

Customer Awareness: Prevention of Fraudulent Communications

We urge all customers to stay informed and take proactive steps to guard against unsolicited and fraudulent communications.

1. DND Registration

To avoid Unsolicited Commercial Communication (UCC), customers can:

- ✓ Block **all commercial communications**, or
- ✓ Selectively block **specific categories** of communication.

How to register:

- Telecom Service Provider's **App/Website**
 - **TRAI DND App**
 - Call or SMS to **1909**
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2. Important Notice: Authorised Calling Number

The Company uses the **1600413309 series** numbers exclusively for **Service/Transactional calls**.

Customers are advised that they **may receive calls** from this number.

These calls are intended for providing important service-related information and updates.

3. Registration of Complaints

a) Still receiving spam despite DND registration?

🔍 Lodge a complaint via:

- Your **Telecom Service Provider's App/Website**
 - The **TRAI DND App**
 - Call or SMS to **1909**
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b) Received a suspected fraud message or call?

📄 Report within **30 days** on the **Chakshu Platform** of the Department of Telecommunications (DoT):

🌐 <https://sancharsaathi.gov.in/sfc/>

c) Victim of financial fraud or cybercrime?

 Call the **Cybercrime Helpline: 1930**

 Or report online at: <https://www.cybercrime.gov.in>

 Stay Alert. Stay Informed. Stay Safe.