

Code of Practice (CoP) – Process for Registration, modification and Deregistration of Preferences
and Recording & Revocation of Consent

DRAFT FOR DISCUSSIONS

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A. Foreword:

- I. This Code of Practice (CoP) is formulated to comply with TRAI's The Telecom Commercial Communications Customer Preference Regulations, 2018 (6 of 2018) ('TCCCP Regulations 2018').
- II. This CoP deals with process steps for registration, modification and deregistration of different types of preferences including mode/time of delivery etc. It also deals with process to record and revoke the consent by a customer, for receiving messages from a particular Sender/Consent Acquirer and its header.
- III. For avoidance of doubt, in the case of any difference between texts, the text set out in the TCCCP Regulations, 2018 shall take precedence. In case of any confusion in interpretation or clarification needed, the clarifications thus provided by respective Telecom Service Provider (TSP) shall be final and binding.
- IV. The CoP will take effect from the date mentioned in Section-I Effective Date. Its technical and system implementation will start post said Effective Date and its timelines would be as per the Section I..
- V. Any modification to this CoP would be well within the right of TSP, subject to suitable information of such changes, to concerned entities, other TSPs, as laid down in this CoP. TSP would not be liable for any financial claim or damages or any adverse action, for amendments to the CoP.

B. Sections

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Section I. Effective Date

1. Being a huge change in the entire chain of ecosystem (i.e. system, business processes and functions to be performed by associated parties), there is a need for seeking consensus of TRAI on the first CoP, before solutioning the architecture, its development and deployment.
2. As per Regulation, TRAI can direct TSPs to make changes in CoP post its submission. This CoP being first of its kind involving huge change in ecosystem and development, it is fair at TSP end to wait for TRAI's inputs before further steps are taken towards its implementation. Therefore, this CoP will be effective after 15 days from the date of submission to TRAI ("CoP Effective Date"). In case of any observations from TRAI within such 15 days, this CoP will be effective once such observations are addressed by TSP and agreed with TRAI.
3. The solutioning of architecture, processes, its development and deployment activities will start after CoP Effective Date as per point no. 2 above.
4. The estimated timelines for point no 3 mentioned above is at least 6 months (on best effort basis) post CoP Effective Date (except Migration of existing, wherever applicable), and it would need to be reviewed post actual requirements emanating from finalized CoP and vendor finalization. .
5. Migration of existing Preferences of the customers is a mammoth activity and would depend on finalized/approved CoP and system/processes being put in place. For effective implementation without causing any inconvenience to customers and disruption of business communication to Telemarketers and Principal Entities, it is envisaged that migration should be started only once system and processes are implemented and stabilized.

Section II. Scope

The Scope of this CoP is to:

1. Effective control of Unsolicited Commercial Communication.
2. Comply with the TCCCP regulation, 2018.
3. Cover process for Registration, Modification and Deregistration of Preference by consumer and its implementation with the TSP systems.
4. Cover process for Consent Recording and Revocation by consumer and its implementation with the TSP systems.
5. Provide Network system functioning conditions including SLAs and architecture regarding Preference
6. Provide minimum set of information which will be put on DLT system for sharing with different Entities and in between TSPs.

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Section III. Process for Preference Registration, Modification and Deregistration

A. Default status for New and Existing customers:

1. Default status of all new connections activated post implementation, will be fully unblocked.
2. In case of existing customers, the default status post implementation, would remain the same as existing.
3. Customer may choose to modify their preferences as per this CoP, post implementation. While registering through any channel, if customer does not select mode/day/time band then all day of the week from all modes of communication will be considered as default option and will be push into the DL.
4. In case of Port out, the subscriber preference will not purged but transfer to the new operator. This will not be applicable for Retail Wireline customers as MNP is not possible.

