

# Customer Outreach & Cyber Safety Awareness Program

**Location:** Jamtara (Jharkhand)    **Date:** 19th May 26

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## Objective

To create awareness among customers about digital services, cyber safety, and telecom solutions, while also providing on-the-spot support and resolution of customer queries through direct engagement and live demonstrations.

## Key Activities

- Product, Services & Digital Solutions Showcase
- Cyber Safety & Sanchar Saathi Awareness Session
- Fraud Prevention & Digital Security Guidance
- Direct Customer Interaction & Query Resolution
- Network Services Awareness & Customer Support

## Participation

Local customers actively participated in the awareness program and interacted with the team regarding telecom services, cyber fraud prevention, and digital safety practices.

## Highlights & Outcome

- Positive customer feedback (VOC) received during interaction
- Strengthened customer engagement at the grassroots level
- Increased awareness regarding cyber fraud and digital security
- Improved confidence and satisfaction related to telecom services

## Conclusion

The awareness program was successfully conducted and played an important role in enhancing digital awareness, customer confidence, and trust towards telecom services and cyber safety initiatives.