

**For Immediate Release**

**Information Note to the Press**

**(Press release No. 111/2026)**

**Telecom Regulatory Authority of India (TRAI)**

**New Delhi, August 04, 2026:** The Telecom Regulatory Authority of India (TRAI) today released Quarterly Highlights of Action Against Unsolicited Commercial Communications (UCC) during Q1 of FY 2026-27 i.e. 1<sup>st</sup> April, 2026 to 30<sup>th</sup> June, 2026. The report is enclosed herewith.

For any clarifications, please contact Sh Deepak Sharma, Advisor (QoS-II) at [advqos@trai.gov.in](mailto:advqos@trai.gov.in) .

  
(Harinder Kumar)  
Secretary, TRAI  
[www.trai.gov.in](http://www.trai.gov.in)



## TELECOM REGULATORY AUTHORITY OF INDIA

New Delhi, 4<sup>th</sup> August, 2026

([www.trai.gov.in](http://www.trai.gov.in))



### Quarterly Highlights of Action Against Unsolicited Commercial Communications (UCC)

For the period 1<sup>st</sup> April, 2026 to 30<sup>th</sup> June, 2026 (Q1 of FY 2026-27)

| Particulars                                                                      | Key Statistics (rounded off) |
|----------------------------------------------------------------------------------|------------------------------|
| Total Subscriber Base in the country as on 30 <sup>th</sup> June, 2026           | 1.348 billion                |
| Total Calls Originated in the Telecom Network during Apr'26 to Jun'26            | 730.82 billion               |
| Total SMS Originated in the Telecom Network during Apr'26 to Jun'26              | 691.09 billion               |
| Total UCC Complaints Registered during Apr'26 to Jun'26                          | 1.085 million                |
| Total Actionable Complaints during Apr'26 to Jun'26                              | 0.553 million                |
| <b>Enforcement Actions Against Actionable Complaints during Q1 of FY 2026-27</b> |                              |
| Telecom Resources Barred for 15 Days for 1st violation of regulations            | 1,37,053                     |
| Telecom Resources Disconnected for 1 Year for repeated violation of regulations  | 46,786                       |
| Total No. of Senders* Blacklisted for 1 Year                                     | 263                          |
| Total SMS Headers Blocked                                                        | 2,873                        |

\* A Sender is a Principal Entity or Telemarketer who owns one or more telephone numbers or the SMS headers used for communication.

#### Key Insights:

- ❖ Overall, action was taken against 183 thousand telecom resources along with blacklisting of 263 senders in Q1 / FY 2026-27.
- ❖ Enforcement targeted multiple layers – outgoing barring, long-term disconnection, sender blacklisting across all operators and SMS header blocking – to curb repeat violations.
- ❖ Against 730.82 billion total calls originated in the telecom network in the country in Q1 of FY 2026-27, total UCC complaints stood at 1.085 million i.e. approximately 1.5 complaints per million calls.

## TRAI DND App

Consumer participation through the TRAI DND App continued to play a critical role in strengthening enforcement against spam communications. The App is a tool for consumers to register and modify their preferences for blocking or receiving promotional communications with ease.

| Item                                                                     | Key Statistics (rounded off) |
|--------------------------------------------------------------------------|------------------------------|
| Total App Downloads as on 30.06.26                                       | 3.316 million                |
| Total UCC Complaints Received during Apr'26 to Jun'26 through all means. | 1.085 million                |
| Total Complaints Received via TRAI DND App during Apr'26 to Jun'26       | 0.966 million                |
| % of Complaints Received through TRAI DND App                            | 89%                          |

### Key Insights:

- ❖ *The TRAI DND App accounts for 89% of all UCC complaints received by the Access Providers.*

## DND Preference Registrations

Consumers can use the TRAI DND App, their telecom service provider's App/ Website, or call/ send SMS to 1909 to register and modify their Do Not Disturb (DND) preferences for blocking or receiving promotional communications from the senders from any or all the sectors.

| Parameter                                                      | Key Statistics (rounded off) |
|----------------------------------------------------------------|------------------------------|
| Total Preferences Registered at DND Registry as on 30.06.2026. | 224 million                  |
| Total Subscriber Base in the country as on 30.06.2026          | 1.348 billion                |
| Percentage of Registered Preferences.                          | 16%                          |

