



**Business Rules & Operational Processes for
Implementation of the SIM Replacement Guidelines 2022**

April 2022

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SIM REPLACEMENT FOR INDIVIDUALS, CORPORATES & IoT/MACHINE TO MACHINE

The following processes will govern SIM Replacement of Individuals and Corporate (IoT and M2M). These processes shall be read in conjunction with the SIM Replacement Guidelines 2021 and the provisions of the Revised National Identity Policy for SIM Registration.

GENERAL RULES

1. The use of NIN is Mandatory for all SIM Replacement.
2. Adequate quality assurance measures shall be built into the validation and verification processes to ensure accuracy of verifications/validations.
3. Where BVN generated NIN is flagged by NIMC, Communications Service Providers shall not conduct SIM Replacement for Individual and Corporate (IoT/M2M) subscriber. Communications Service Provider shall advise the Subscriber to return to NIMC office for regularisation.
4. Where Communications Service Providers are unable to successfully verify the subscriber's NIN records due to a degradation in the service availability threshold, Communications Service Providers are to refer to Appendix 2 of the Business Rules for SIM Registration.
5. In respect of Foreigners who wish to perform SIM replacement the following general rules shall apply:
 - a) Foreigners who are lawfully residing in Nigeria for a period of two years or more fall under the category of registrable persons and shall require a NIN for SIM replacement;
 - b) Foreigners validly transiting through Nigeria or are employed in or reside in Nigeria for less than 24 months are exempted from the mandatory use of NIN requirement. Persons in this category need to provide justification that they will be residing in Nigeria for less than 2 years;
 - c) NIN is mandatory for Foreigners with legal residency status or those living in Nigeria for 2 years and above. For those who do not already have a NIN, Communications Service Providers shall capture the

Resident's details for NIN issuance as part of the NIN enrolment process, upon presentation of residents permits;

- d)** Foreigners with Visitor's visas (with visa less than 2 years) do not require a NIN. Communications Service Providers will capture the following on their records prior to New SIM activations, MNP and SIM replacements:
 - i.** International passport biodata page;
 - ii.** Visa page
6. In the case of SIM Replacement, where Subscriber (Individual or Corporate) NIN details (fingerprint or facial image) does not match with SIM Registration Records, ownership/usage details - Frequently Dialed Numbers, Sworn Affidavit or SIM packs shall be validated;
 7. Communications Service Providers shall capture live facial image of the subscriber during SIM Replacements for the purpose Effective Verification.
 8. Where Subscribers fingerprint or facial image or passport photograph (Corporate subscriber) matches NIMC and SIM Registration Records, other forms of validations shall not be required;
 9. Communications Service Providers shall provide service, obtain consent and update subscriber SIM Registration records with NIMC data, following verification of biometrics. For this purpose, SIM Replacement Forms shall be updated with consent form provision;
 10. Where Primary Telecom Master's NIN data and Communications Service Provider's SIM Registration records match, and Secondary Telecom Master's NIN is successfully verified, other forms of verification shall not be required;
 11. Where Primary Telecom Master's NIN data and Communications Service Provider's SIM Registration KYC records do not match (or where Primary Telecom Master's SIM Registration database is not available), SIM Registration data shall be updated with NIN details upon facial verification of Primary Telecom Master's passport photograph and consent form from Corporate subscriber;
 12. For SIM replacement/upgrades on Secondary lines, Secondary Telecom Master's NIN shall be validated as part of Corporate Subscriber's SIM-NIN harmonization before SIM Replacement is carried out;

13. SIM Replacement/Upgrade for Primary Telecom Master shall not require secondary NIN validation;
14. Any peculiar request different from any Corporate entity which is at variance to the General Rules on Corporate and IoT/M2M SIM activation and replacement shall be treated on case by case basis after such Corporate entity procures a waiver from NCC and upon written directives from the NCC to the concerned Communications Service Provider.
15. A check must be carried out by the Communications Service Providers for all new activations and Port-in requests to ensure that the limit on the number of activations per subscriber as specified by the Commission from time to time are strictly adhered to.

1.1 SIM Replacement Process Business Guidelines for Individuals

This flow covers below scenarios:

1. Lost SIM Replacement - Subscriber fingerprint or facial image is the same with SIM Registration and NIMC database records;
2. Lost SIM Replacement - Subscriber fingerprint or facial image is different from SIM Registration and NIMC database records;
3. SIM Upgrade- Subscriber fingerprint or facial image is the same with SIM Registration & NIMC database records;
4. SIM Upgrade - Subscriber fingerprint or facial image is different from SIM Registration database records;
5. SIM Replacement by Proxy;
6. Lost SIM Replacement (Amputees) -Subscriber facial image is the same with SIM Registration & NIMC database records (Amputee Flag shall be required from NIMC);
7. Lost SIM Replacement Exception Handling: - (Amputees)- Subscriber facial image is different from SIM Registration & NIMC database records (Amputee Flag shall be required from NIMC).
8. Online/Digital SIM Replacement – SIM Upgrade (Refer to Appendix 1- Online/Digital Replacement – Lost/Damaged SIM (Refer to Appendix 1)

1.2 Lost SIM Replacement

This flow covers below scenarios:

1. Subscriber SIM is either missing, stolen or possibly damaged;
2. Subscriber fingerprint or facial image matches SIM Registration and NIMC Database record.

1.1	Scenario	Subscriber's fingerprint matches SIM Registration and NIMC database records
1.2	Process Flow	<ol style="list-style-type: none"> i. Subscriber visits Communications Service Provider's store; ii. Communications Service Provider verifies Subscriber Biometrics (including Fingerprint or Subscriber Live image) with MSISDN against SIM Registration Database. iii. Where Effective Verification is successful, Communications Service Provider verifies MSISDN, NIN and biometrics (including fingerprint or facial image) against NIMC database and retrieves Foundational data from NIMC; If unsuccessful, reject SIM Replacement; iv. Communications Service Provider system to match NIMC Foundational data with SIM Registration records. If unsuccessful, refer to (Process 3.3 Lost SIM Replacement – where Subscriber Biometrics differs from SIM Registration and NIMC database). v. In the case of Facial Verification, Communications Service Provider captures Live image of Subscriber and executes electronic Facial verification and case-management which includes manual facial verification (eye-balling). vi. Communications Service Provider verifies NIN image details with SIM Registration and Subscriber Live image, by electronic facial verification and case-management which includes manual facial verification (eyeballing). If unsuccessful, refer to Process 3.3 Lost SIM Replacement – where Subscriber Biometrics differs from SIM Registration and NIMC database).

		<p>vii. In the case of Foreigner with a Visitor visa less than 2 years or transiting through Nigeria/living in Nigeria for less than 2 years, the documentation provided in the General Rules on Foreign SIM Acquisition will be applicable as proof of identity in place of a NIN;</p> <p>viii. In the case of Foreigner with a Diplomatic visa staying in Nigeria less than 2 years, the documentation provided in the General Rules on Foreigner SIM Acquisition will be applicable as proof of identity in place of NIN;</p> <p>ix. In the case of Diplomatic Missions and Embassies, the documentation provided in the Process 2.16: Diplomatic Missions and Embassies will be applicable as proof of identity in place of NIN;</p> <p>x. Where the verification is successful for all scenarios above, Communications Service Provider collects duly filled SIM Replacement form and activates SIM Replacement.</p> <p>xi. Where there is a P2 Service outage, Communications Service Provider should refer to Appendix 2.1 Communications Service Provider Service Level Requirement for resolution.</p> <p>xii. Communications Service Provider shall obtain Consent and update subscriber SIM Registration demographic record with Foundational data from NIMC database if required and links NIN.</p>
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1.3 Lost SIM Replacement – Subscriber Biometrics is different from SIM Registration and NIMC database

This flow covers below scenarios.