B. Modes of Registering and Modification and Deregistration of Preference

Following options of modes for Preference registration/modification/deregistration, will be provided by TSP:

1. SMS – through 1909. Not applicable for TTSL as TTSL mobility business in the process of migrating to Airtel,
2. Voice call – through 1909. Will be applicable when dialled from particular landline number. Customer will be connected to call centre agent who after verification will capture preferences
3. Interactive Voice response system (IVRS) – through 1909. As IVR based preference selection is complex solution for customer, therefore only consent will be captured which will include overall blocking / unblocking. For detailed preference selection customer will have option through call center / website
4. Unstructured Supplementary Service Data (USSD) – through *1909 (Wherever supported by technology). Not applicable for TTSL as TTSL mobility business in the process of migrating to Airtel,
- 5.

6. Mobile Application - as approved by TRAI. Since the mobility business in process of migrating to Airtel. We do not have any plan to make any App for this functionality

Web Portal – TSP’s website (authentication through OTP). Will be provided post login into webportal section after authentication wherein OTP authentication would not be applicable

C. Process for Registration, Modification and Deregistration of Preference

1. **Procedure for registration or change of preference of Categories of content for Commercial Communications:-**
 - a) Customer can opt-out for any or all of following Commercial Communications Content category (ies)of content, as per Table-1 & its foot-notes of Annexure-1.
 - b) Customer can opt-in for any or all of following Commercial Communications Content category (ies) of content, as per Table-2 and its foot-notes of Annexure-1.
2. **Procedure for registration of preference or change of preference of Mode for Commercial Communications:-**
 - a) Customer can opt-out of any or all of following category(ies) of mode(s) of communication, as per Table-1 and its foot-notes of Annexure-2.
 - b) Customer can opt-in of any or all of following category(ies) of mode(s) of communication, as per Table-2 and its foot-notes of Annexure-2.
3. **Procedure for registration or change of preference of Time band(s) for Commercial Communications:-**
 - a) Customer can opt-out of any or all of following time bands for receiving of commercial communications, as per Table-1 and its foot-notes of Annexure-3
 - b) Customer can opt-in for any or all of following time band(s) for receiving of commercial communications, as per Table-2 and its foot-notes of Annexure-3
4. **Procedure for registration or change of preference of Day Type(s) for Commercial Communications:-**
 - a) Customer can opt-out of any or all of following day type(s), as per Table-1 and its footnotes of Annexure-4:
 - b) Customer can opt-in for any or all of following day type(s), as per Table-2 and its footnotes of Annexure-4
5. **Sub-Categories for Preference:**
 - a) Subject to technical feasibility, TSP may also endeavour to provide additional services to its own customers like implementing sub-categories of preferences whereby consumers can opt for blocking or unblocking sub-categories under broad categories as defined under TRAI regulations. These sub-categories could be sub-sectors based, brand based, company based etc. There will not be any time restriction during a day, for customer to receive messages based on preference opted for sub-categories.

- b) For this, TSP may tie up with Senders subject to commercial consideration. TSP may open specific codes for blocking/unblocking of these sub-categories (and different type of blocking based on time-band, day, modes etc.), in line with the broad framework provided under TRAI TCCCP regulation, 2018 for main categories.
- c) This being service for its own consumers with specific tie-ups with Senders, it is not required to be put up on DLT system.

6. Guiding Rules

- a) The communication hours for the customers based on preferences given for the broad categories or for unblock status, would be 10:00 am to 9:00 pm IST during any calendar day.
- b) Fully Block category would provide for blocking of all promotional and service messages excluding transactional messages. It will also exclude those service messages for which specific consent has already been provided by customer. Further, if a customer gives consent for a service message in future, the preference status will automatically be changed from 'FULLY BLOCK' to 'BLOCK PROMO'
- c) If a customer is in Fully blocked category, then selection of time band unblocking, will automatically put the customer in Fully Unblock category during the selected time band.
- d) If a customer is in Fully blocked category, then selection of day(s) unblocking, will automatically put the customer in Fully Unblock category during the selected day(s).
- e) If a customer is in Fully blocked category, then selection of modes unblocking, will automatically put the customer in Fully unblocked category for the selected mode.
- f) If a customer is in fully unblocked category, then selection of time band blocking, will automatically put the customer in fully blocked category during the selected time band.
- g) If a customer is in fully unblocked category, then selection of day(s) blocking, will automatically put the customer in fully block category during the selected day(s).
- h) If a customer is in fully unblocked category, then selection of mode blocking, will automatically put the customer in fully block category for the selected mode.
- i) Similar treatment as per b) to e) above, will apply in case customer is in partially blocked category.
- j) TSP may provide further choice of sub-categories to customers, based on specific brand/purpose and header/CLI etc., for preference registration, modification and deregistration.

