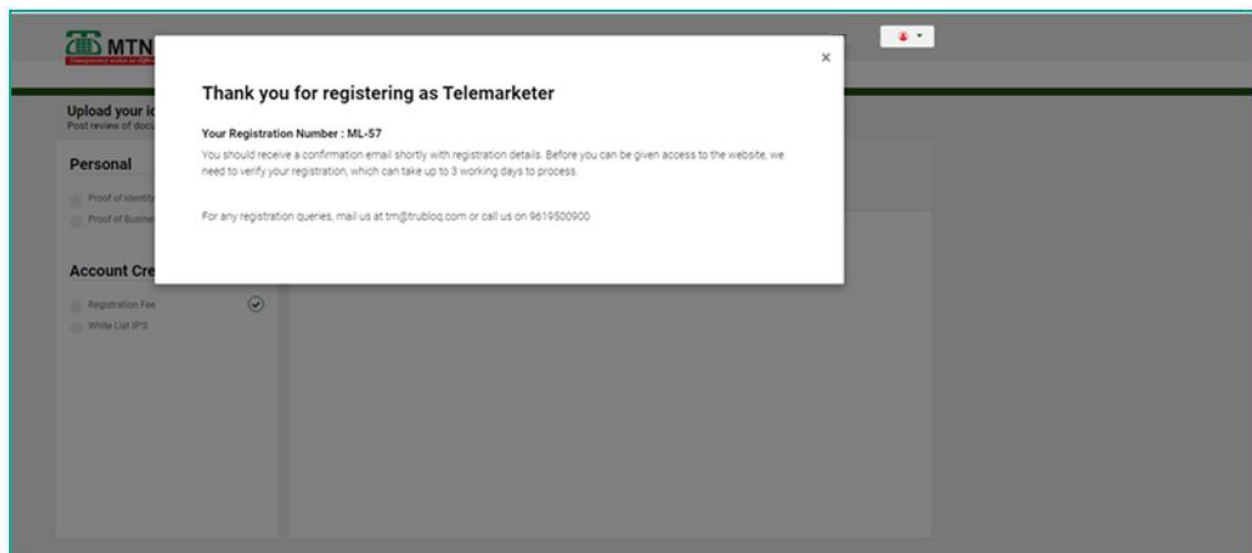
After the successful payment of Registration Fee, the Telemarketer needs to White list its IP Addresses. Enter the IP Addresses which you want to white list and **Click on Continue.**



The screenshot shows the MTNL registration interface. On the left, a sidebar lists the steps: 'Personal' (Proof of Identity, Proof of Business Entity & Address) and 'Account Creation' (Registration Fee, White List IPS). The 'White List IPS' step is currently active. The main area is titled 'White List your IP Addresses' and includes a note: 'NOTE: Please enter valid IP(s) with Comma separated without spaces. (e.g. 100.108.35.150,10.20.30.185,103.2.18.120)'. Below the note is a large text input field and a green 'CONTINUE' button at the bottom.

Step 21

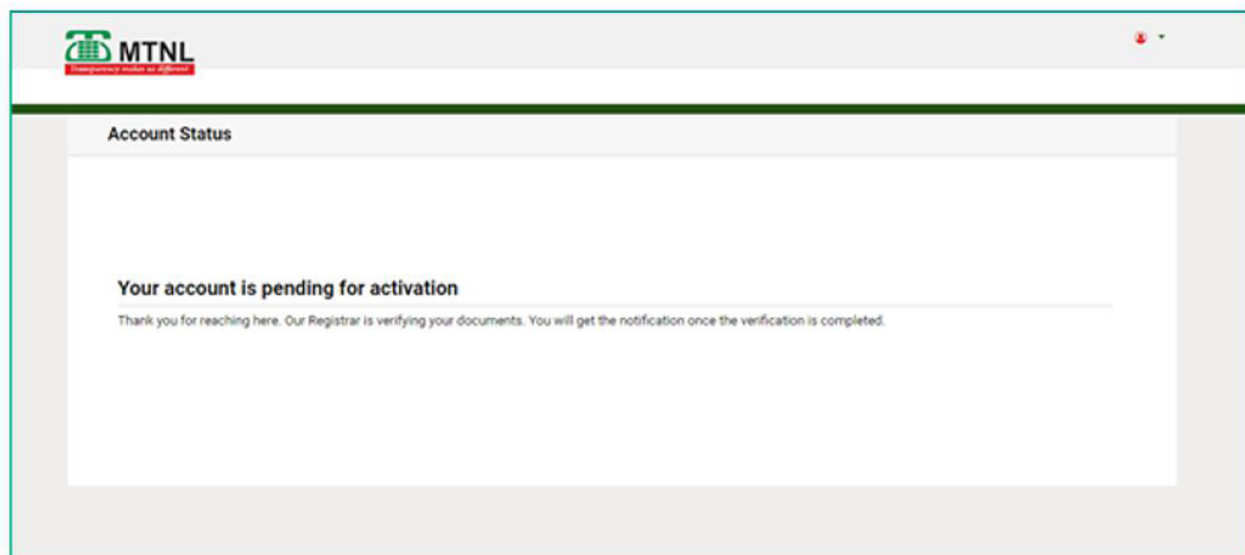
After clicking on **Continue**, You have completed the **Sign Up process** and you will receive your **Registration Id**, For ex- **ML 48**. The **Verification** and **Approval** process of the documents will take **48 hours** after completion of the sign up process.