1. Subscriber SIM is either missing, stolen or possibly damaged;
2. Subscriber fingerprint or facial image does not match SIM Registration Database record.

2.1	Scenario	Subscriber fingerprint or facial image does not match SIM Registration database records

2.2	Process Flow	<p>(i) Subscriber visits Communications Service Provider’s store;</p> <p>(ii) Communications Service Provider verifies subscriber’s MSISDN and fingerprint or facial image against SIM Registration record;</p> <p>(iii) Where Effective Verification above fails, existing SIM Replacement rules shall apply to validate SIM ownership (i.e., Subscriber to submit:</p> <ul style="list-style-type: none"> • frequently dialed numbers; • last recharge; • active data bundle/value (for data SIM); • SIM pack/ownership certificate/sworn affidavit; • NIN; • Live image. <p>(iv) Communications Service Provider Validate Frequently Dialed Numbers, Last Recharge, Live image and other parameters above and submit for backend validation. If unsuccessful, reject SIM replacement.</p> <p>(v) In the case of Facial Verification, Communications Service Provider captures Live image of Subscriber and executes electronic Facial verification and case-management which includes manual facial verification (eye-balling).</p> <p>(vi) Where Effective Verification is successful, Communications Service Provider verifies subscriber’s NIN and fingerprint or facial image with data from NIMC database, if unsuccessful, reject SIM Replacement;</p> <p>(vii) Communications Service Provider system matches the NIMC Foundational Data with SIM Registration. If unsuccessful go to NIN-SIM Harmonization for Existing Subscriber;</p> <p>(viii) Communications Service Provider shall collect Consent to update SIM Registration record of the Subscriber with NIMC Foundational data based on the NIN-SIM Harmonization of Existing Subscriber Scenario.</p>
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		<p>(ix) Communications Service Provider will in the case of Foreigners with a Visitor visa less than 2 years or transiting through Nigeria/living in Nigeria for less than 2 years, utilize the documentation provided in the General Rules on Foreign SIM Acquisition for verification of identity in place of a NIN;</p> <p>(x) In the case of Diplomatic Missions and Embassies, the documentation provided in the Paragraph 2.16: Diplomatic Missions and Embassies will be applicable as proof of identity in place of NIN;</p> <p>(xi) Communications Service Provider will in the case of Foreigners with a Diplomatic visa staying in Nigeria less than 2 years, utilize the documentation provided in the General Rules on Foreigner SIM Acquisition for verification of identity in place of NIN;</p> <p>(xii) Where the verification is successful for all scenarios above, Communications Service Provider collects duly filled SIM Replacement form and activates SIM Replacement;</p> <p>(xiii) Where there is a P2 Service outage, Communications Service Provider should refer to the Appendix 2.1 Communications Service Provider Service Level Requirement for resolution.</p>
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1.4 SIM Upgrade (Existing SIM is in possession of Subscriber and Active)

This flow covers below scenarios:

1. SIM upgrade.
2. Subscriber fingerprint or facial image matches SIM Registration database record.

3.1	SIM replacement Scenario	Subscriber fingerprint or facial image matches SIM Registration database record.
3.2	Process Flow	<p>(i) Subscriber visits Communications Service Provider's outlet;</p> <p>(ii) Communications Service Provider sends OTP to subscriber;</p>

		<p>(iii) OTP is validated successfully;</p> <p>(iv) Communications Service Provider effectively verifies the Subscriber's MSISDN and fingerprint or facial image against SIM Registration database record;</p> <p>(v) Communications Service Provider verifies subscriber's MSISDN, NIN and fingerprint or facial image against NIMC database record;</p> <p>(vi) In the case of Facial Verification, Communications Service Provider captures Live image of Subscriber and executes electronic Facial verification and case-management which includes manual facial verification (eye-balling);</p> <p>(vii) Communications Service Provider will in the case of Foreigners with a Visitor visa less than 2 years or transiting through Nigeria/living in Nigeria for less than 2 years, utilize the documentation provided in the General Rules on Foreign SIM Acquisition for verification of identity in place of a NIN;</p> <p>(viii) In the case of Diplomatic Missions and Embassies, the documentation provided in the Paragraph 2.16: Diplomatic Missions and Embassies will be applicable as proof of identity in place of NIN;</p> <p>(ix) Communications Service Provider will in the case of Foreigners with a Diplomatic visa staying in Nigeria less than 2 years, utilize the documentation provided in the General Rules on Foreigner SIM Acquisition for verification of identity in place of NIN;</p> <p>(x) Where verification is successful, Communications Service Provider conducts SIM upgrade;</p> <p>(xi) Communications Service Provider updates subscriber's SIM Registration record with Foundational data from NIMC database if required and links NIN;</p> <p>(xii) Where NIMC verification fails, Communications Service Provider is to advise the subscriber to visit NIMC to update data or enroll for NIN as applicable.</p> <p>(xiii) Where there is a P2 Service outage, Communications Service Provider should refer to the Appendix 2.1</p>
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		<p>Communications Service Provider Service Level Requirement for resolution.</p> <p>(xiv) This Process Flow can be undertaken through mobile means, provided that the Communications Service Provider</p> <ol style="list-style-type: none"> 1. Undertakes an internal approval process with sign off by a person not below executives that report directly to their Chief Executive Officers. 2. The mobile process is preceded by all verification and validation procedures. 3. Provides a monthly report and documentation to the Commission of all replacement carried out by mobile means. 4. The mobile replacement process is only for the following type of subscribers <ol style="list-style-type: none"> a. Subscribers that are hospitalized for a continuous period not below two weeks in a designated health facility b. subscribers are highly placed government officials not below heads of MDAs, Political heads of arms of government and heads of security agencies. c. subscribers that are incapacitated by ill health and confined at home for a continuous period not below three months
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1.5 SIM Upgrade (Existing SIM is in possession of Subscriber and Active)

This flow covers below scenarios:

1. **SIM upgrade;**
2. **Subscriber fingerprint or facial image does not match SIM Registration database records.**

4.1	Scenario	Subscriber fingerprint or facial image does not match SIM Registration database record.
4.2	Process Flow	<ol style="list-style-type: none"> (i) Subscriber visits Communications Service Provider's outlet; (ii) Communications Service Provider sends OTP to subscriber;