D. SLAs for Preference registration and its effectiveness

1. Receipt of customer's request of registration/modification/deregistration of preference will be duly acknowledged within fifteen minutes of the request made by the customer, with Unique reference number (URN).
2. The Registering TSP will share the requisite information (defined in subsequent Section VII.) on customer's preference with all other TSPs through DLT interconnected systems,
3. Every Access Provider shall ensure that preferences recorded or modified by the Subscriber are given effect to in near real time and in such a manner that no delivery of

commercial communication is made or blocked in contravention to the Subscribers' preference after twenty four hours or such time as the Authority may prescribe.

Recommended to update the preferences on common platform system in 24-72 hrs.

Section IV. Process for Recording and Revocation of Consent

A. Process for Recording of Consent

The process captured under CoP Entities for consent recording, would apply.

B. Process for Revocation of Consent

1. TSP shall establish facility for revoking the consent by its customers and shall make necessary arrangements:-
 - a. to receive request, from the customer, for revoking the consent, if any, given by the recipient to the sender or to the consent acquirer for the purpose of receiving a commercial communication message or voice call;
 - b. to provide modes, free of cost, to the customer, as per his choice, to revoke consent either by :-
 - (i) sending SMS to short code 1909 with Label <Revoke> and <Sender ID> i.e. SMS header or to telephone number/level 5 short code mentioned in the message or during the voice call received from the sender(s); or
 - (ii) calling on 1909 or number mentioned for revoking the consent during the voice call received from the sender(s); or
 - (iii) calling on customer care number; or
 - (iv) Interactive Voice Response System (IVRS); or
 - (v) Mobile app developed in this regard either by the Authority or by any other person or entity and approved by the Authority; or
 - (vi) Web portal with authentication through OTP; or
 - (vii) Any other means as may be notified by the Authority from time to time.

Note: Modes (ii) to (iv) to permit revocation only if the customer is calling from the same number on which he is seeking revocation of consent.

For TTSL as we are into Retail Wireline Business, mode available will be same as those mentioned in Section III B

- c. TSP will integrate the feed/input information from above sources to the Entity-CsAR. Technical solution for the same will be worked out subsequently after architecture solutioning is done and maybe incorporated in this CoP at a later stage.
- d. Entity-CsAR will remove the subscriber's contact information (telephone number to which the message was sent) from the consent record(s) corresponding to the sender for all purposes requiring explicit consent except in case specific purpose(s) (which matches with one of the consent template registered for the Sender ID) is indicated by the customer during revocation of consent from the consent register within 1 business day;

- e. Entity-CsAR will duly acknowledge the customer's request to revoke the consent with unique reference number;
- f. Entity-CsAR will ensure that any person who receives request to revoke consent, must not disclose the customer's personal information to others;
- g. Entity-CsAR will fetch details of the consent including its purpose(s), details about day and time when it was taken, and details about sender(s) or consent acquirer(s) who has or have taken the consent;

