LEGAL NOTICE / FORMAL REPRESENTATION

Wrongful Deactivation, Disconnection or Non-Restoration of Mobile Number — India

Important: General template only. Confirm the reason for disconnection, operator terms, DoT/TRAI directions and current commencement status of amendments before sending. Do not include OTPs, passwords, full Aadhaar/PAN numbers or unnecessary sensitive data. The 15-day grace rule specifically concerns deactivation for non-usage.

Date: [DD/MM/YYYY]
From: [Subscriber name, address, email, alternate contact]
To: The Nodal Officer / Grievance Redressal Officer / Appellate Authority
[Telecom service provider's legal name and circle]
Mobile number: [number; mask in public copies] **Connection:** [prepaid/postpaid]
Complaint docket: [number/date, if any]

Subject: Legal notice seeking restoration of mobile connection, preservation of number and records, and redressal of wrongful deactivation / disconnection

Sir/Madam,

1. I am the registered subscriber of mobile number [number], provided by your company under [plan/account details]. The connection has been in use since [date/year]. My subscription, recharge and payment status as on the incident date was [state facts and attach proof].

2. On [date/time], the number was [deactivated / barred / disconnected / unable to register on network]. The reason communicated, if any, was [quote or attach the SMS/email/app message]. I dispute the action because [state the accurate ground: recent usage within the non-usage period; valid balance/recharge; paid postpaid bills; no outstanding dues; no valid notice; KYC already completed; erroneous system action; or other specific ground].

3. I contacted your complaint centre on [date] through [call/app/email/store] and received docket/reference [number]. I also submitted [documents/requests] on [dates]. Despite these efforts, the connection remains unavailable / the reason and records have not been provided. Copies of acknowledgements and communications are enclosed.

4. The Telecom Consumers Protection Regulations, 2012, as consolidated by TRAI in March 2025, contain safeguards for deactivation due to non-usage. Regulations 11–15 address the minimum non-usage period for prepaid connections, Automatic Number Retention, postpaid safe custody, reactivation grace period and transparent communication. Where applicable, a prepaid connection should not be deactivated for non-usage before the minimum 90-day period; balance-retention provisions may extend it in 30-day increments; and regulation 14 provides a minimum 15-day period to seek reactivation of a number deactivated for non-usage, subject to the prescribed charge. These rules do not replace examination of the actual reason for disconnection.

5. I also rely on the applicable Telecom Consumers Complaint Redressal Regulations, 2012, as amended, and the Consumer Protection Act, 2019, including the remedy for deficiency in service where the facts establish failure to provide the subscribed service. The Supreme Court order in *Rajeswari v. Union of India*, W.P.(C) No. 699/2021, 2023 INSC 968, dated 30 October 2023, records the minimum 90-day non-allocation safeguard for numbers deactivated for non-usage or disconnected on subscriber request. That order concerns number recycling and privacy; it does not decide every wrongful-deactivation dispute.

In view of the above, I call upon you to:

a. Restore the connection and subscribed services immediately, if restoration remains technically and legally available;
b. If the number is within the applicable reactivation/grace period, preserve it from allocation to another subscriber and process reactivation on payment of any lawful prescribed fee;
c. Provide the precise reason, date, time and regulatory/contractual basis for deactivation, with relevant usage, recharge, billing, notice and system records;
d. Correct any erroneous account, KYC, billing or non-usage status and refund/credit any amount wrongly deducted or charged for unavailable service;
e. Confirm whether the number has been permanently disconnected or reallocated, and the date and basis of that action;
f. Compensate me for proven loss and inconvenience caused by deficiency in service, to the extent legally recoverable; and
g. Provide a reasoned written response within [7/15] days of receipt of this notice.

If unresolved, I reserve the right to pursue the operator's Appellate Authority, the appropriate Consumer Disputes Redressal Commission under the Consumer Protection Act, 2019, and other remedies available in law. The operator's complaint centre and appellate route should ordinarily be used first. TRAI does not adjudicate individual consumer complaints. I reserve all rights, including claims for documented financial loss, subject to limitation and maintainability.

Yours faithfully,

[Signature]
[Subscriber name]
[Date]

Enclosures: Subscriber proof (masked as appropriate); recharge receipts or paid bills; usage/account screenshots; deactivation SMS/email; complaint docket and escalation emails; screenshots showing no service; prior communications; evidence of specific

loss, if claimed.

Before sending: Register a complaint through the operator's official complaint centre/app/website and retain the docket number. Escalate to the circle Appellate Authority if unresolved or unsatisfactory. TRAI issued the Fourth Amendment to the Complaint Redressal Regulations on 2 November 2026, announcing a 15-day appeal window and 15-day decision timeline; check its Gazette commencement clause before calculating deadlines. Consumer complaints under the Consumer Protection Act generally carry a two-year limitation from the cause of action, subject to statutory condonation where sufficient cause is shown.

Primary references:

TRAI Consolidated Telecom Consumers Protection Regulations (TCPR), 2025: official PDF

TRAI Complaint Redressal FAQ: official FAQ

TRAI Fourth Amendment press release (2 November 2026): official release

Supreme Court, *Rajeswari v. Union of India*, 2023 INSC 968: official judgment PDF