

Customer Awareness Guide: Managing Unwanted Communications & Reporting Fraud

1. Do Not Disturb (DND) Registration

To help protect yourself from unwanted commercial calls and SMS, you can easily opt for the Do Not Disturb (DND) service. Here's how you can manage your preferences:

Blocking Options:

- **Block All Commercial Communications:** Block all promotional calls and messages to ensure you don't receive marketing content.
- **Selective Blocking by Categories:** Choose to block communications from specific sectors (such as banking, insurance, or real estate) while still receiving other important messages.

How to Register for DND:

- **Telecom Service Provider's App/Website:** Visit your provider's app or website to update your DND preferences.
- **TRAI DND App:** Download and use the TRAI app to manage your preferences directly.
- **Call or SMS '1909':** Simply send an SMS or call '1909' to register or modify your DND settings.

2. 160-Series Numbers for Service Calls

We use 160-series numbers exclusively for transactional and service-related calls. Here's why you should feel confident about calls from these numbers:

Why You Should Expect Calls from the 160-Series Number:

- **Service & Transactional Calls Only:** Calls from this number are for essential updates, reminders, or notifications directly related to your account.
- **Trusted Communication:** The 160-series number is recognized as a legitimate source for service-related calls, ensuring no marketing calls will come from it.
- **No Unwanted Spam:** You will not receive any promotional or marketing calls from this number.

What You Can Expect:

- Calls may include transaction alerts, payment reminders, account updates, or other important service-related notifications.
- Feel confident picking up calls from this number, as they are linked to your account and services.

3. **Registration of Complaints**

If you encounter any issues related to unwanted communications or fraud, we encourage you to report it immediately through the following channels:

(a) Receiving Unwanted Calls Despite DND Registration:

- **File a Complaint:** If you continue to receive unwanted calls after registering for DND, report it through:
 - Your Telecom Service Provider's App/Website
 - The TRAI DND App
 - Call or SMS '1909' to lodge a complaint.

(b) Reporting Suspected Fraudulent Communications:

- **Report Suspected Fraud:** If you receive any communication you suspect to be fraudulent, report it within 30 days on the **Chakshu Platform** at: [Chakshu – Department of Telecommunications](#) for immediate assistance.

(c) Reporting Fraud or Cyber-Crime has already happened :

- **If You Are a Victim of Fraud or Cyber-Crime:** If you have lost money or fallen victim to cyber-crime, please report the incident without delay.
 - **Cyber-Crime Helpline:** Call **1930** immediately.
 - **Report Online:** Visit the **Cyber-Crime Reporting Portal** to file a report online.