C. OTP generation, delivery and authentication:

- 1. OTP can be generated for following scenario:
 - a. Consent recording: Where an SMS from a short code (toll-free level '5' as defined in CoP-Entities), containing SMS header, purpose of seeking consent and OTP is delivered to customer, as part of consent recording process.
 - b. Consent revocation: Where consumer gives a request for consent revocation through web-portal, an OTP would be sent to customer through SMS along with the SMS header from which revocation is sought.
- 2. The validity of the OTP, in both the above scenarios, would be 10 minutes.
- 3. OTP will be valid for each transaction separately.
- 4. OTP generation, delivery and Validation:
 - a. Entity-CsAR will be responsible to generate OTPs and send the same to customer through SMS connectivity obtained from TSP.
 - b. In case of OTP for consent recording Customer would need to send the OTP to the same short code, through which OTP was delivered to customer.
 - c. Post receipt of OTP from customer, the Entity-CsAR will authenticate the same and record customer's consent post successful validation.
 - d. Post successful validation or failure, customer will be informed accordingly, through SMS.

OTP is not applicable for Retail Wireline scenario.
However for authentication during registration / revoking will be done by below methods:

For Voice call on 1909 – agent will be doing customer authentication by asking name/DOB/mother's name & will then take request

For IVR on 1909 – we are only capturing blocking & unblocking at overall level

For website – customer will be logging in to My accounts section using userid & password.

Section V. Network/System Functioning Conditions

1. Network/System Architecture
2. Standards, Specification and SLAs
3. Message Sequence Charts for messages with parameter details and time sequence to provide details about the process between two entities and action taken by particular entity;

Note: Details for point number 1 to 3 given above, shall be incorporated subsequently, post finalization of detailed architecture/solutioning and system implementation.

4. Flow Charts of Preference process Provided as Annexure-A

Section VI. Consequence management

1. In case of default/breach in functions to be performed by respective Entities registered/appointed by TSP, TSP should take strict action against the same which may include warning notice, show cause notice, penalty, temporary or permanent termination etc.
2. TSP should formulate an internal process on above.

Section VII. Information handover over DLT to Entities and/or other TSPs

A. DL-Preference

1. Recording preferences on Distributed Ledger for Preferences (DL-Preferences)
 - a. Access Provider shall automate its internal systems and develop appropriate APIs to interact with DL-Preferences;
 - b. Access Provider shall record preferences on DL-Preferences within 15 minutes for requests received from all modes; (Comment to be incorporated here)
 - c. These revised preferences shall be available, in real time, for considerations by entities for scrubbing process for new list of telephone numbers under process, however, earlier messages or voice calls which have already been scrubbed and have validity may be delivered;
2. Every Access Provider shall establish, maintain and operate Distributed Ledger(s) for Preference (DL-Preference) with requisite functions, process and interfaces: -
 - a. to record choices of preference(s) exercised by the customer in the Distribute Ledger for Preferences (DL-Preferences) in an immutable and non repudiable manner;
 - b. to record, at least, following details of the customer who has registered its preference(s) for the main categories*:
 - (i) telephone number in the international numbering format as referred in the National Numbering Plan;
 - (ii) lifetime history till the customer is active in its network, with date(s) and time stamp(s), of choices exercised by the customer for registering his preference(s) and subsequent changes to it made by the customer from time to time;
 - (iii) changes in the subscription of telephone number, during the process of opening and closing of subscription;
 - (iv) unique registration number issued at the time of registration of preference(s);

** As the sub-categories are intrinsic to TSP, hence, same would not be required to be put on distributed ledger systems. However, same would be required to be transported to other TSP if the customer ports out to another TSP.*

- c. to interact and exchange information with other relevant entities, responsible to carry out functions for regulatory compliance(s), in a safe and secure manner;
- d. to support any other functionalities as may be required to carry out functions for regulatory compliance(s);

