



Telecommunication
Regulator of Cambodia
No :...5456.....TRC

Kingdom of Cambodia
Nation-Religion-King



Unofficial Translation

Phnom Penh, June 30, 2025

Announcement

On

The irregularity of SMS sent by Mobile Network Operators That Causes Confusion to Mobile Users

The Telecommunication Regulator of Cambodia (TRC) would like to inform the public that, based on recent user complaints, TRC has identified irregular practices by certain mobile network operators related to the sending of Short Message Service (SMS) notifications to mobile users. These practices have caused confusion and concern among users. The following irregularities have been observed:

1. Users have received SMS requesting and/or urging them to top up their main balance to maintain the validity periods of the main balance, services or plans, or other services, even though those main balance or services or plans, including internet data, were still valid and active.
2. SMS containing important information regarding services or plans, and/or validity periods of services or plans have been significantly delayed, even after users successfully topped up their main balance and/or renewed their service or plans.
3. Users have received confirmation SMS about the validity or terms and conditions of services or plans they never subscribed to or activated.

To ensure the effective enforcement of consumer protection regulations, promote fair and transparent competition, and prevent irregular and misleading practices in the telecommunications sector, TRC urges all mobile users to report such incidents via the hotline number **6789** during business hours, or by emailing **info@trc.gov.kh**, or by messaging the official Facebook page: “**និយ័តករទូរគមនាគមន៍កម្ពុជា - Telecommunication Regulator of Cambodia**”.

TRC is committed to continuing its monitoring efforts and will take the strictest legal measures, in full accordance with the law, against any mobile network operator found to be in violation. These actions will be taken without discrimination, with fairness, and without exception. *Handwritten signature*

[Stamped]