		<p>(iii) OTP is validated successfully;</p> <p>(iv) Communications Service Provider performs Effective Verification of the subscriber’s MSISDN and fingerprint or facial image against SIM Registration database record;</p> <p>(v) Where Effective Verification is unsuccessful, existing SIM Replacement rules shall apply (i.e., Subscriber to submit):</p> <ul style="list-style-type: none"> • Frequently Dialed Numbers; • last recharge; • active data bundle/value (for data SIM); • SIM pack/ownership certificate/sworn affidavit; • NIN; • Live image. <p>(vi) Communications Service Provider verifies the above details;</p> <p>(vii) In the case of Facial Verification, Communications Service Provider captures Live image of Subscriber and executes electronic Facial verification and case-management which includes manual facial verification (eye-balling);</p> <p>(viii) Where Effective Verification is successful, Communications Service Provider verifies subscriber’s NIN and Biometrics (includes fingerprint or facial image) against NIMC database;</p> <p>(ix) Communications Service Provider will in the case of Foreigners with a Visitor visa less than 2 years or transiting through Nigeria/living in Nigeria for less than 2 years, utilize the documentation provided in the General Rules on Foreign SIM Acquisition for verification of identity in place of a NIN;</p> <p>(x) In the case of Diplomatic Missions and Embassies, the documentation provided in the Paragraph 2.16: Diplomatic Missions and Embassies will be applicable as proof of identity in place of NIN;</p>
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		<p>(xi) Communications Service Provider will in the case of Foreigners with a Diplomatic visa staying in Nigeria less than 2 years, utilize the documentation provided in the General Rules on Foreigner SIM Acquisition for verification of identity in place of NIN;</p> <p>(xii) Where all verifications are successful, Communications Service Provider conducts SIM Replacement;</p> <p>(xiii) Communications Service Provider collects Consent and updates subscriber's SIM Registration record with Foundational data from NIMC database, if required and links NIN;</p> <p>(xiv) Where NIMC Verification is unsuccessful, subscriber will be advised to visit NIMC to update data or enroll for NIN as applicable.</p> <p>(xv) Where there is a P2 Service outage, Communications Service Provider should refer to the Appendix 2.1 Communications Service Provider Service Level Requirement for resolution.</p> <p>(xvi) This Process Flow can be undertaken through mobile means, provided that the Communications Service Provider</p> <ol style="list-style-type: none"> 1. Undertakes an internal approval process with sign off by a person not below executives that report directly to their Chief Executive Officers. 2. The mobile process is preceded by all verification and validation procedures. 3. Provides a monthly report and documentation to the Commission of all replacement carried out by mobile means. 4. The mobile SIM Upgrade process is only for the following type of subscribers <ol style="list-style-type: none"> a. Subscribers that are hospitalized for a continuous period not below two weeks in a designated health facility b. subscribers are highly placed government officials not below heads of MDAs, Political heads of arms of government and heads of security agencies. c. subscribers that are incapacitated by ill health and confined at home for a continuous period not below three months
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1.6 SIM Replacement by Proxy

This flow covers below scenarios:

1. Subscriber's SIM is either missing, stolen or possibly damaged;
2. Subscriber cannot visit the shop either due to sickness or inability to move.

3.1	SIM replacement Scenario	Subscriber's SIM is replaced by Proxy.
3.2	Process Flow	<p>(i) Both Proxy and Owner should be active subscribers of the Communications Service Provider wherein the SIM Replacement is to be performed, and have their NIN effectively verified and linked (i.e verified Biometrics - including Fingerprint or Facial with SIM Registration and NIMC database);</p> <p>(ii) Proxy submits proxy MSISDN, NIN and biometrics (including fingerprint or facial image) for validation against SIM Registration and NIMC database records;</p> <p>(iii) Proxy submits, Owner's MSISDN and NIN for validation against SIM Registration and NIMC database records;</p> <p>(iv) In the case of Facial Verification, Communications Service Provider captures Live image of Subscriber and executes electronic Facial verification and case-management which includes manual facial verification (eye-balling).</p> <p>(v) Where all verifications are successful, Proxy fills and submits swap request form containing:</p> <ul style="list-style-type: none"> • Owner MSISDN & Proxy MSISDN; • Proxy Authorization letter; • Owner's NIN;

		<ul style="list-style-type: none"> • Owner’s frequently dialed numbers and last recharge (for voice SIM); • Owner’s active data bundle and value (for data SIM); • Owner’s SIM Pack/Ownership certificate/Sworn affidavit; • Live image of Proxy. <p>(vi) Communications Service Provider validates the above information;</p> <p>(vii) Communications Service Provider will in the case of Foreigners with a Visitor visa less than 2 years or transiting through Nigeria/living in Nigeria for less than 2 years, utilize the documentation provided in the General Rules on Foreign SIM Acquisition for verification of identity in place of a NIN;</p> <p>(viii) In the case of Diplomatic Missions and Embassies, the documentation provided in the Paragraph 2.16: Diplomatic Missions and Embassies will be applicable as proof of identity in place of NIN;</p> <p>(ix) Communications Service Provider will in the case of Foreigners with a Diplomatic visa staying in Nigeria less than 2 years, utilize the documentation provided in the General Rules on Foreigner SIM Acquisition for verification of identity in place of NIN;</p> <p>(x) Where validation is successful, Communications Service Provider shall conduct facial verification and change management which includes manual facial verification (eyeballing) of Proxy’s SIM Replacement request;</p> <p>(xi) Where request is successfully verified, Communications Service Provider conducts the SIM Replacement.</p> <p>(xii) Where there is a P2 Service Outage, Communications Service Provider should refer to the Appendix 2.1 Communications Service Provider Service Level Requirement for resolution.</p>
3.3	Points to Note	Communications Service Providers shall restrict the number of SIMs that an individual can swap as a Proxy to one per quarter per network.

1.7 Lost SIM Replacement (Exception Handling: - Amputees)

This flow covers below scenarios:

1. Subscriber's SIM is either missing, stolen or possibly damaged;
2. Subscriber's facial image is the same with SIM Registration and NIMC database records (Amputee).

1	Scenario	Subscriber's facial image matches SIM Registration and NIMC database records (Amputee Flag is required from NIMC).
2	Process Flow	<ul style="list-style-type: none"> (i) Subscriber visits Communications Service Provider's outlet; (ii) Communications Service Provider performs Effective Verification of the subscriber's MSISDN, live facial image against SIM Registration database record; (iii) Where Effective Verification is successful, Communications Service Provider validates subscriber's MSISDN, NIN and facial image against NIMC database record; (iv) Communications Service Provider executes electronic Facial verification and case-management which includes manual facial verification (eye-balling) using captured live image of the Subscriber; (v) Communications Service Provider will in the case of Foreigners with a Visitor visa less than 2 years or transiting through Nigeria/living in Nigeria for less than 2 years, utilize the documentation provided in the General Rules on Foreign SIM Acquisition for verification of identity in place of a NIN; (vi) In the case of Diplomatic Missions and Embassies, the documentation provided in the Paragraph 2.16: Diplomatic Missions and Embassies will be applicable as proof of identity in place of NIN; (vii) Communications Service Provider will in the case of Foreigners with a Diplomatic visa staying in Nigeria less than 2 years, utilize the documentation provided in the General Rules on Foreigner SIM Acquisition for verification of identity in place of NIN; (viii) Where verifications are successful, Communications Service Provider conducts SIM Replacement;

