



ECD_CO_1001.02_Registered SMS Service Policy."

Document control

Version History

Version	Date	Author	Description
1	01/08/2021	Eva Pané	First Version
2	05/12/2022	Jordi Ramón	Standards Review
2.1	03/05/2023	Gloria Salvador	ONAC accreditation reference

Distribution list

Company
LLEIDA SAS

Classification and status

Classification	Status
Public	Approved

Referenced documents

Description

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1. Introduction

1.1 Aim

To inform the general public about the guidelines established by Lleida SAS for providing the Chronological Stamping service as an ECD (Electronic Certification Service Provider), in accordance with the provisions of Law 527 of 1999, Law 1437 of 2011, and the regulations that modify or complement them, within the territory of Colombia, as specified in the Accreditation Certificate issued by ONAC to Lleida SAS ([22-ECD-009.pdf - onac.org.co](#)).

1.2 Scope

All members of Lleida SAS, a Digital Certification Entity, as well as all third parties identified within the scope of the Digital Certification Entity's Management System.

1.3 Distribution

Approved by the Management of Lleida SAS, this document must be accessible to all people included on the distribution list specified in the document change control through the adequate channels as established in procedure -3001 - Document Repository Management.

1.4 Review

This document shall be reviewed and subject to approval annually by the SECURITY COMMITTEE of Lleida.net. Nonetheless, any changes that may be relevant to the Organization, whether they may be operational, legal, regulatory or contractual, shall be reviewed whenever deemed necessary so as to ensure the document is correct at all times.

2. Preliminary considerations

The Registered SMS Service Policy, hereinafter referred to as the Policy is a document prepared by Lleida SAS (hereinafter Lleida.net), which, acting as a Digital Certification Entity (hereinafter ECD), contains the rules and procedures that Lleida.net applies as guidelines for providing the Chronological Stamping service in accordance with the provisions of Law 527 of 1999, Law 1437 of 2011, and the regulations that amend or complement them, within the territory of Colombia.

The Policy complies with the following guidelines:

- Specific Accreditation Criteria for Digital Certification Entities CEA 3.0-07 (hereinafter CEA) that must be met to obtain accreditation as an ECD before the National Accreditation Body of Colombia (hereinafter ONAC)
- Law 527 of 1999
- Standards and Protocols:

Short Message Peer to Peer (SMPP)

https://smpp.org/SMPP_v3_4_Issue1_2.pdf

<https://smpp.org/smppv50.pdf>

Universal Computer Protocol (UCP)

https://support.nowSMS.com/discuss/messages/1/EMI_UCP_Specification_40-8156.pdf

Mobile Application Part SS7 protocol (MAP):

https://www.etsi.org/deliver/etsi_gts/09/0902/05.03.00_60/gsmTS_0902v050300p.pdf

Hypertext Transfer Protocol(HTTP)

<https://www.ietf.org/rfc/rfc2616.txt>

HTTP Over TLS (HTTPS)

<https://datatracker.ietf.org/doc/html/rfc2818>

CAAdES (CMS Advanced Electronic Signatures). ETSI TS 101 733

https://www.etsi.org/deliver/etsi_ts/101700_101799/101733/02.02.01_60/ts_101733v02020p.pdf

PAdES (PDF Advanced Electronic Signatures). ETSI TS 102778

https://www.etsi.org/deliver/etsi_ts/102700_102799/10277801/01.01.01_60/ts_10277801v010101p.pdf

RFC 3126 Electronic Signature Formats for long-term electronic signatures

<https://datatracker.ietf.org/doc/html/rfc3126>

RFC 5126 CMS Advanced Electronic Signatures (CAAdES)

<https://datatracker.ietf.org/doc/html/rfc5126>

RFC 3161 Internet X.509 Public Key Infrastructure Time-Stamp Protocol (TSP)

<https://datatracker.ietf.org/doc/html/rfc3161>

RFC 5905 Network Time Protocol Version 4: Protocol and Algorithms Specification

<https://datatracker.ietf.org/doc/html/rfc5905>

Legal Certification Service Provider's Information

Business name:	LLEIDA S.A.S.
Tax Identification Number (NIT).	900571038-3
Address:	Calle 81 # 11 – 55 Oficina 903
City/country	Bogotá/Colombia
Telephone:	+5713819903
Email:	co@lleida.net
Website:	www.lleida.net/co
Accreditation certificate Number	22-ECD-009
Accreditation certificate Number	22-ECD-009. pdf()

ENTITY REGISTRATION DETAILS

The registration entity is the same provider of digital certification services.