### Key Insights:

- ❖ *More than 1.12 billion subscribers have not registered any preference, and, hence, are accessible for all commercial communications from registered telemarketers and senders. The consumers desirous of controlling commercial communications can register their preferences on DND registry.*

## TRAI Designated Series: 140xx and 1600xx

TRAI introduced the designated 140 series for promotional calls to ensure that such calls originate from a dedicated numbering series, enabling consumers to easily identify and manage such calls. The calls originating from 140 series numbers are pre-verified against the preferences of the customers before delivery. The designated series enables the consumer to exercise the choice of accepting or declining the call.

The 1600 series was introduced for service and transactional calls by the entities in Banking, Financial services & Insurance sector, and for Government to citizen communication. This designated series provides trusted calling numbers for such important communications.

Together, these dedicated numbering series improve transparency, consumer trust, and the effectiveness of regulatory enforcement against spam and fraudulent communications.

| Item                                                                                          | Key Statistics (rounded off)<br>(During Q1, FY 2026-27) |
|-----------------------------------------------------------------------------------------------|---------------------------------------------------------|
| Total Promotional calls originated using 140 Series numbers.                                  | 13.16 billion                                           |
| 140 Series calls blocked after verification with registered DND preferences of the customers. | 1.48 billion                                            |
| Commercial SMS originated by the Registered Senders/ Telemarketers.                           | 248.06 billion                                          |
| Promotional SMS Blocked after verification with registered DND preferences of the customers.  | 7.30 billion                                            |
| Total Calls originated from 1600 Series numbers.                                              | 1.15 billion                                            |

**Key Insights:**

- ❖ Registered DND preferences enabled blocking of about 1.48 billion promotional calls and 7.30 billion promotional SMSs, demonstrating effective consumer preference enforcement.
- ❖ 13.16 billion promotional calls and 248.06 billion commercial SMS were routed through registered communication channels.

### AI-Based Suspected Spam Flagging on Incoming Calls

In order to alert the consumers from suspected spam calls and SMS from entities using normal 10-digit numbers that bypass the regulated system, AI-based systems have been deployed by the Telecom Service providers (TSPs) to flag such suspected spam on the basis of calling pattern analysis. Further, the telecom service providers have started sending warning notifications to entities suspected with high probability of sending such spam. An entity could be using multiple numbers for sending spam. These notifications warn the suspected senders of regulatory action so as to refrain from sending further spam.

| Item                                                                               | Key Statistics (rounded off)<br>(During Q1, FY 2026-27) |
|------------------------------------------------------------------------------------|---------------------------------------------------------|
| Total Incoming Calls                                                               | 721.79 billion                                          |
| Total Incoming Calls Flagged by AI based Systems as Suspected Spam                 | 22.99 billion                                           |
| Total Incoming SMS                                                                 | 836.31 billion                                          |
| Total Incoming SMS Flagged by AI based Systems as Suspected Spam                   | 1.44 billion                                            |
| Warning Notifications issued to suspected high probability spam sending entities * | 243 thousand                                            |

\* Warning Notifications have been sent starting from 23<sup>rd</sup> June, 2026.

**Key Insights:**

- ❖ AI-based spam detection flagged 24.43 billion suspected spam calls/SMSs, enabling consumers to exercise choice of either ignoring such communication or picking such communications with caution.
- ❖ Over 243 thousand warning notifications were issued to the suspected senders within one week of commencement of the sending warning notifications.

## About TRAI

The Telecom Regulatory Authority of India (TRAI) is an independent statutory body set up under the TRAI Act, 1997. TRAI regulates the telecommunications, broadcasting, and cable TV services sectors in India. Our goal is to ensure fair rules, transparent practices, and better quality of service for all users.

● *Note: TRAI is a regulatory authority and does not provide direct consumer services. For individual issues, please contact your licensed service provider.*

For official updates, follow TRAI on:

X (formerly Twitter) – @TRAIR

Facebook – @TRAIR

Instagram – @trair.official\_

LinkedIn – @trair-official

YouTube – @TelecomRegulatoryAuthorityofIndia