		<p>(ix) Where NIMC verification is unsuccessful, Communications Service Provider to advise Subscriber to visit NIMC Enrollment center to register for a NIN;</p> <p>(x) Where there is a P2 Service Outage, Communications Service Provider should refer to Appendix 2.1 Communications Service Provider Service Level Requirement for resolution;</p> <p>(xi) Communications Service Provider collects consent and updates subscriber's SIM Registration record with Foundational Data from NIMC if required.</p>
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1.8 Lost SIM Replacement (Exception Handling: - Amputees)

This flow covers below scenarios:

1. Subscriber's SIM is either missing, stolen or possibly damaged;
2. Subscriber's facial image does not match SIM Registration and NIMC database records (Amputee Flag is required from NIMC)

1	SIM replacement Scenario	Subscriber's facial image does not match SIM Registration and NIMC database records (Amputee Flag is required from NIMC).
2	Process Flow	<p>(i) Subscriber visits Communications Service Provider's outlet;</p> <p>(ii) Communications Service Provider conducts Effective Verification of the subscriber's MSISDN, live facial image against SIM Registration database record;</p> <p>(iii) Where Effective Verification fails, existing SIM Replacement rules shall apply (i.e., Subscriber to submit):</p> <ul style="list-style-type: none"> • Frequently dialed numbers; • Last recharge; • (vi) Active data bundle/value (for data SIM); • SIM pack/ownership certificate/sworn affidavit; • NIN Car; • Live image.

		<p>(iv) Communications Service Provider Validate Frequently Dialed Numbers, Last Recharge and other parameters.</p> <p>(v) Where Effective Verification is successful, Communications Service Provider verifies subscriber MSISDN, NIN and live facial image with data from NIMC database;</p> <p>(xii) Communications Service Provider will in the case of Foreigners with a Visitor visa less than 2 years or transiting through Nigeria/living in Nigeria for less than 2 years, utilize the documentation provided in the General Rules on Foreign SIM Acquisition for verification of identity in place of a NIN;</p> <p>(xiii) In the case of Diplomatic Missions and Embassies, the documentation provided in the Paragraph 2.16: Diplomatic Missions and Embassies will be applicable as proof of identity in place of NIN;</p> <p>(xiv) Communications Service Provider will in the case of Foreigners with a Diplomatic visa staying in Nigeria less than 2 years, utilize the documentation provided in the General Rules on Foreigner SIM Acquisition for verification of identity in place of NIN;</p> <p>(vi) If (v) above is successful, Communications Service Provider conducts SIM replacement;</p> <p>(vii) Where there is a P2 Service Outage, Communications Service Provider should refer to Appendix 2.1 Communications Service Provider Service Level Requirement for resolution.</p> <p>(viii) Communications Service Provider collects Subscriber consent and updates SIM Registration record with NIMC Foundational data</p>
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SIM Replacement Process (Corporate & IoT/M2M)

1.9. SIM Replacement Process Business Guidelines

This flow covers below scenarios:

1. SIM Replacement/Upgrade for subscriber's Primary Telecom Master with verified NIN;

2. SIM Replacement/Upgrade for subscriber's Primary Telecom Master with unverified NIN;
3. SIM Replacement/Upgrade for Associated SIMs: Primary Telecom Master with verified NIN;
4. SIM Replacement/Upgrade for Associated SIMs: Primary Telecom Master with unverified NIN.

1.10 SIM Replacement/Upgrade for Primary TELECOM MASTER with Verified NIN (Corporate & IOT/M2M)

This flow covers below scenarios:

1. Corporate or IOT/M2M Primary Telecom Master's SIM is either missing or stolen or damaged & requires SIM replacement;
2. Primary Telecom Master's SIM requires upgrade;
3. Primary Telecom Master's SIM Registration KYC match NIMC database records or Primary Telecom Master's NIN is already verified.

1	Scenario	Subscriber's fingerprint, facial image & demographics match in SIM Registration and NIMC database records.
2	Process Flow	<ul style="list-style-type: none"> (i) Corporate or IOT/M2M Primary or Secondary Telecom Master sends formal letter/e-mail to Communications Service Provider for Primary Telecom Master's SIM replacement or upgrade; (ii) Letter specifies Primary Telecom Master's SIM, MSISDN, NIN and Name; (iii) Communications Service Provider confirms new Telecom Master rules have been applied on Corporate's account. If not applied, the Corporate's account shall first be regularized (see new Telecom Master's directive); (iv) Communications Service Provider confirms verification and linkage of Primary Telecom Master's NIN on the Corporate account; (v) In the case of facial verification, Communications Service Provider will effectively verify the Primary Telecom Master's

		<p>NIN data and match with SIM Registration using electronic Facial verification and case-management which includes manual facial verification (eye-balling);</p> <p>i. Where verification is successful, Communications Service Provider uploads SIM Replacement/upgrade request letter and authorization letter on Corporate's account and executes SIM Replacement/Upgrade.</p> <p>ii. Where there is a P2 Service Outage, Communications Service Provider should refer to Appendix 2.1 Communications Service Provider Service Level Requirement for resolution.</p>
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1.11. SIM Replacement/Upgrade for Primary TELECOM MASTER with Unverified NIN (Corporate & IOT/M2M)

This flow covers the below scenarios:

- 1. Corporate or IOT/M2M Primary Telecom Master's SIM is either missing or stolen or damaged & requires SIM Replacement;**
- 2. Primary Telecom Master's SIM requires an upgrade;**
- 3. Primary Telecom Master's SIM Registration KYC does not match with NIMC records OR Primary Telecom Master's SIM Registration KYC is not available.**

1	Scenario	Subscriber's fingerprint, facial image & demographics do not match in SIM Registration and NIMC database records.
2	Process Flow	<p>(i) Corporate or IOT/M2M Primary or Secondary Telecom Master sends formal letter/e-mail to Communications Service Provider for Primary Telecom Master's SIM replacement or upgrade;</p> <p>(ii) Letter specifies Primary Telecom Master's SIM, MSISDN, NIN and Name;</p>

		<p>(iii) Communications Service Provider confirms new Telecom Master rules have been applied on Corporate's account. If not applied, the Corporate's account shall first be regularized (see new Telecom Master's directive);</p> <p>(iv) Communications Service Provider attempts Effective Verification of Primary Telecom Master's NIN and SIM Registration database and confirms a mismatch (biometrics or demographics) or SIM Registration database is unavailable;</p> <p>(v) Where verification fails, Communications Service Provider uses Verification Form to obtain Primary Telecom Master's details & passport photograph, verifies Frequently Dialed Numbers and obtains Subscriber consent to use NIMC Foundational data records to update SIM Registration of the Corporate subscriber;</p> <p>(vi) Communications Service Provider verifies Primary Telecom Master's NIN, executes electronic facial verification and case-management which includes manual facial verification (eye-balling);</p> <p>(vii) Where verification is successful, Communications Service Provider updates Primary Telecom Master's SIM Registration data with NIMC Foundational Data;</p> <p>(viii) Where there is a P2 Service Outage, Communications Service Provider should refer to Appendix 2.1 Communications Service Provider Service Level Requirement for resolution.</p> <p>(ix) Communications Service Provider conducts Primary Telecom Master's SIM replacement/upgrade;</p> <p>(x) Communications Service Provider uploads SIM replacement/upgrade letter, letter of authorization & subscriber consent.</p> <p>(xi) Communications Service Provider activates SIM replacement;</p>
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1.12. SIM Replacement/Upgrade for Secondary SIMs with Verified NIN (Corporate & IOT/M2M)

This flow covers below scenarios:

1. Corporate or IOT/M2M Secondary SIM is either missing or stolen or damaged & requires SIM replacement;
2. Secondary SIM requires upgrade;
3. Primary Telecoms Master's SIM Registration data match NIMC records or Primary Telecom Master's NIN and is already verified.