Requests, Complaints, Claims, Requests, and Appeals

Requests, complaints, claims, requests, and appeals regarding the services provided by Lleida SAS are addressed through various mechanisms available to the subscriber and are resolved by relevant and impartial individuals.

- The template available at www.lleida.net/co must be attached: ECD_CO 4501 Template PQRSA Lleida SAS
- By phone at +57 1 381 9903.

They must be resolved and notified within a maximum period of 15 days following registration, analysis, and formal report drafting, which will be delivered to the subscriber.

3. Policies Administration

The administration of Service Policies is the responsibility of the Integrated Management System process

Contact person

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The Security Committee must approve policies, and once approved, it is the responsibility of the ECD Supervisor to update them on the web portals in their latest version.

4. How does Registered SMS service work?

Description

Service provided by Lleida.net, acting as a communications operator, wherein the user can utilise their network to transmit a concise data message to a mobile phone number. Subsequently, Lleida.net issues digitally signed evidence, complete with a time-stamp, affirming the sender's and recipient's numbers, message content, as well as the exact time of dispatch and delivery. This process is subject to the constraints of the interconnection network and the specifications of the destination operator.

The service is provided through a user-friendly web tool, an API for sending, querying, and downloading evidence, a proprietary protocol, and the SMPP protocol.

Service Request

Any individual in need of Registered SMS services can request the service through Lleida.net's website. The Registration Authority will then forward the request to the Sales Department, which will contact the interested party and request the necessary identification documentation.

Users who request our products agree to the terms and conditions of the specific service as outlined in this Policy.

Lleida.net reserves the right to request additional original or copy documents to verify the identity of the applicant. It may also waive the requirement for any document when Lleida.net has sufficiently verified the applicant's identity through other means.

The applicant acknowledges that Lleida.net retains the discretionary right to reject a request for registered SMS services if, in its judgment, it could potentially compromise the credibility, commercial value, reputation of Lleida.net, legal or moral suitability of the entire certification system without the need to specify the reasons for such non-approval

Who can request the service?

Any natural or legal person who is legally authorised and adequately identified can process the request for Registered SMS service.

Registration Process and Responsibilities

The Registration Authority (RA) of Lleida.net, after satisfying the authentication and data verification requirements of the applicant, will approve and digitally sign the service activation request. All related information will be recorded in the RA's system.

Service Request Procedure

Documentation Verification

Verification of the applicant's documentation is undertaken by Lleida.net's Registration Authority (RA), which is responsible for authorising service activation. The RA ensures the veracity of provided information and the adherence of accompanying documentation to the service requirements outlined in this Policy.

The following documents must accompany the service request:

- Completed online service request form
- Service provision contract
- Applicant's identification document
- Company's Certificate of Existence and Legal Representation, valid for no more than thirty (30) days
- Tax Identification Number (TIN) - RUT

Documents may be submitted in scanned or electronic original format, with a focus on maintaining document legibility for information purposes.

Approval or Rejection of Service Requests

Upon validation of the applicant's documentation and confirmation that the provided information aligns with the criteria stipulated in this Policy, the request is approved. If validation of the applicant's documentation is not feasible or if there is a lack of complete authenticity in the supplied information, the request is denied, resulting in the non-activation of the Registered SMS Service. Lleida.net assumes no liability for any ramifications stemming from the non-

approval of the Registered SMS service, a condition acknowledged and accepted by applicants whose respective service requests have been declined.

Furthermore, Lleida.net reserves the prerogative to refrain from activating the Registered SMS service, even in cases where the applicant's identification or furnished information has been fully authenticated. This decision may be based on legal considerations, commercial expediency, or the potential impact on Lleida.net's reputation or the integrity of the digital certification system.

Processing Timeline for Service Requests

The RA at Lleida.net commits to a processing window of three (3) business days from the moment comprehensive documentation and information are received for request approval. Subsequently, service activation is expected to be completed within five (5) business days from the receipt of the complete documentation.

Service Activation

Actions by Lleida.net's RA During Service Activation

The final step in the Registered SMS service activation process involves the issuance of access credentials by Lleida.net's RA and their secure delivery to the responsible party. The service activation process securely binds registration information with the delivered credentials.