The screenshot shows the same MTNL registration interface as in Step 20, but with a white confirmation pop-up window in the center. The pop-up has a close button (X) in the top right corner and contains the following text: 'Thank you for registering as Telemarketer', 'Your Registration Number : ML-57', 'You should receive a confirmation email shortly with registration details. Before you can be given access to the website, we need to verify your registration, which can take up to 3 working days to process.', and 'For any registration queries, mail us at tm@trublog.com or call us on 9619500900'. The background registration page is dimmed.

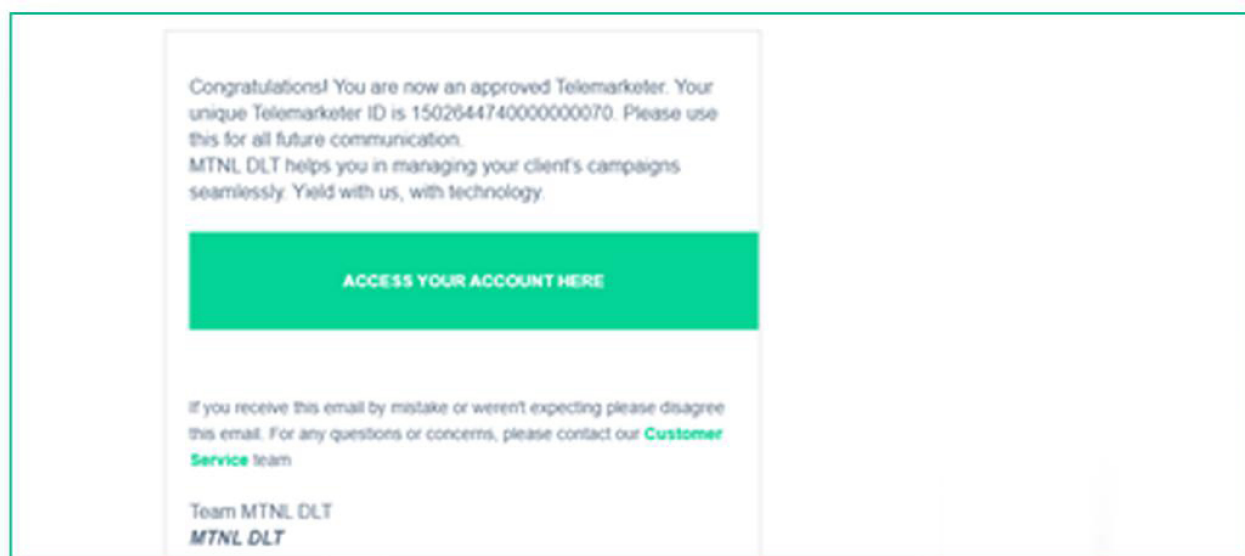
Step 22

After the documents are approved by the registrar, you will receive a **Confirmation E-Mail** on your registered email id.



