

Entity Registration/Enrolment

- Why is DLT registration required?

As per TRAI Regulation, only registered entities will be allowed to send commercial communication (SMS) through any Operator.

- What will happen if we as an Enterprise do not register on DLT Platform?

If not Registered the Entity won't be able to send the Commercial Communication.

- How can we register if we are already registered with other Telecom Operator?

Choose Enrolment option available on the signup page and duly fill all the requisite details as mentioned in the Customer Acquisition Form with your latest KYC details and submit the CAF on Operator approval.

- Do I need to pay DLT Registration Fees Rs/-5000+GST (Rs.5900)?

Yes INR 5900 including GST (non refundable), has to be paid to the telecom operator as DLT registration/enrolment charge.

- Will the PE id be unique across all the access provider?

Yes, while registration every PE gets the unique DLT number. Which can be used to get Enrol on other Operator's too.

- What is the Entity type?

It is the type of your organization, which needs to be mentioned while submitting the form. It can be Pvt. Ltd, Ltd, Govt, etc.

- Can we choose multiple categories while registering on DLT?

No, only a single category can be chosen.

- Why do you require both current as well as registered address while registering the Entity?

Sometimes, the registered address and current address of an Entity may vary hence both addresses are required. In case both addresses are same, you can click the checkbox "Same as Current" to auto fill the address.

- Can we use the same email id, which is used by another Entity for registration on DLT?

No, the same id cannot be used by two different Entities for registration on DLT since

it will be your user id for panel access and other notifications.

- Is it mandatory to submit PAN for DLT registration?

PAN is mandatory for all Entities who plan to register on DLT portal for Commercial communication. For Government Entities TAN is an alternate Documentary proof in case they do not have PAN.

- Why are Authorized Person details required?

Authorized person details are required for all kinds of official communication with the Entities registered on DLT. Hence, the details of the authorized person is mandatory.

- Can we update Authorized person details, once submitted?

Yes, authorized person's details can be updated by the Entity by Requesting the same through Entity portal or through offline process by Furnishing requisite documents as desired by the Access provider and it is subject to the approval of the Telecom Operator.

- On which number /email id, we will get the notifications and alerts?

Notifications and alerts will be sent to the Company's registered email id and authorized person's mobile number.

- Can we register two different entities with the same documents?

No, two different entities cannot be registered with the same documents. POI submitted should be unique.

- Do we need to register again, if already registered on another Operator?

The entity needs to register only once with any access provider to obtain an Entity id. Through that Entity id, it may enrol on another access provider.

- Why do we need to submit KYC documents during enrolment?

KYC verification needs to be complied while registering an Entity on the DLT portal as per the TRAI guideline. Hence, the prospect needs to submit latest KYC documents while registering as Entity on DLT portal.

- If already registered as an Entity. Can we register as Telemarketer also?

Yes, an Entity can registered as Telemarketer also, with same KYC documents.

- Can I update my details once submitted?

The Entities can update limited details even after submission of the application by requesting the Telecom Operator.

- Is there any limit to select telemarketer for Business?

There are no limits for Telemarketer selection, Entity can choose any number of Telemarketers for doing commercial communication Business, subject to Telemarketers approval. The entity has to choose at least 1 Telemarketer for Commercial Communication Business.

- Can I re-submit my registration form, once gets rejected?

Yes, you will get an email notification on your registered email id with form Re-submission link. Once you clicked on that link, you will be able to correct the Details submitted earlier.

- Where I can check the status of my application.

On the home page itself, there is an option to check status. You need to enter the Reference number/Entity Id to check the status of your application.

- Why my status is showing “Blacklisted”?

The Entity id can be blacklisted, if found to be violating the rules as per the TCCCPR 2018 regulations.