Notification of service activation by Lleida.net to the applicant

Through email, along with the attached credentials for the registered SMS service, the applicant acknowledges and recognises that once they receive said email, the registered SMS service is deemed delivered. Receipt of the email containing the formal document notifying the activation of the digital certification service is considered to have occurred when the email enters the information system designated by the applicant at the email address provided in the application.

Notification of service activation by Lleida.net to other entities

There are no external entities that require notification of service renewal.

Service acceptance

Method of acceptance

Confirmation by the responsible party is not required as acceptance of the received service. The Registered SMS service is considered accepted by the responsible party from the moment they request its issuance. Therefore, if the information contained in the service activation communication does not correspond to its current status or was not provided correctly, the

responsible party must request its cancellation, and they accept this according to the cancellation procedure described in section 5.11.

Use of the Registered SMS Service

Use by the Service User

The user of the service provided by Lleida.net accepts the usage conditions outlined in this Policy simply by requesting the service activation. They may only use it for the purposes explicitly mentioned and authorised in this Policy. As such, the Registered SMS service should not be employed for activities beyond those specified. Once the service expires, the user is obligated to cease using the associated credentials. In light of the above, the responsible party hereby acknowledges and accepts that they will be solely responsible for any harm, loss, or damage caused to third parties by the use of the service after its expiration. Lleida.net assumes no responsibility for unauthorised uses.

Service renewal

The Registered SMS service is automatically renewed. Therefore, if the user does not wish to continue using the service, they must communicate this to the RA.

Service modification

The Registered SMS service is provided with all its features and functionalities, and as such, requests for service modification are not applicable.

Cancellation and suspension of service

Conditions for Cancellation

The user may voluntarily request the cancellation of the service at any time but is obliged to request the cancellation of the service under the following circumstances:

- a) Loss or unusability of credentials (username and password).
- b) The credentials have been exposed or are at risk of being misused.
- c) Changes in the circumstances for which Lleida.net authorised the service.

If the responsible party does not request the cancellation of the service in the event of the aforementioned situations, they will be held responsible for any losses or damages incurred by third parties who, in good faith and without fault, relied on the service.

The user acknowledges and accepts that the Registered SMS Service must be cancelled when Lleida SAS becomes aware of or has indications or confirmation of any of the following circumstances:

- a) Upon the explicit request of the user or a designated third party acting on their behalf and in a representative capacity.
- b) In the event of a user-initiated change.
- c) In the unfortunate event of the user's demise.
- d) In case of the dissolution or liquidation of legal entities (entities) that have previously acquired the service.
- e) When there is explicit confirmation or substantiated evidence of any provided information being deliberately false.
- f) In the event of the cessation of operations by the certification entity.
- g) Pursuant to a legally binding court order or directive from a competent administrative authority.
- h) As a result of any circumstance, situation, or reason that poses a threat to security, as determined at the discretion of the certification entity.
- i) If the responsible party or entity becomes unexpectedly incapacitated.
- j) Triggered by the emergence of new events that render the originally provided data inaccurate or obsolete.
- k) In accordance with the stipulated conditions within the contract, which may include the application of the terms and conditions document.
- l) When circumstances arise that reasonably cast doubt upon the integrity and reliability of the service utilised with the digital certificate.
- m) In cases of improper handling or misuse by the party responsible for the service.
- n) In the event of non-compliance by the user or the legal entity they represent or are associated with, as defined by the terms and conditions document.
- o) Upon the discovery of events that alter the initial status of the provided data, including, but not limited to, the termination of legal representation, cessation of employment, liquidation or dissolution of legal personality, departure from public service, or transition to a different role.
- p) Whenever there is evidence of deliberate falsification in the data submitted by the applicant, subscriber, or responsible party
- q) In cases of non-compliance with the obligations outlined in the Policy by Lleida SAS, the subscriber or the responsible party.
- r) In the event of non-payment of the fees associated with the certification services, as mutually agreed upon between the applicant and Lleida SAS.

It is worth noting that Lleida SAS reserves the right to terminate the Registered SMS service under any of the aforementioned circumstances if, in its sole discretion, it deems that the credibility, reliability, commercial value, reputation, legal suitability, or moral integrity of the entire certification system may be compromised.

