

## HOW TO DE-REGISTER FROM THE NATIONAL CUSTOMER PREFERENCE REGISTER (NCPR)

You may de-register yourself from the NCPR using either a voice call on 1909 or through SMS. You will start receiving commercial communications on your telephone after de-registration.

### A. DEREGISTRATION BY DIALING 1909

1. Dial 1909, listen to the instructions and choose one of the following to deregister:
  - Through Customer care executive
  - Through IVRS(Interactive Voice Response System)

#### A1. DEREGISTRATION THROUGH CUSTOMER CARE EXECUTIVE:

1. Call the toll free number 1909 and select to de-register through customer care executive.
2. Ask the customer care executive to deregister you from NCPR.
3. The customer care executive will accept the request and confirm the same.
4. You will also get an SMS confirming your deregistration.

#### A2. DEREGISTRATION THROUGH INTERACTIVE VOICE RESPONSE SYSTEM (IVRS)

1. Call the toll free number 1909 and select to de-register through the IVRS.
2. Follow the instructions of the IVRS to get deregistered. The IVRS will confirm your selection to get deregistered.
3. You will get a SMS confirming your deregistration.

### B. DE-REGISTRATION OF PREFERENCE THROUGH SMS

1. Send SMS "STOP" to 1909.
2. You will get a SMS informing you of your deregistration request and seeking your confirmation through SMS.
3. Send SMS confirming your request.

4. On receipt of confirmation, the Access Provider will again send a SMS confirming your de-registration.