1	Scenario	SIM Replacement/Upgrade for Associated SIMs with Verified NIN (Corporate & IOT/M2M)
2	Process Flow	<ul style="list-style-type: none"> (i) Corporate or IOT/M2M Primary or Secondary Telecoms Master sends formal letter/e-mail to Communications Service Provider for Secondary SIM Replacement or Upgrade; (ii) Letter/e-mail specifies Primary Telecom Master's NIN, specific secondary MSISDN, Secondary Telecoms Master's NIN and Names; (iii) Communications Service Provider confirms new Telecom Master rules have been applied on Corporate's account. If not applied, the Corporate's account shall first be regularized (see new Telecom Master's directive); (iv) Communications Service Provider confirms verification of Primary Telecom Master's NIN on the account; (v) Communications Service Provider confirms validation of Secondary Telecom Master's NIN on the account (This step shall not apply to IOT/M2M subscribers); (vi) Where the verifications are successful, Communications Service Provider executes SIM replacement/upgrade;

		<p>(vii) Communications Service Provider uploads SIM replacement/upgrade request letter and letter of authorization on corporate's account;</p> <p>(viii) Communications Service Provider activates SIM replacement.</p> <p>(ix) Where there is a P2 Service Outage, Communications Service Provider should refer to Appendix 2.1 Communications Service Provider Service Level Requirement for resolution.</p>
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1.13. SIM Replacement/Upgrade for Secondary SIMs with Unverified NIN (Corporate & IOT/M2M)

This flow covers below scenarios:

1. Corporate or IOT/M2M Secondary SIM is either missing or stolen or damaged & requires SIM Replacement;
2. Secondary SIM requires upgrade;
3. Primary Telecom Master SIM Registration KYC does not match NIMC records or Primary Telecom Master's SIM Registration KYC data is not available and/or Primary Telecom Master's NIN is unverified.

2	Process Flow	<p>(i) Corporate or IOT/M2M subscriber (Primary or Secondary Telecom Master) sends formal letter/e-mail to Communications Service Provider for Secondary SIM replacement or upgrade;</p> <p>(ii) Letter specifies Primary Telecom Master's Names & NIN as well as Secondary Telecom Master's Name & NIN (This will not apply to IOT/M2M subscribers);</p> <p>(iii) Communications Service Provider confirms new Telecom Master rules have been applied on Corporate's account. If not applied, the Corporate's account shall first be regularized (see Paragraph 1- General Rules on New Telecom Master's directive);</p> <p>(iv) Communications Service Provider attempts Effective Verification of Primary Telecom Master's NIN and SIM Registration data and confirms a mismatch (biometrics or demographics) or SIM Registration data is unavailable;</p>

		<p>(v) Communications Service Provider also attempts validation of the Secondary SIM name & NIN (This step will not apply to IOT/M2M subscribers);</p> <p>(vi) Where Effective Verification fails, Communications Service Provider uses Verification Form to obtain Primary Telecom Master's details & passport photograph, verifies Frequently Dialed Numbers and obtains Subscriber consent to use NIN records;</p> <p>(vii) Communications Service Provider verifies Primary Telecom Master's NIN on NIMC database executes electronic facial verification and case-management which includes manual facial verification (eye-balling);</p> <p>(viii) Where Effective Verification is successful, Communications Service Provider updates Primary Telecom Master's SIM Registration with NIMC Data;</p> <p>(ix) Where verification is successful, secondary SIM replacement/upgrade is done but where it fails, secondary SIM replacement/upgrade is rejected;</p> <p>(x) Communications Service Provider uploads SIM replacement/upgrade request letter and letter of authorization on corporate's account;</p> <p>(xi) Communications Service Provider activates SIM replacement.</p> <p>(xii) Where there is a P2 Service Outage, Communications Service Provider should refer to Appendix 2.1 Communications Service Provider Service Level Requirement for resolution.</p>
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2.1 ONLINE DIGITAL SIM REPLACEMENT – SIM UPGRADE

This flow covers below scenarios.

1. Where a Subscriber requires a SIM (which includes a subscription medium) upgrade due to changes in technology. For instance, a 3G SIM requires upgrade to a 4G technology;
2. Where the Subscriber requires a SIM (which includes subscription medium) upgrade from a Regular SIM to an E-SIM;

3. Subscriber wishes to use the Online/Digital SIM Upgrade process which includes a self-service platform without need to physically visit the premises of the Communications Service Provider.

4. Subscriber facial image either matches or does not match the SIM Registration Database record.

3.1	Scenario	<ol style="list-style-type: none"> 1. Subscriber SIM (which includes subscription medium) requires an upgrade; 2. Subscriber wishes to use the Online/Digital SIM replacement process which includes a self-service platform without need to physically visit the premises of the Communications Service Provider; 3. Subscriber facial image either matches or does not match the SIM Registration Database record
3.2	Process Flow	<ol style="list-style-type: none"> i. Communications Service Provider will deploy a self-service platform (which include Communications Service Provider website, App etc) for the purpose of using the App/Web; ii. Communications Service Provider will issue interested Subscribers with a unique Identification and PIN or OTP or Subscriber generated password for the purpose of using the App/Web; iii. For the purpose of Online/Digital SIM Replacement – (SIM upgrade) on the self-service channel, Communications Service Provider will enable the subscriber create a unique transactional PIN or Password for the SIM upgrade application; iv. Subscriber will be required to access the SIM Upgrade portal using the unique transactional PIN or Password created. v. Communications Service Provider will confirm the unique transactional PIN/Password and if validated successfully, the Subscriber will be given access to the SIM Upgrade application platform; if the validation is unsuccessful, the request is terminated. vi. Subscriber will input the following: <ul style="list-style-type: none"> • NIN details • Capture and upload Selfie • MSISDN of the SIM to be replaced • Visa page/International Passport biodata/Letter from Embassy (in the case of Foreigners who do not have a NIN) • Communications Service Providers are to provide Terms and Conditions for the benefit of the Subscriber.