Cancellation Requestors

The responsible party may request cancellation of the service, a third party acting in good faith, or any interested party who possesses demonstrable knowledge of the events and circumstances outlined in the "Circumstances for Service Cancellation" section of this Policy or who has reason to believe that the service has been employed for purposes contrary to those specified in the "Service Usage by the Responsible Party" section.

Additionally, any interested party who can substantiate that the service is no longer under the possession or control of the subscriber or responsible party may request cancellation.

The Information Technology (IT) teams of both the Registration Authority (RA) and the Certification Authority (CA), serving as the highest governing bodies responsible for overseeing the security of Lleida SAS's technological infrastructure, are empowered to initiate cancellation requests in cases where there is knowledge or reasonable suspicion of credential compromise or any other activities that could lead to the improper use of the service by either the responsible party or Lleida SAS.

Service Request Procedure

Individuals interested in requesting the revocation of a digital certificate for which the reasons are specified in this DPC can do so through the following procedures:

- By phone
- By email at clientes@lleida.net

The request for service cancellation shall be attended to with the utmost urgency, and the actual cancellation process should not exceed three (3) business days from the moment when the request is duly validated.

In the event that, for any reason, the cancellation of the service is not executed within the stipulated timeframe as per this Policy, Lleida SAS, in its capacity as a certification service provider, shall bear responsibility for any damages arising from errors, omissions, or any acts of bad faith on the part of its administrators, legal representatives, or employees during the execution of authorised activities. To this end, Lleida SAS maintains a liability insurance policy in accordance with *Article 9 of Decree 333 of 2014*. Lleida SAS assumes no additional obligations, warranties, or responsibilities beyond those explicitly defined in this Policy except as mandated by the provisions contained herein.

The user of the service acknowledges and accepts the responsibility of informing third parties in good faith about the necessity of verifying the validity of the Registered SMS service being utilised at any given moment.

Notification of the cancellation of the Registered SMS service by Lleida SAS shall be communicated to the subscriber or responsible party via email within twenty-four (24) hours following the cancellation. Consequently, the requester acknowledges and agrees that the

reception of the aforementioned email notification shall be deemed as evidence that their cancellation request has been duly addressed. The receipt of the email notification informing the cancellation of the service shall be considered to have occurred when said email enters the designated information system as specified by the requester at the email address provided in the service request form.

5. Rates

The Registered SMS Service can be used in prepayment or post-payment mode.

In the case of prepayment mode, it is charged in credits (CRE)

SMS length	CRE consumed per recipient	Price per CRT (COP)	Total price (COP)
612 characters	7	213.57	1,495.00

Each segment of SMS consisting of 612 characters is charged at this rate.

In the case of post-payment mode (at month-end), it is charged in Certified Units (CRT):

SMS length	CRE consumed per recipient	Price per CRT (COP)	Total price (COP)
612 characters	1	1,495.00	1,495.00

Tax excluded

The request for certificate revocation is free of charge.

The rates mentioned here may vary based on special commercial agreements that can be reached with users during promotional campaigns.

6. Service Security Policies

The service and its managing system address various security aspects:

- Secure

The system prevents unauthorised access to information, both through the platform and direct attacks on the servers it operates on.

- Traceable:

All user actions that involve modifying a document are logged. In some services, such as registered communications, event auditing is signed and time-stamped with TSA to ensure authenticity.

In some services, such as registered communications, event auditing is signed and time-stamped with TSA to ensure authenticity.

- Trustworthy:

Original documents are not altered.

- Integrity

Forensic evidence generated is not altered.

- Information Security Best Practices:

Registered SMS Service Management System is periodically audited according to ISO 27001 standards, with the current accreditation available at the following link: https://www.lleida.net/docs/es/IS_632576_lleidanet.pdf

- Audited

Additionally, technical and ethical hacking reviews are conducted in line with OWASP.

7. Obligations

Obligations of Lleida.net as an ECD

Lleida.net, as a provider of registered certification services, is obligated, according to current regulations and the provisions of the Certificate Policies for SMS Service and the DPC, to:

1. Adhere to the requirements of current regulations, the DPC, and the Certificate Policies.
2. Publish the DPC and each Certificate Policy on Lleida.net's website
3. Inform ONAC of any modifications to the DPC and Certificate Policies
4. Maintain the DPC and Certificate Policies with their latest version published on Lleida.net's website.
- 5 Issue the service in accordance with the Certificate Policies and defined standards

8. Control Map

Standard	Section
CEA-3.0-07	10.11