

## Telemarketer Registration/Enrolment

- Who is Registered Telemarketer (RTM)?

A registered telemarketer (RTM) refers to any telemarketer who is registered with any one Access provider/ DLT platform according to TRAI guidelines.

- Is it possible to send Commercial Communication without registering on DLT Platform?

No, as per TRAI regulations, it is mandatory to register on DLT platform to facilitate 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 and duly upload your latest KYC details and submit the CAF for Operator approval.

- Do I need to pay DLT Registration Fees?

Yes, INR 5900 including GST (non refundable) and refundable security amount of INR 50,000, has to be paid to the telecom operator as DLT registration/enrolment charge.

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

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

- What is the Telemarketer 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.

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

Some TM's might have different address as Registered. That's why both Addresses are required. If it's the same, you can click on the checkbox (same as current).

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

No, the same id cannot be used by two different Telemarketer 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 Telemarketers who plan to register on DLT portal for commercial communication. For Government Telemarketers TAN is an alternate documentary proof in case they do not have PAN.

- Why are Authorized Person details required?

Authorised person details are required for all kinds of official communication with the Telemarketer registered on DLT. Hence, the details of the authorised person is mandatory.

- Can we update Authorized person details, once submitted?

Yes, authorised person's details can be updated by the Telemarketer by requesting the same through Telemarketer 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 2 different Telemarketers with the same documents?

No, two different Telemarketers can't be registered with the same documents. POI submitted should be unique.

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

The Telemarketer needs to register only once with any access provider to obtain the Telemarketer id. Through that Telemarketer id, it may enrol on another access providers as well.

- What is the TAT for approval of Telemarketer?

The TAT for approval is 72 hours. Though, an email notification will also be sent to communicate the Approval/Rejection of application.

- Is there any validity of telemarketer ID?

Yes, validity is for 5 years. After completion of 5 years, renewal can be done.

- Can I update my details once submitted?

The Telemarketer can update limited details even after submission of the Application by requesting the Telecom Operator.

- Can I resubmit my registration form, once it gets Rejected?

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

- Where I can check the status of my application.

At login page, there is an option to check the status. You need to enter the Reference Number to check the status of your application.

- Why my status is showing “Blacklisted”?

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