		<ul style="list-style-type: none"> • Subscriber submit request <p>vii. Communications Service Provider verifies subscriber’s NIN basic details, MSISDN and uploaded Selfie against the SIM Registration record. If successful, proceed to NIN verification;</p> <p>viii. Communications Service Provider verifies Subscribers NIN basic details, uploaded photo and the information provided against the NIMC database. If unsuccessful, reject SIM Replacement;</p> <p>ix. Communications Service Provider verifies Subscribers NIN, MSISDN and matches NIMC Foundational Data with SIM Registration. If unsuccessful, Communications Service Provider to advise Subscriber to visit Communications Service Provider shop for Existing Subscriber NIN-SIM Registration database harmonization;</p> <p>x. In the case of Foreigners with a Visitor visa less than 2 years or transiting through Nigeria/living in Nigeria for less than 2 years, Communications Service Providers to comply with the General Rules on Foreign SIM Acquisition for verification of proof of identity provided by the subscriber in place of a NIN;</p> <p>xi. For Foreigners working with Diplomatic missions and foreigners with diplomatic visa staying in Nigeria less than 2 years, Communications Service Providers to comply with the General Rules on Foreigner SIM Acquisition for verification of identity in place of NIN;</p> <p>xii. Where verification is successful for all scenarios above, Communications Service Provider is to notify subscriber to activate new SIM in accordance with the activation procedure.</p>
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ONLINE/DIGITAL SIM REPLACEMENT – LOST/DAMAGED SIM

This flow covers below scenarios.

- 1. Subscriber SIM (which includes subscription medium) is missing, stolen or possibly damaged;**

2. Subscriber wishes to use the Online/Digital SIM replacement process which includes a self-service platform without need to physically visit the premises of the Communications Service Provider.

3. Subscriber facial image either matches or does not match the SIM Registration Database record.

1	Process Flow	<ul style="list-style-type: none"> i. Communications Service Provider will deploy a self-service platform (which include Communications Service Provider website, App etc) for the purpose of using the App/Web; ii. Communications Service Provider will issue interested Subscribers with a unique Identification and PIN/ OTP or a Subscriber generated Password for the purpose of using the App/Web; iii. For the purpose of Online/Digital SIM Replacement on the self-service channel, Communications Service Provider will enable the subscriber create a unique transactional PIN or Password for the SIM Replacement application; iv. Subscriber will be required to access the SIM Replacement portal using the unique transactional PIN or Password created. v. Communications Service Provider will confirm the unique transactional PIN or Password and if validated successfully, the Subscriber will be given access to the SIM Replacement application platform; if the validation is unsuccessful, the request is terminated. vi. Subscriber will carry out the following: <ul style="list-style-type: none"> ▪ Accept terms and conditions for SIM replacement ▪ Enter NIN details ▪ Three Frequently Dialed Numbers/Last data bundle purchased/Last two Recharge ▪ Upload NIN ▪ Upload Visa page/International Passport biodata/Letter from Embassy (in the case of Foreigners who do not have a NIN) ▪ Capture and upload selfie ▪ Capture and upload 10 to 30secs interactive introductory video where subscriber’s registered name is expressed. ▪ MSISDN of the SIM to be replaced ▪ Purchase a new SIM Card to which the MSISDN of the old SIM Card would be transferred ▪ Scan and upload purchased SIM replacement card (with serial number)

- Subscriber submit request

COMMUNICATIONS SERVICE PROVIDER VERIFICATION

- i. Communications Service Provider verifies subscriber's NIN, MSISDN and uploaded selfie and video against SIM Registration record, if successful proceed to (vi);
- ii. Communications Service Provider verifies Subscribers NIN, uploaded selfie and video and the information provided with NIMC database. If unsuccessful, reject SIM Replacement;
- iii. Communications Service Provider verifies Subscribers NIN, MSISDN and matches NIMC Foundational Data with SIM Registration, if unsuccessful, Communications Service Provider to advise Subscriber to visit Communications Service Provider shop for NIN-SIM record harmonization;
- iv. In the case of Foreigners with a Visitor visa less than 2 years or transiting through Nigeria/living in Nigeria for less than 2 years, Communications Service Providers to comply with the General Rules on Foreign SIM Acquisition for verification of proof of identity provided by the subscriber in place of a NIN;
- v. For Foreigners working with Diplomatic missions and foreigners with diplomatic visa staying in Nigeria less than 2 years, Communications Service Providers to comply with the General Rules on Foreigner SIM Acquisition for verification of identity in place of NIN;
- vi. Where the verification is successful for all scenarios above, Communications Service Provider activates SIM replacement and notifies subscriber to activate new SIM in accordance with the activation procedure.
- vii. This process will be applicable to limited number of subscribers in the first instance.

APPENDIX 1: ONLINE DIGITAL SIM REPLACEMENT- TO BE REVIEWED AND APPROVED FOR PILOT PHASE

ONLINE DIGITAL SIM REPLACEMENT – SIM UPGRADE

This flow covers below scenarios.

1. Where a Subscriber requires a SIM (which includes a subscription medium) upgrade due to changes in technology. For instance, a 3G SIM requires upgrade to a 4G/5G technology;
2. Where the Subscriber requires a SIM (which includes subscription medium) upgrade from a Regular SIM to an E-SIM;
3. Subscriber wishes to use the Online/Digital SIM Upgrade process which includes a self-service platform without need to physically visit the premises of the MNO.
4. Subscriber facial image either matches or does not match the SIM Registration Database record.

3.1	Scenario	<ol style="list-style-type: none"> 4. Subscriber SIM (which includes subscription medium) requires an upgrade; 5. Subscriber wishes to use the Online/Digital SIM replacement process which includes a self-service platform without need to physically visit the premises of the MNO; 6. Subscriber facial image either matches or does not match the SIM Registration Database record
3.2	Process Flow	<ol style="list-style-type: none"> j. MNO will deploy a self-service platform (which include MNO website, App etc) for the purpose of using the App/Web; viii. MNO will issue interested Subscribers with a unique Identification and PIN or OTP or Subscriber generated password for the purpose of using the App/Web; ix. For the purpose of Online/Digital SIM Replacement – (SIM upgrade) on the self-service channel, MNO will enable the subscriber create a unique transactional PIN or Password for the SIM upgrade application; x. Subscriber will be required to access the SIM Upgrade portal using the unique transactional PIN or Password created. xi. MNO will confirm the unique transactional PIN/Password and if validated successfully, the Subscriber will be given access to the SIM

		<p>Upgrade application platform; if the validation is unsuccessful, the request is terminated.</p> <p>xii. Subscriber will input the following:</p> <ul style="list-style-type: none"> • NIN details • Capture and upload Selfie • MSISDN of the SIM to be replaced • Visa page/International Passport biodata/Letter from Embassy (in the case of Foreigners who do not have a NIN) • MNOs are to provide Terms and Conditions for the benefit of the Subscriber. • Subscriber submit request <p>xiii. MNO verifies subscriber’s NIN basic details, MSISDN and uploaded Selfie against the SIM Registration record. If successful, proceed to NIN verification;</p> <p>xiv. MNO verifies Subscriber’s NIN basic details, uploaded photo and the information provided against the NIMC database. If unsuccessful, reject SIM Replacement;</p> <p>xv. MNO verifies Subscriber’s NIN, MSISDN and matches NIMC Foundational Data with SIM Registration. If unsuccessful, MNO to advise Subscriber to visit MNO shop for Existing Subscriber NIN-SIM Registration database harmonization;</p> <p>xvi. In the case of Foreigners with a Visitor visa less than 2 years or a transiting through Nigeria/living in Nigeria for less than 2 years, MNOs to comply with the General Rules on Foreign SIM Acquisition for verification of proof of identity provided by the subscriber in place of a NIN;</p> <p>xvii. For Foreigners working with Diplomatic missions and foreigners with diplomatic visa staying in Nigeria less than 2 years, MNOs to comply with the General Rules on Foreigner SIM Acquisition for verification of identity in place of NIN;</p>
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		xviii. Where verification is successful for all scenarios above, MNO is to notify subscriber to activate new SIM in accordance with the activation procedure.
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ONLINE/DIGITAL SIM REPLACEMENT – LOST/DAMAGED SIM

This flow covers below scenarios.

