



GENERAL NOTICE NO. 5/2018.

International Calls challenge

The Commission has noted that there is a challenge regarding international incoming calls. Some mobile users are receiving international calls from numbers starting with **00676** or **+676**. At times, the calls go through but do not reflect the correct country of origin. Further, the call quality is often compromised – tainted by strange sounds, and the caller being unclear.

Our considered view is that this problem rests with third parties who carry International call traffic from Eswatini to other countries and from other countries into Eswatini. Unfortunately, our local operators do not have much control of this situation since the call routing happens outside the country. However, we continue to investigate this matter and engage all relevant stakeholders for a speedy resolution of the challenge.

We kindly request mobile phone users to bear with us as the matter is being investigated. We also advise the Public not to answer calls from suspicious numbers as we suspect that this is part of an illegal sim-boxing/ fraud scheme. The Commission will keep users updated as we try to resolve the issue with affected operators.

Mvilawemphi Dlamini

Chief Executive