B. DL-Consent

- a. Every Access Provider by itself or through Entity-CsAR, shall establish, maintain and operate Distributed Ledger(s) for Consent (DL-Consent) with requisite functions, process and interfaces: -
 - (i) to record consent given by the customer to sender(s) or consent acquirer(s) in the Distributed Ledger for Consent (DL-Consent) in an immutable and non repudiable manner;
 - (ii) to record, at least, following details of the consent: -
 - telephone number of customer in international numbering format as referred in National Numbering Plan;
 - Header of Sender(s) or Consent Acquirer(s) against which consent is taken;
 - Day & Time when consent was taken;
 - Validity period of consent;
 - Type and purpose(s) of consent;
 - (iii) to make consent data accessible for other entities in safe and secure manner;
 - (iv) to keep record of revocation of consent by the customer with specific purpose(s), if any, in an immutable and non-repudiable manner;
 - (v) to interact and exchange information with other relevant entities, responsible to carry out functions for regulatory compliance(s), in a safe and secure manner;
 - (vi) to support any other functionalities as may be required to carry out functions for regulatory compliance(s);

Section VIII. Migration of Existing Preferences / Processes

1. It is to be understood that Migration of existing Preferences of the customers to a new ecosystem is a mammoth activity and would depend on finalized CoP and system/processes being put in place. For effective implementation without causing any inconvenience to customers and disruption of business communication to Telemarketers and Principal Entities, it is envisaged that migration should be started only once system and processes are implemented and stabilized.

Since there is no existing preference of Landline customers, migration is not applicable
Retail Wireline Business .for this category

Section VIII. Amendment to CoP

This CoP can be amended by respective TSPs at any given point in time subject to following:

1. It is understood that CoPs stipulate various requirements which are interlinked with CoPs of other TSPs as well. Considering the same, wherever the amendment can lead to change in information sharing with other TSP and/or billing, processing etc. with other TSP, such amendment should be shared with two weeks advance intimation before actually implementing the same.
2. Wherever there is any material change for any existing Sender(s) which impacts performance of its obligations, an advance notice of at least 7 calendar days along with changes and its effective date for such existing Sender(s), should be given on their respective registered email-id.

Section IX. Publication of CoP

This CoP may be published by TSP on its website after the implementation of the new systems and processes. A digital copy of the same should be sent to below, on their appointment/registration:

- a) Entity - HR
- b) Entity - Consent Registrar
- c) Entity- Telemarketer functional Entity registrar
- d) All registered Sender(s)
- e) All registered Telemarketers
- f) All registered Aggregators

Further, on any amendment to the CoP, same should be published by TSP over its website.

Section X. Definitions

In this Code of Practice, unless the context otherwise, the Definition of various terms used under different clauses of the document will be according to the Definitions given under Regulation 2 of the Telecom Commercial Communications Customer Preference Regulations, 2018.

Section XI. Version History

The space below is provided to keep a track and record details of Amendments of this Document

S.no	Date	Details	Remarks
Version 1	31.01.2019	COP-Preference	First draft from TTSL submitted, as till now TTSL will adding comments in the common COP shared by COAI

Section XII. AnnexuresNote:

SMS/USSD not applicable, On IVR only Fullblock or unblock option will be provided. Through CC and Website all option of preference would be provided.

Annexure-1

Table - A

Customer can opt-out for any or all of following Commercial Communications Content category(ies) of content :-

Commercial Communications Category to be blocked or opted out	IVRS: Call to 1909 and press at prompt to block	SMS: Send SMS to 1909 following text	USSD: Dial USSD String
All CC Categories (to be blocked) except transactional type of commercial communications	0	FULLY BLOCK	*1909*0#
All CC Categories (to be blocked) except transactional and service type of commercial communications	50	BLOCK PROMO	*1909*50#
(i) Banking/Insurance/Financial products/ credit cards,	1	BLOCK 1	*1909*1#
(ii) Real Estate,	2	BLOCK 2	*1909*2#
(iii) Education,	3	BLOCK 3	*1909*3#
(iv) Health,	4	BLOCK 4	*1909*4#
(v) Consumer goods and automobiles,	5	BLOCK 5	*1909*5#
(vi) Communication/Broadcasting / Entertainment/IT,	6	BLOCK 6	*1909*6#
(vii) Tourism and Leisure,	7	BLOCK 7	*1909*7#
(viii) Food and Beverages;	8	BLOCK 8	*1909*8#