- 1. Subscriber SIM (which includes subscription medium) is missing, stolen or possibly damaged;**
- 2. Subscriber wishes to use the Online/Digital SIM replacement process which includes a self-service platform without need to physically visit the premises of the MNO.**
- 3. Subscriber facial image either matches or does not match the SIM Registration Database record.**

1	Proces Flow	<ol style="list-style-type: none"> i. MNO will deploy a self-service platform (which include MNO website, App etc) for the purpose of using the App/Web; ii. MNO will issue interested Subscribers with a unique Identification and PIN/ OTP or a Subscriber generated Password for the purpose of using the App/Web; iii. For the purpose of Online/Digital SIM Replacement on the self-service channel, MNO will enable the subscriber create a unique transactional PIN or Password for the SIM Replacement application; iv. Subscriber will be required to access the SIM Replacement portal using the unique transactional PIN or Password created. v. MNO will confirm the unique transactional PIN or Password and if validated successfully, the Subscriber will be given access to the SIM Replacement application platform; if the validation is unsuccessful, the request is terminated. vi. Subscriber will carry out the following: <ul style="list-style-type: none"> ▪ Accept terms and conditions for SIM replacement ▪ Enter NIN details ▪ Three Frequently Dialed Numbers/Last data bundle purchased/Last two Recharge ▪ Upload NIN slip or card ▪ Upload Visa page/International Passport biodata/Letter from Embassy (in the case of Foreigners who do not have a NIN)

		<ul style="list-style-type: none"> ▪ Capture and upload selfie ▪ Capture and upload 10 to 30secs interactive introductory video where subscriber’s registered name is expressed. ▪ MSISDN of the SIM to be replaced ▪ Scan and upload purchased SIM replacement card (with serial number) ▪ Subscriber submit request <p>MNO verification</p> <ol style="list-style-type: none"> i. MNO verifies subscriber’s NIN, MSISDN and uploaded selfie and video against SIM Registration record, if successful proceed to (vi); ii. MNO verifies Subscribers NIN, uploaded selfie and video and the information provided with NIMC database. If unsuccessful, reject SIM Replacement; iii. MNO verifies Subscribers NIN, MSISDN and matches NIMC Foundational Data with SIM Registration. if unsuccessful, MNO to advise Subscriber to visit MNO shop for NIN-SIM record harmonization; iv. In the case of Foreigners with a Visitor visa less than 2 years or a transiting through Nigeria/living in Nigeria for less than 2 years, MNOs to comply with the General Rules on Foreign SIM Acquisition for verification of proof of identity provided by the subscriber in place of a NIN; v. For Foreigners working with Diplomatic missions and foreigners with diplomatic visa staying in Nigeria less than 2 years, MNOs to comply with the General Rules on Foreigner SIM Acquisition for verification of identity in place of NIN; vi. Where the verification is successful for all scenarios above, MNO activates SIM replacement and notifies subscriber to activate new SIM in accordance with the activation procedure. vii. This process will be applicable to limited number of subscribers in the first instance.
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APPENDIX 2: SERVICE LEVEL REQUIREMENT WITH NIMC AND LIMITED SERVICE OFFERINGS TO SUBSCRIBERS

1	SERVICE LEVELS BETWEEN NIMC AND COMMUNICATIONS SERVICE PROVIDERS	<ul style="list-style-type: none"> i. Service Levels will be agreed between Communications Service Providers and NIMC and set out as an Annexure to ensure seamless service delivery from the NIMC.
2.	Limited Access Governance	<ul style="list-style-type: none"> i. With respect to P1 service outage issues, Communications Service Providers are to submit service level statistics via email to the designated NCC officials on a weekly basis. ii. Where NIMC Service availability degrades consistently below the agreed Service Level thresholds as determined and agreed between NIMC and Communications Service Provider for one week, which results in a P1 outage issue, the NCC shall subject to its assessment of the service degradation statistics submitted by Communications Service Providers, communicate via an email to Communications Service Providers to trigger implementation of the Limited Access activation work around to mitigate the impact of the service outages on SIM activations only. iii. This Limited Access activation work around would persist for a period of 14 days or until the service availability level is restored and maintained to expected service levels for one week and as authorized by the Commission. iv. Service availability will be measured by the Communications Service Providers via scripts that attempt calls to the NIMC verification API intermittently (10-minutes interval standard) and log the outcome of the attempts with failure reasons. The logged outcomes will be used to generate reports and shared by all Communications Service Providers with the

		<p>designated NCC officials and collated to ascertain the overall availability of the verification service on a weekly basis for decision making by the governance body highlighted in i above.</p> <p>v. All other service levels will also be tracked by the Communications Service Providers individually for continual improvement purposes with NIMC.</p> <p>vi. Following the commencement of the Limited Access work-around, Communications Service Providers are to share the details of NIN and MSISDN of subscribers put on Limited Access activation to the NCC for monitoring.</p> <p>vii. Limited Service shall apply in the period prior to the activation of Limited Access Activation</p>
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APPENDIX 2.1: COMMUNICATIONS SERVICE PROVIDER SERVICE LEVEL REQUIREMENT

Communications Service Provider Service Level Requirements – NIN Verification Service provided by NIMC to the Communications Service Providers

1.0 Introduction:

The objective of this document is to outline the Service Level Requirements (SLR) of the Communications Service Provider as regards the NIN verification service. The outlined Service Level Requirements are expected to guide the development of the Service Level Agreement (SLA) with NIMC to ensure mutually beneficial engagement between the Communications Service Provider and NIMC.

The service objects or elements covered include but not limited to NIN verification response time, NIN verification response information completeness, Network Connectivity, API access.

2.0 Service Level Expectations

#	Service Level Name	Expected Service Level
1	Service Availability	99% resolved within target timeframe
2	Service Reliability – Count of Unscheduled Outages	3 outages per calendar quarter
3	Resolution of Priority 1 (P1) incidents	No more than 2 SLA breaches per Quarter (refer to section 3.4 below for target incident resolution timeframes)
4	Resolution of Priority 2 (P2) Incidents	95% resolved within target timeframe (refer to section 3.4 below for target incident resolution timeframes)
5	Notification for planned downtime and changes	<ol style="list-style-type: none">1. Minimum of 72 hours before the planned downtime for effective planning2. Change notification period should not be less than Five working days. However, the notification period depends on complexity of the change required by the Communications Service Providers which period should not be less than ten working days.