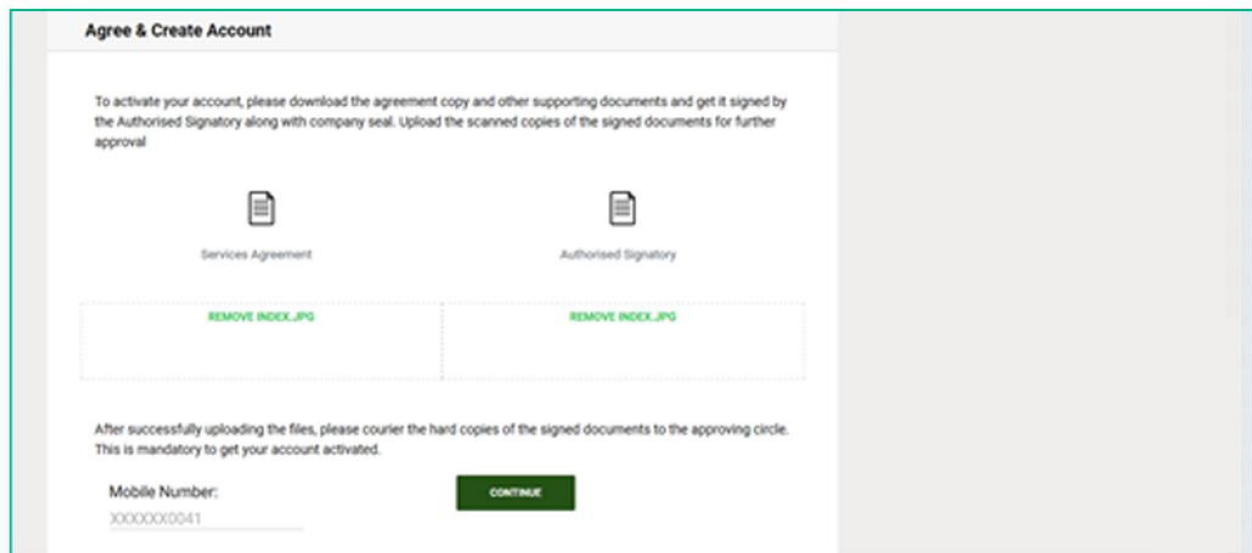
Step 23

After receiving the Confirmation E-mail on your registered email id, click on **Access Your Account Here**.



Step 24

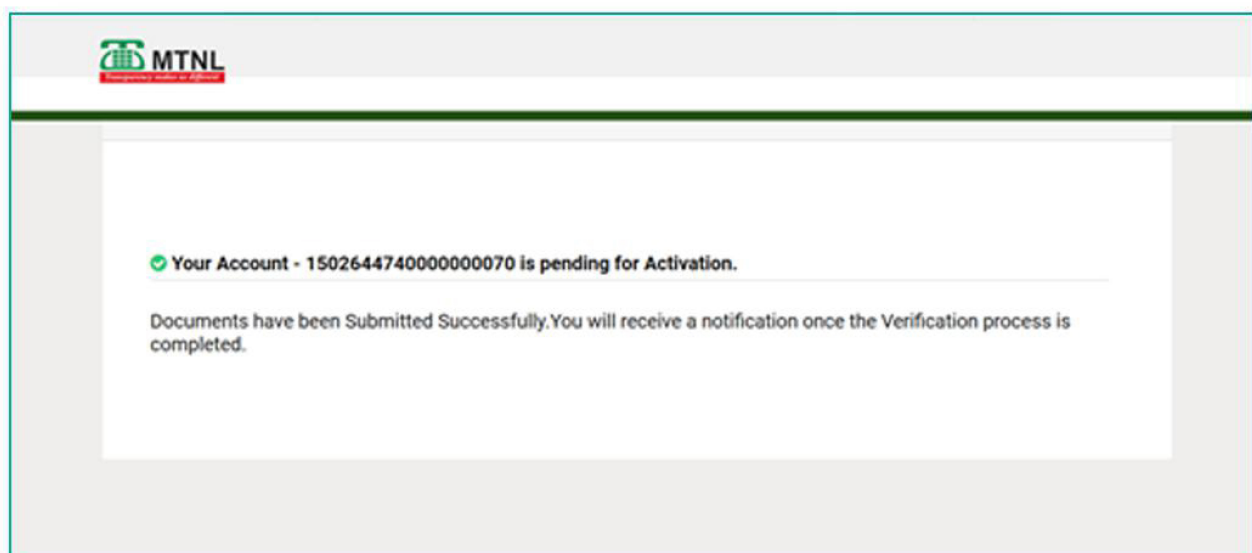
Now, you will be redirected to Agree and Create Account Page.
Here, You have to upload the Service Agreement and Authorized Signatory(Authorized Signatory document will be the same which was uploaded in the Step 15.