Note-1: In case of communication with customer executive of Customer Care Center of access provider, preference to opt-out may be communicated;

Note-2: Customer to be communicated with confirmation and final status along with options to unblock;

Note-3: FULLY BLOCK option shall put the customer in Fully Blocked state and block Service (requiring explicit consent) as well as promotional types of commercial communications for all categories of content, mode, time band and day types. In case customer gives explicit consent for any service message (prior to or post providing preference under this category), the status of the customer will be changed from fully blocked to block promo'

Note-4: BLOCK PROMO option shall block only promotional types of commercial communications for all categories of content, mode, time band and day types except service and transaction type of commercial communications;

Provided that the Authority may, from time to time, add or remove number of category(ies), or sub category(ies) for content;

Table - B

Customer can opt-in for any or all of following Commercial Communications Content category(ies) of content:

UCC Category to be unblocked or opted in	IVRS: Call to 1909 and press at prompt to unblock	SMS to 1909 following text	USSD send
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All UCC Categories (to be unblocked)	90	UNBLOCK ALL	*#1909*90#
All UCC Categories (to be unblocked) except Promotional	51	UNBLOCK SERVICE	*#1909*51#
(i) Banking/Insurance /Financial products/ credit cards,	91	UNBLOCK 91	*#1909*91#
(ii) Real Estate,	92	UNBLOCK 92	*#1909*92#
(iii) Education,	93	UNBLOCK 93	*#1909*93#
(iv) Health,	94	UNBLOCK 94	*#1909*94#
(v) Consumer goods and automobiles,	95	UNBLOCK 95	*#1909*95#
(vi) Communication/Broadcasting / Entertainment/IT,	96	UNBLOCK 96	*#1909*96#
(vii) Tourism and Leisure,	97	UNBLOCK 97	*#1909*97#
(viii) Food and Beverages;	98	UNBLOCK 98	*#1909*98#

Note-1: In case of communication with customer executive of Customer Care Center of access provider, preference to opt-in may be communicated;

Note-2: Customer to be communicated with confirmation and final status along with options to block

Note-3: UNBLOCK ALL option shall unblock all categories of content, mode, time band and day types with default options;

Note-4: UNBLOCK 51 shall restore service type of commercial communications for all categories of content, mode, time band and day types as per the previous state of the customer while he exercised block option last time or with the default options as the case may be while promotional type of commercial communications shall remain in blocked state;

Provided that the Authority may, from time to time, add or remove number of category(ies), or sub category(ies) for content;

Annexure-2

Table-A

Customer can opt-out of any or all of following category(ies) of mode(s) of communication:

UCC Mode of Communication (Choices for Preference(s))	IVRS: Call to 1909 and press at prompt to block	SMS: Send SMS to 1909 following text	USSD: Dial USSD String
All Categories of Mode (to be blocked)	10	BLOCK 10	*1909*10#
(i) Voice Call,	11	BLOCK 11	*1909*11#
(ii) SMS,	12	BLOCK 12	*1909*12#
(iii) Auto Dialer Call (With Pre-recorded Announcement),	13	BLOCK 13	*1909*13#
(iv) Auto Dialer Call (With Connectivity to live agent),	14	BLOCK 14	*1909*14#
(v) Robo-Calls,	15	BLOCK 15	*1909*15#

Note : The RTM has to be categorised basis number series in order to segregate the call and handed over to DND scrubbing server. DND server should have the intelligent to identified the scrubbing on the basis of RTM number series

Note-1: In case of communication with customer executive of Customer Care Center of access provider, preference to opt-out may be communicated;

Note-2: Customer to be communicated with confirmation and final status along with options to unblock;

Note-3: BLOCK 10 option shall block all categories of modes except transactional type commercial communications while saving the status of customer for categories of time band and day types;

Provided that the Authority may, from time to time, add or remove number of category(ies), or sub category(ies) for mode;

Option ii – SMS not applicable for Retail Wireline customers

Table - B

Customer can opt-in for any or all of following category(ies) of mode(s) of communication:

UCC Mode of Communication (Choices for Preference(s))	IVRS: Call to 1909 and press at prompt to block	SMS: Send SMS to 1909 following text	USSD: Dial USSD String
All Categories of Mode (to be unblocked)	80	UNBLOCK 80	*1909*80#
(i) Voice Call,	81	UNBLOCK 81	*1909*81#
(ii) SMS,	82	UNBLOCK 82	*1909*82#
(iii) Auto Dialer Call (With Pre-recorded Announcement),	83	UNBLOCK 83	*1909*83#
(iv) Auto Dialer Call (With Connectivity to live agent),	84	UNBLOCK 84	*1909*84#
(v) Robo-Calls,	85	UNBLOCK 85	*1909*85#

Note-1: In case of communication with customer executive of Customer Care Center of access provider, preference to opt-in may be communicated;

Note-2: Customer to be communicated with confirmation and final status along with options to block;

Note-3: UNBLOCK 80 option shall restore all categories of modes for categories of time band and day types as per the previous status of customer when he exercised block option last time or as per the default options as the case maybe;

Provided that the Authority may, from time to time, add or remove number of category(ies), or sub category(ies) for modes;

Option ii – SMS not applicable for Retail Wireline customers

Annexure-3

Table - A

Customer can opt-out of any or all of following time bands

UCC Time band for Communication (Choices for Preference(s))	IVRS: Call to 1909 and press at prompt to block	SMS: Send SMS to 1909 following text	USSD: Dial USSD String
All Time Bands (to be blocked)	20	BLOCK 20	*1909*20#
(i) 00:00 Hrs to 06:00 Hrs,	21	BLOCK 21	*1909*11#
(ii) 06:00 Hrs to 08:00 Hrs,	22	BLOCK 22	*1909*22#
(iii) 08:00 Hrs to 10:00 Hrs,	23	BLOCK 23	*1909*23#
(iv) 10:00 Hrs to 12:00 Hrs,	24	BLOCK 24	*1909*24#
(v) 12:00 Hrs to 14:00 Hrs,	25	BLOCK 25	*1909*25#
(vi) 14:00 Hrs to 16:00 Hrs,	26	BLOCK 26	*1909*26#
(vii) 16:00 Hrs to 18:00 Hrs,	27	BLOCK 27	*1909*27#
(viii) 18:00 Hrs to 21:00 Hrs,	28	BLOCK 28	*1909*28#
(ix) 21:00 Hrs to 24:00 Hrs,	29	BLOCK 29	*1909*29#

Note-1: Time Bands (i), (ii), (iii) and (ix) shall be default OFF for all customers irrespective of the status of registration of customer i.e. for all customers including those who have not registered any type of preference(s), anytime unless customer has registered its preference(s) and switched ON;

Note-2: In case of communication with customer executive of Customer Care Center of access provider, preference to opt-out may be communicated;

Note-3: Customer to be communicated with confirmation and final status along with options to unblock;

Note-4: BLOCK 20 option shall block all categories of modes while saving current status of customer for categories of content, time band and day types, however transactional type of commercial communications may not be blocked;

Provided that the Authority may, from time to time, add or remove number of category(ies), or sub category(ies) for time band;

Table - B

Customer can opt-in for any or all of following time band(s):

UCC Time band for Communication (Choices for Preference(s))	IVRS: Call to 1909 and press at prompt to block	SMS: Send SMS to 1909 following text	USSD: Dial USSD String
All Time Bands (to be unblocked)	70	UNBLOCK 70	*1909*70#
(i) 00:00 Hrs to 06:00 Hrs,	71	UNBLOCK 71	*1909*71#
(ii) 06:00 Hrs to 08:00 Hrs,	72	UNBLOCK 72	*1909*72#
(iii) 08:00 Hrs to 10:00 Hrs,	73	UNBLOCK 73	*1909*73#
(iv) 10:00 Hrs to 12:00 Hrs,	74	UNBLOCK 74	*1909*74#
(v) 12:00 Hrs to 14:00 Hrs,	75	UNBLOCK 75	*1909*75#
(vi) 14:00 Hrs to 16:00 Hrs,	76	UNBLOCK 76	*1909*76#
(vii) 16:00 Hrs to 18:00 Hrs,	77	UNBLOCK 77	*1909*77#
(viii) 18:00 Hrs to 21:00 Hrs,	78	UNBLOCK 78	*1909*78#
(ix) 21:00 Hrs to 24:00 Hrs,	79	UNBLOCK 79	*1909*79#

