

## How to register a complaint with TRAI

If you receive any unsolicited commercial communications seven days after registration of your telephone number in the NCPR (National Customer Preference Register), you may register a complaint by:

- dialing the toll free number 1909; or
- Sending an SMS to 1909

Kindly note that:

- The complaint has to be registered from the telephone number on which unsolicited commercial communication has been received.
- Your complaint must be made within 3 days of receipt of the unsolicited commercial communication.

### **A. Registration of complaint by dialing 1909**

- Dial 1909, listen to the instructions and choose one of the following to register your complaint:
  - i. Through Customer Care Executive: Provide all the details such as particulars of the telemarketer, telephone number from which the call originated, date-time of the call; brief description of the call
  - ii. Through IVRS ( Interactive Voice Response System)

### **B. Registration of complaint through SMS to 1909**

- You may register a complaint regarding receipt of unsolicited commercial communications by sending SMS to 1909 in the specified format given below:  
**“COMP TEL NO XXXXXXXXXXX, dd/mm/yyyy, Time hh:mm”**  
Where XXXXXXXXXXX – is the telephone number or header of the SMS, as the case may be, from which the unsolicited commercial communication has originated.

Your complaint will be registered and acknowledged by sending /providing a unique complaint number which kindly preserve. You will be informed of the action taken on your complaint within 7 days of booking the same