

Guidelines on the Registration of SIM Cards for Prepaid Mobile Services



**AUTORIDADE NACIONAL DE COMUNICAÇÕES
DE TIMOR-LESTE**

1 Preliminary

In furtherance of Government Directive No. 9f2008 issued on 16 April 2008 directing that all mobile telecommunications service subscribers in the country be registered, the National Communications Authority (the ANC) hereby establishes these Guidelines on the Registration of SIM Cards for Prepaid Mobile Services pursuant to its powers under Decree–Law No. 15f2012 of 28 March 2012 on the Regulation of the Telecommunications Sector (the Telecommunications Decree–Law).

2 Definitions

Unless the context otherwise requires, terms and expressions used in these Guidelines have the same meaning given to them under the Telecommunications Decree–Law; and the following terms and expressions shall have the following meanings:

cut-off date means 15 December 2017;

deactivate means to disable a service from being used for any telecommunications;

dealer means a person authorized in writing by a service provider to:

- (a) sell a prepaid mobile service; or
- (b) issue an invitation to a person to use a prepaid mobile service at no charge to that person,

for, or on behalf of, the service provider;

prepaid mobile service is a mobile telecommunications service supplied by a service provider to a subscriber on a prepaid billing basis by means of a SIM Card;

SIM Card means a Subscriber Identity Module smart card containing the telephone number of a subscriber, encoded network identification details, personal identification number and other user data;

SIM Card Registration Platform means the online platform established by the ANC for the registration of prepaid mobile subscribers; and

suspend means to temporarily disable a service from being used for any telecommunications except for the following:

- (a) telecommunications between a subscriber and the service provider;
and
- (b) calls to an emergency number.

3 Requirement for Registration

- 3.1 A service provider who supplies a prepaid mobile service to a subscriber must register the subscriber in accordance with these Guidelines.
- 3.2 A service provider must not supply a prepaid mobile service to a new subscriber unless the subscriber is first registered.
- 3.3 A service provider must not supply a prepaid mobile service to an existing subscriber past the cut-off date unless the subscriber has been registered on or before the cut-off date.

4 Method of Registration

- 4.1 Dealers may be appointed to carry out registration provided the dealer is authorized to do so in writing by the relevant service provider. For the avoidance of doubt, in the event where a dealer is authorized to carry out registration, the service provider must ensure that the dealer carries out the registration in a manner that allows the service provider to comply with its obligations under these Guidelines.
- 4.2 Subject to sub-Section 4.4, registration must be carried out online via the SIM Card Registration Platform.
- 4.3 Service providers and their dealers must install access to the SIM Card Registration Platform at all their outlets within [2] months of the date the SIM Card Registration Platform is officially launched by the ANC.
- 4.4 In situations where a service provider or its dealer is not able to access the SIM Card Registration Platform, manual registration may still be carried out.
- 4.5 Information to be collected during the registration process must include the subscriber's full name, address, and the type and number of the identification document provided for verification under the following sub-Section.
- 4.6 A service provider or its dealer must verify the information provided by the subscriber against the originals of the following documents:
 - (a) *Bilhete de Identidade* for Citizens of Timor-Leste;
 - (b) *Cartão de Eleitoral* for Citizens of Timor-Leste without a *Bilhete de Identidade*;
 - (c) Photo Identification Card and Birth Certificate for Citizens of Timor-Leste without a *Bilhete de Identidade* or a *Cartão de Eleitoral*, and who are less than 18 years old; or
 - (d) Temporary Resident Card or Passport for foreigners.
- 4.7 In Section 4.6(c), the term Photo Identification Card refers to any tamper-proof photographic identity document issued by the Government of Timor-Leste or an educational or religious institution, such as a student pass or baptismal certificate.

- 4.8 Any information collected during registration can only be used in furtherance of these Guidelines and must not be used for marketing or any other activities.

5 Record of Registration and Confidentiality

- 5.1 A service provider must keep all physical or electronic registration records that have been collected by itself and its dealers for as long as the prepaid mobile service to a subscriber is active.
- 5.2 In the event a prepaid mobile service is deactivated, a service provider must keep that subscriber's information for a period of 12 months from the date of deactivation.
- 5.3 A service provider must ensure that the information collected from its subscribers under these Guidelines is kept in a secure, confidential and tamper-proof manner.
- 5.4 Without prejudice to the following sub-Section or any laws and other regulatory measures in force, service providers and their dealers must not disclose the information collected under these Guidelines to any other parties.
- 5.5 For the purposes of auditing service provider compliance with the provisions of these Guidelines the ANC may request from a service provider:
- (a) its complete physical and electronic registration records; and
 - (b) a report describing the steps taken and processes introduced to ensure the security and confidentiality of registration records,
- which must be provided within 24 hours of receipt of such request, in such format and by such means as may be prescribed by the ANC from time to time.

6 Suspension and Deactivation of Prepaid Mobile Services

- 6.1 At least 28 days before the cut-off date, a service provider must give its existing subscribers notice of the requirement to register and the consequences of failing to register.
- 6.2 If an existing subscriber has not registered on or before the cut-off date, the service provider must suspend the subscriber's prepaid mobile service for a period of 14 days following the cut-off date (i.e., from 16 to 29 December 2017).
- 6.3 Immediately upon suspending the prepaid mobile services of an existing subscriber under the preceding sub-Section, the service provider must give the suspended subscriber notice that his or her prepaid mobile service will be deactivated if he or she does not register on or before 29 December 2017.
- 6.4 A service provider must deactivate the prepaid mobile service of an existing subscriber that fails to register on or before 29 December 2017.

- 6.5 A service provider must deactivate the prepaid mobile service of a subscriber if the service provider has reasonable grounds to suspect that the information submitted for registration by the subscriber is false.
- 6.6 Any notice required to be given by a service provider to existing subscribers in this Section shall be deemed to have been sufficiently provided if the notice is sent by SMS.

7 Other Requirements

- 7.1 A person must be at least 15 years old to purchase a prepaid mobile service.
- 7.2 Persons under 15 years old will need a parent or guardian to purchase a prepaid mobile service on their behalf. The prepaid mobile service will be registered under the name of the parent or guardian.
- 7.3 Each subscriber is only allowed to maintain a maximum of 6 active prepaid mobile SIM cards at any one time.

8 Penalties

A service provider who contravenes or fails to comply with these Guidelines is subject to the penalties set out in the Telecommunications Decree–Law.

9 Entry into Force

These Guidelines enter into force on the first day of February 2017.