After successfully uploading the documents, courier the hard copies of the signed documents to the approving circle. This is mandatory to get your account activated.

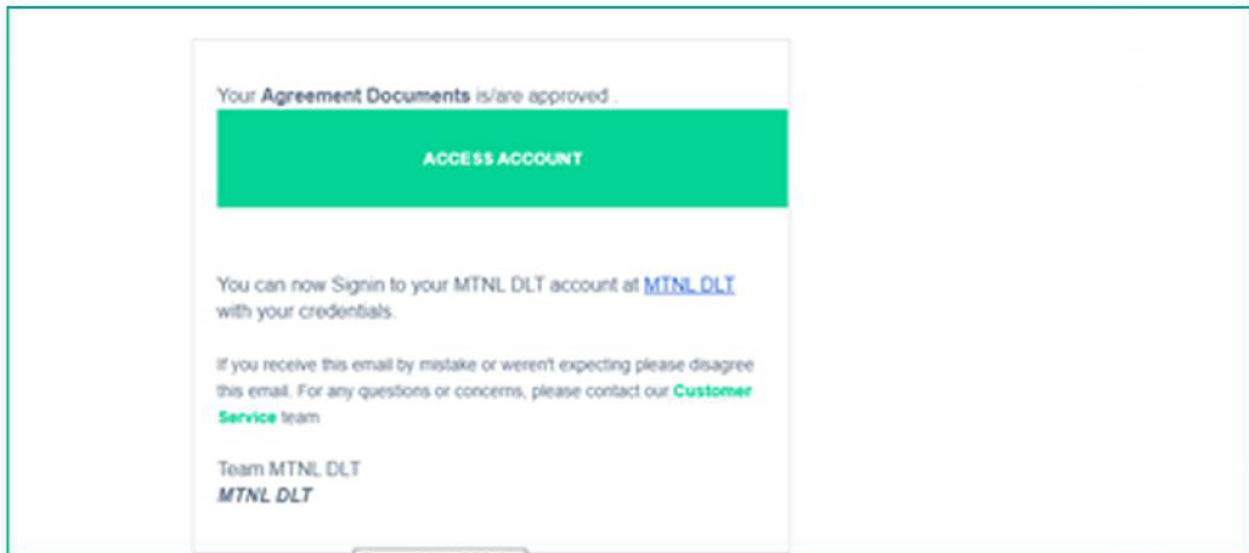
Step 25

After uploading the documents, you will receive a message of Your Account is pending for Activation.



