

TERMS & CONDITIONS DO NOT DISTURB

MTN Ghana takes delight in providing customers with the best of experience. We respect your privacy and understand that some of you may not want to receive unsolicited electronic communications through SMS on our network.

In this regard, if you wish to be exempted from receiving unsolicited electronic communications through SMS you can subscribe to the 'Do Not Disturb' service. Once you subscribe to this service, we will stop contacting you on any unsolicited electronic communication.

There is no limit set on how many numbers, short codes or alphanumeric names can be blocked at a time (e.g.House@1).

Upon blocking any number, short code or alphanumeric name, the customer has consented not to send or receive SMS from that number, short code or alphanumeric name.

Customers have the flexibility to unblock any number, short codes or alphanumeric code that has been blocked without any difficulty.

Messages will only be received and delivered after an allowed list has been created.

Customers cannot block IDD destinations.

- **To stop receiving** unsolicited electronic communication through SMS, simply **send Block** with number, short codes or alphanumeric name to short code 1309.
- **To start receiving** unsolicited electronic communication through SMS, **send Allow** number, short codes or alphanumeric name to short code 1309.
- Send **Check** to 1309 to **View Blocked List**.