#	Service Level Name	Expected Service Level
		3. Communications Service Providers to be notified as soon as possible for emergency changes and planned downtimes

NB:

1. If Service Availability degrades consistently below the 99% expected service level, over a period of one week, Communications Service Providers would be authorized by the relevant governance body to trigger the **Limited Access** activation work around to mitigate the impact of the service outages on activations. This work around would persist until the service availability level is restored and maintained to expected service levels for one week and as authorized by the governance body.
2. Service availability will be measured by the Communications Service Providers via scripts that attempt calls to the NIMC verification API intermittently (10-minutes interval standard) and log the outcome of the attempts with failure reasons. The logged outcomes will be used to generate reports and shared by all Communications Service Providers with the NCC secretariat and collated to ascertain the overall availability of the verification service on a weekly basis for decision making by the governance body highlighted in #1 above.
3. All other service levels will also be tracked by Communications Service Providers individually for continual improvement purposes with NIMC.

3.0 Incident Prioritization Scheme

3.1 Incident Severity Classifications Definitions

#	Incident Level	Severity	Definition
i.	High <i>Significant Business Impact</i>		Complete loss of service. Interruption, without possible alternative, making a critical functionality or solution inaccessible. Incident impacts all users of affected systems, expected to cause financial loss and reputational damage to Communications Service Providers.
ii.	Medium <i>Moderate Business Impact</i>		Complete loss of service. Interruption, without possible alternative, making a critical functionality or solution inaccessible. Incident impacts all users of affected systems, expected to cause financial loss and reputational

#	Incident Level	Severity	Definition
			damage to Communications Service Providers.
iii.	Low <i>Minimal Business Impact</i>		Degraded service. Non-critical function or process becomes unusable or difficult to use having an operational impact, but with no direct impact on services availability. A workaround is available. Impacts all users of affected systems but not expected to cause any financial loss and reputational damage

3.2 Urgency Level Definition

The urgency level below defines the extent to which the incident's resolution can bear delay in terms of the reaction time.

#	Urgency Level	Urgency Level Definition
1	High <i>Immediate / Urgent</i>	The damage caused by the incident increases rapidly with potential to be widespread. Work that cannot be completed by Communications Service Provider user is highly time sensitive. Several Communications Service Provider subscribers with VIP status are affected.
2	Medium <i>Standard Response</i>	The damage caused by the incident increases considerably over time.
3	Low <i>Normal Response</i>	The damage caused by the incident only marginally increases over time. Work that cannot be completed by Communications Service Provider user because of the incident is not time sensitive

3.3 Resolution Priority

The Priority levels define how quickly the NIMC Support team should address an incident. The priority level accorded incidents are dependent on impact and urgency as shown below.

Urgency	Impact / Severity			
	Incident Severity	High	Moderate	Low
Urgency				

	High Immediate / Urgent	P1	P1	P2
	Medium Standard Response	P1	P2	P2
	Low Normal Response	N/A	P2	P2

3.4 Target Incident Response and Resolution Time Frames

Service Level Category	Time Frame
Incident response time	Priority 1: 10 clock minutes Priority 2: 30 clock minutes
Incident resolution time	Priority 1: 4 clock hours Priority 2: 8 hours

Based on the foregoing example of incidents and expected treatment are outlined below:

Incident	Urgency	Severity	Priority	Response Time	Resolution Time	Resolution Process
Complete loss of service, without possible alternative e.g. the verification service (Search By NIN or fingerprint) from NIMC is not available	High	High	P1	10 clock minutes	4 clock hours	Communications Service Provider would notify NIMC via email to verificationsupport@nimc.gov.ng , and such would be treated as an incident.

<p>Degraded service. Non-critical function or process becomes unusable or difficult to use having an operational impact. Example where some queries to NIMC API do not return images hence Communications Service Provider are unable to provide service to the subscribers</p>	<p>Medium</p>	<p>Moderate</p>	<p>P2</p>	<p>30 clock minutes</p>	<p>8 hours</p>	<p>Communications Service Provider would notify NIMC via email to verification-support@nimc.gov.ng, and such would be treated as an incident.</p>
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APPENDIX 3: GLOSSARY OF TERMS AND ABBREVIATIONS

1.	API	Application Programming Interface – a software intermediary allowing connectivity between NIMC/NCC Central Database/NIBSS and the Communications Service Provider system for the purpose of calling up a subscriber’s NIN records for verification, harmonization and linkage of NIMC database with Communications Service Provider SIM Registration database.
2	Agent/Dealer	A licensee of the Commission engaged by a Communications Service Provider to represent it in subscriber subscription activities.
3	Biometrics	This shall include Finger Print or Facial Image of the Subscriber for the purpose of effective verification.
4	COMMUNICATIONS SERVICE PROVIDER	It is an entity licensed by the Commission to provide communications services in whole or in part within Nigeria or on a ship or aircraft registered in Nigeria.
5	Device Handler	An individual to whom a device has been assigned and is responsible for the on-boarding of new subscribers via SIM registration.
6	Effective Verification	Use of biometrics (Finger print or Facial Image) to verify subscriber ownership on the SIM Registration Database.
7	Facial Verification	This shall be done by Electronic Facial matching and subsequently by case-management which includes eyeballing. Electronic Facial matching will be fully implemented on a cut-off date determined by the NCC.
8	Functional Data	These are relevant data which is used to determine whether the Subscriber is eligible for telecom service. This data will be retrieved by the Communications Service Provider from NIMC database for the purpose of its telecom operations with respect to the subscriber identity verification.
9	Limited Access	This shall mean limitation by a Communications Service Provider of communication services available to a Subscriber to receipt of calls and Short Message Services (SMS) and making of calls to emergency numbers and the Communications Service Provider’s call center only. There shall be no access to data services.
10	Limited Service Status	Limitation by a Communications Service Provider of communication services available to a Subscriber to receive Short Message Services (SMS) or communication from the Communications Service Provider only to confirm NIN verification of the subscriber.
11	Licensee	Means a provider of Communications Services that utilises a subscription Medium in the Federal Republic of Nigeria.
12	MSISDN	Mobile Station International Subscriber Directory Number
13	M2M	Machine to Machine

14	NIBSS	Nigeria Inter-Bank Settlement System
15	NIMC	National Identity Management Commission.
16	NIMC Foundational Data	This explains who the Subscriber is and shall include the data as stated in the NIMC Agreed and Approved Minimal Fields - Appendix 6 to this Business Rules; retrieved from the NIMC database during NIN verification.
17	NIN records	National Identification Number records of a Subscriber on the NIMC database.
18	NIS	Nigerian Immigration Service
19	NCC	Nigerian Communications Commission.
20	OTP	One Time Password
21	P1 Service Outage	Complete loss of service, without possible alternative e.g. the verification service (Search by NIN only or fingerprint) from NIMC is not available.
22	P2 Service Outage	Degraded service. Non-critical function or process becomes unusable or difficult to use having an operational impact. Example where some queries to NIMC API do not return images hence Communications Service Providers are unable to provide service to the subscribers
23	Primary Telecom Master	This is a minimum Executive Management level staff who shall bear the authorized responsibility for the MSISDNs for corporate use and provide the operational primary NIN representation.
24	Secondary Telecom Master	This is a staff of a Corporate subscriber who will be responsible for operational activities of the Corporate account based on authorization by the Corporate entity for the activated MSISDN, SIM Replacements, MNP etc. The primary telecommaster is allowed to delegate operational activities to a secondary telecommaster. This individual must also be nominated via an authorization letter from the corporate entity.
25	Secondary users	These are employees of Corporate Subscribers whose SIMs/Lines are associated and linked with Corporate subscriber and account.