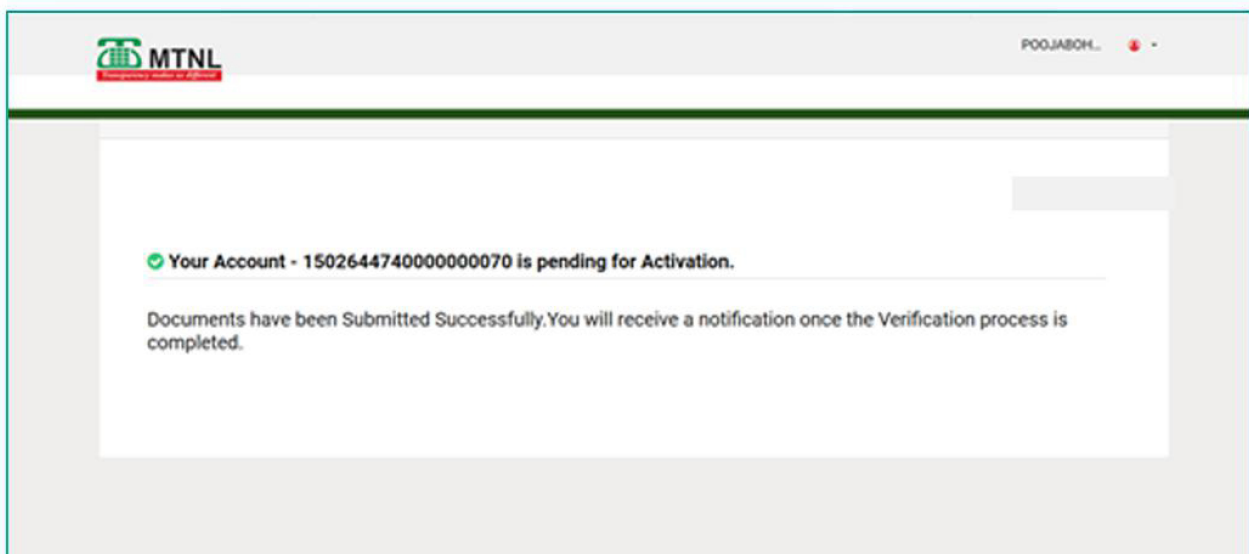
Step 26

Once the documents are being approved by your approving circle, you will receive a mail on your registered e-mail id stating that Your Agreement Documents are approved.



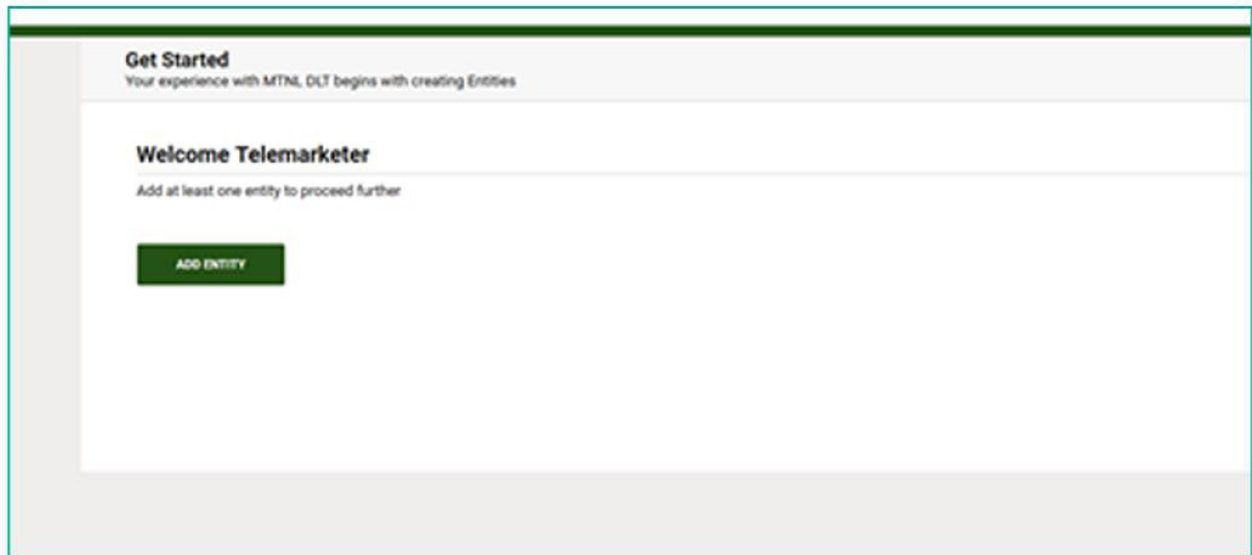
Step 27

You will redirected to this page, enter the One Time Password sent on your registered mobile no.



Step 28

After entering the valid OTP, You will be redirected to the home Page. You have successfully created the MTNL DLT Account. Now, You can proceed with the Entity Registration.



The process of Account Creation is completed.

Post completion of Entity/Telemarketer registration, the following phases would be implemented

Phase II

Registration of Headers

Using headers intelligently to segregate different types of messages, businesses shall be able to help their clients segregate their messages into OTP, Service (Explicit & Implicit) and Promotional category.

Phase III

Registration of Templates

The concept of registered templates for both SMS and Voice communication has been introduced to prevent the deliberate mixing of promotional messages into the transactional stream.

To start with the Implementation of Phase II & Phase III, the Telemarketer/Entity would be communicated over the time.

Thank You.