

Information Note to the Press (Press Release No. 123/2023)

For Immediate Release

Telecom Regulatory Authority of India

Subject: Beware of fraud in the name of TRAI

New Delhi, 15th November 2023: It has been brought to the notice of Telecom Regulatory Authority of India that some companies / agencies / individuals are fraudulently asking public/customers that they are calling from TRAI and mobile numbers of the public/customers will be disconnected as the numbers are being used for sending unsolicited messages. It is also informed by these companies / agencies / individuals that AADHAAR numbers of the public were used for obtaining SIM cards and are being used for illegal activities. These companies/agencies/individuals are also trying to trick the customers/public to come on Skype video call to avoid disconnection of mobile numbers.

2. The public at large is hereby informed that TRAI does not block/ disconnect any mobile number of any individual telecom customers. TRAI never sends any message or make any call for disconnection of mobile numbers. TRAI has not authorized any agency to contact customers for such activities and all such calls are illegal and are to be dealt as per Law. Therefore, any call or message claiming to be from TRAI should be considered potentially fraudulent.

3. As per Telecom Commercial Communication Customer Preference Regulation (TCCCPR) 2018 of TRAI, Access Service Providers are responsible for taking appropriate actions against the mobile numbers involved in sending unsolicited communications. Affected persons may take up the matter with the concerned Service Providers directly on their respective Customer Service Center numbers or on National Cyber Crime Reporting Portal <https://cybercrime.gov.in> or call Cyber Crime Helpline Number 1930.



**(V. Raghunandan)
Secretary, TRAI**