



Telecommunication
Regulator of Cambodia
No : **10827**...TRC

Kingdom of Cambodia
Nation-Religion-King




Unofficial Translation

Phnom Penh, December 22, 2025

Announcement
on
Reactivation of Suspended Mobile Numbers and Retention of Main Account
Balances After Service Expiry

The Telecommunication Regulator of Cambodia (TRC) wishes to inform the public that, in order to ensure the effective use of mobile telecommunication services and protect consumer interests, the TRC requires all mobile operators to implement the following measures starting 1 January 2026:

- 1- Mobile users may reactivate phone numbers that have been expired for no more than 180 (one hundred and eighty) days simply by topping up their main account. Users shall not be required to re-register at a company location or branch.
- 2- Mobile operators must retain the main account balance for 180 (one hundred and eighty) days following the service expiry date. Within this period, the last remaining balance shall be restored to the user upon topping up.
- 3- Before the 180-day retention period expires, mobile operators must remind users via Short Message Service (SMS) at least 2 (two) times, as well as through the operator's mobile application. These reminders must be sent at appropriate intervals to inform users of the final termination date and the opportunity to recover their remaining balance through a top-up.

In the event of any irregularities regarding telecommunications services, users may report them to the TRC via the hotline **6789** during business hours, by email at **info@trc.gov.kh**, or through the TRC's official Facebook page: “**និយ័តករទូរគមនាគមន៍កម្ពុជា** - Telecommunication Regulator of Cambodia”. 

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