

Information Note to the Press (Press Release No.61/2024)

For Immediate Release

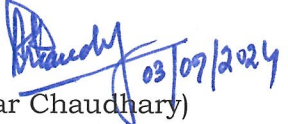
Telecom Regulatory Authority of India

In a crackdown on spammers making spam calls TRAI has in recent past issued several strict directions. Consequently, in last two weeks, Access Providers have blacklisted over 50 entities and disconnected more than 2.75 lakh SIP DID/Mobile Numbers/Telecom resources under Telecom Commercial Communication Customer Preference Regulations, 2018 (TCCCPR-2018)

New Delhi, 3rd September, 2024 - TRAI has observed a significant rise in spam calls, with over more than 7.9 lakh complaints reported against Unregistered Telemarketers (UTMs) in the first half of the year 2024 (January to June).

Taking this issue seriously, TRAI had issued stringent directives to all Access Providers on 13th August 2024. TRAI has mandated Access Providers to immediately stop promotional voice calls from unregistered senders or telemarketers using SIP, PRI, or other telecom resources. Any UTM found to be misusing these resources will face severe consequences, including disconnection of all telecom resources for up to two years and blacklisting.

Consequent of these directions, Access Providers have taken stern measures against misuse of telecom resources for spamming and blacklisted over 50 entities and disconnected more than 2.75 lakh SIP DID/Mobile Numbers/Telecom resources. These steps are expected to have a significant impact on reducing spam calls and providing relief to consumers. TRAI urges all stakeholders to comply with the directives and contribute to a cleaner and more efficient telecom ecosystem.


(Atul Kumar Chaudhary)
Secretary, TRAI