

Knowledgebase > Using Deskpro > Admin > Channels > Banned WhatsApp Business Accounts

Banned WhatsApp Business Accounts

Lara Proud - 2024-12-22 - Comments (0) - Channels

WhatsApp Business accounts are banned by WhatsApp if the account activity seems to violate the WhatsApp <u>Terms of Service</u>. Such activity includes spam, scams or activity that puts WhatsApp users' safety at risk. The <u>"Acceptable Use of Our Services"</u> 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 <u>email</u> <u>WhatsApp</u> 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.