Note-1: In case of communication with customer executive of Customer Care Center of access provider, preference to opt-out may be communicated;

Note-2: Customer to be communicated with confirmation and final status along with options to block;

Note-3: UNBLOCK 70 shall restore all categories of time bands for the customer in which he was before he exercised option to block last time, if any, otherwise as per the default options;

Provided that the Authority may, from time to time, add or remove number of category(ies), or sub category(ies) for time band;

Annexure-4

Table - A

Customer can opt-out of any or all of following day type(s):

UCC Day Type(s) for receiving Communication (Choices for Preference(s))	IVRS: Call to 1909 and press at prompt to block	SMS: Send SMS to 1909 following text	USSD: Dial USSD String
All Day Type(s) (to be blocked)	30	BLOCK 30	*1909*30#
(i) Monday	31	BLOCK 31	*1909*31#
(ii) Tuesday	32	BLOCK 32	*1909*32#
(iii) Wednesday	33	BLOCK 33	*1909*33#
(iv) Thursday	34	BLOCK 34	*1909*34#
(v) Friday	35	BLOCK 35	*1909*35#
(vi) Saturday	36	BLOCK 36	*1909*36#
(vii) Sunday	37	BLOCK 37	*1909*37#
(viii) Public Holiday and National Holiday	38	BLOCK 38	*1909*38#

Note-1: Time Bands (i), (ii), (iii) and (ix) shall be default OFF for all customers irrespective of the status of registration of customer i.e. for all customers including those who have not registered any type of preference(s), anytime unless customer has registered its preference(s) and switched ON;

Note-2: In case of communication with customer executive of Customer Care Center of access provider, preference to opt-in may be communicated;

Note-3: Customer to be communicated with confirmation and final status along with options to unblock;

Note-4: BLOCK 30 option shall block all categories of types of days while saving the status of customer for categories of time band and day types, however transactional type of commercial communications may not be blocked;

Provided that the Authority may, from time to time, add or remove number of category(ies), or sub category(ies) for day type(s);

Table - B

Customer can opt-in for any or all of following day type(s):

Day Type(s) for receiving Commercial Communication (Choices for Preference(s))	IVRS: Call to 1909 and press at prompt to block	SMS: Send SMS to 1909 following text	USSD: Dial USSD String
All Day Type(s) (to be unblocked)	60	BLOCK 60	*1909*60#
(i) Monday	61	BLOCK 61	*1909*61#
(ii) Tuesday	62	BLOCK 62	*1909*62#
(iii) Wednesday	63	BLOCK 63	*1909*63#
(iv) Thursday	64	BLOCK 64	*1909*64#
(v) Friday	65	BLOCK 65	*1909*65#
(vi) Saturday	66	BLOCK 66	*1909*66#
(vii) Sunday	67	BLOCK 67	*1909*67#
(viii) Public Holiday and National Holiday	68	BLOCK 68	*1909*68#

Note-1: In case of communication with customer executive of Customer Care Center of access provider, preference to opt-in may be communicated;

Note-2: Customer to be communicated with confirmation and final status along with options to block;

Note-3: UNBLOCK 60 shall restore all categories of types of day for the customer in which he was before he exercised option to block last time, if any, otherwise as per the default options;

Provided that the Authority may, from time to time, add or remove number of category(ies), or sub category(ies) for day type(s);

Annexure-5



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