



[Knowledge Base](#) > [Using Deskpro](#) > [Admin](#) > [Channels](#) > [Banned WhatsApp Business Accounts](#)

Banned WhatsApp Business Accounts

Lara Proud - 2026-04-08 - [Comments \(0\)](#) - [Channels](#)

WhatsApp Business accounts are banned by WhatsApp if the account activity seems to violate the WhatsApp [Terms of Service](#). Such activity includes spam, scams or activity that puts WhatsApp users' safety at risk. The ["Acceptable Use of Our Services"](#) section of the Terms of Service outlines the acceptable and unacceptable uses of WhatsApp.

If you think your WhatsApp Business account should not have been banned, please [email WhatsApp](#) or select "request a review" in the WhatsApp app. WhatsApp will contact you once your account has been reviewed.

If you request a review in the WhatsApp app, you will receive a 6-digit registration code via SMS. Once you have entered the code, you'll be able to submit your request for a review and provide supporting information.