



GUIDELINES ON SIM REPLACEMENT IN NIGERIA

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THE NIGERIAN COMMUNICATIONS COMMISSION

NIGERIAN COMMUNICATIONS ACT 2003

GUIDELINES ON SIM REPLACEMENT IN NIGERIA

1. Introduction

- 1.1 In exercise of the powers conferred upon it by Sections 70 of the Nigerian Communications Act, 2003 and all other enabling powers in that behalf, the Commission hereby make these Guidelines.
- 1.2 These Guidelines are principally intended to prescribe a standard procedure for SIM Replacement to be used by network operators.

2. Objectives

The Objectives of these Guidelines are to:

- 2.1 Prescribe a regulatory framework and provide a procedure for network providers to effect a SIM Replacement for subscribers.
- 2.2 To stipulate the minimum standard of care which operators shall exercise in order to prevent fraudulent replacements of SIMs.
- 2.3 Provide guidance on the standard and procedure which network operators are expected to adhere to in the process of conducting a SIM Replacement.

3. Scope

- 3.1 These Guidelines shall apply to all Network Operators that provide service using SIMs and R-UIMs.
- 3.2 The Guidelines apply to postpaid and prepaid subscribers.

4. Circumstances when a subscriber SIM can be Replaced

- 4.1 A SIM can be replaced if the original SIM is faulty, damaged, stolen, lost, obsolete (but eligible for replacement or an upgrade), and any other reasonable legitimate reason or condition necessitating a SIM replacement.

5. Persons Authorized to carry out a SIM Replacement

- 5.1 All SIM Replacements shall be undertaken by Network Operators or their licensed agents/dealers.

6. Requirements for SIM Replacement

- 6.1 The SIM must be registered in accordance with the Registration of Telephone Subscribers Regulations 2011.
- 6.2 The subscriber or proxy requesting for the replacement must provide the following:
 - i. Information about the six (6) most frequently called numbers from that SIM.
 - ii. A letter of authority duly signed by the subscriber if the SIM is to be collected by a proxy.
 - iii. Details of the last (2) recharges on the SIM's account.

- 6.3 The SIM must be active on the network of the operator.
- 6.4 The request for SIM Replacement can be made by the Subscriber or through a proxy.
- 6.5 The subscriber must fill a Standard Form as provided in Schedule 1 of these Guidelines for SIM Replacement.
- 6.6 A valid photo identification of the Subscriber must be provided.
- 6.7 The Network Operator must capture a facial image of the subscriber which must be matched against the existing record of the subscriber.
- 6.8 All completed SIM Replacement Forms and other requirement as stated in these Guidelines must be reviewed and approved by the network operator before carrying out the SIM Replacement.
- 6.9 Upon satisfactory receipt of validated information the Network Operator shall execute the Replacement.
- 6.10 The Network Operator shall provide the subscriber with a new SIM.

7. Register/Auditing of SIM Replacement Transactions

- 7.1 The network operator must carry out a quarterly audit of SIM Replacement transactions carried out by both its staff and agents to ensure appropriate documentation prior to Replacement and the integrity of Replacement processes and a Report should be forwarded to the Commission.
- 7.2 All Network operators must keep a register of all SIM Replacements undertaken.

8. SIM Replacement by Proxy

- 8.1 A SIM Replacement may be done by proxy.
- 8.2 Where a replacement is done in accordance with Paragraph 8.1 above, the proxy shall be required to provide a letter of authorization signed by the owner of the SIM, a copy of the subscriber's means of identification and a valid photo identification of the proxy.
- 8.3 The proxy shall be required to fill the Form in accordance with Paragraph 6.4 above.
- 8.4 The network operator shall capture the biometrics of the Proxy which shall be kept for at least 6 months.

9. Online SIM Replacement

- 9.1 All SIM Replacements are to be carried out at the Network Operators Office, call centers or through a licensed agent/dealer of the operator.
- 9.2 There shall be no SIM Replacement without a physical visit of either the Subscriber or its proxy to the Network Operator/ or its agent.
- 9.3 No Network Operator shall conduct SIM Replacement over the internet, phone or any other means which does not require the physical attendance of the subscriber or its proxy.

10. Operation

- 10.1 A SIM should be activated within two (2) hours once the verification of Subscriber information and Replacement has being carried out.

11. Offences and Penalties

- 11.1 Any SIM Replacement done in violation of these Guidelines shall be sanctioned in accordance with the Enforcement Regulations.
- 11.2 A network operator shall be held liable for any SIM Replacement carried out in violation of these Regulations or done fraudulently by its agent or dealer.

- 11.3 The subscriber can pursue any other remedies against a network operator for any SIM Replacement done fraudulently by its agent or dealer.

12. Interpretation

The terms and expressions used in these Guidelines shall have the same meaning as defined in the Act unless the context otherwise requires.

“Act” means the Nigerian Communications Act 2003

“An Agent or Dealer” refers to an individual or firm authorized to act on behalf of a network operator regarding SIM Replacement.

“Biometric” refers to finger prints and facial image of a subscriber.

Commission” shall have the same meaning as in the Nigerian Communications Act 2003.

“Enforcement Regulations” means the Nigerian Communications (Enforcement Processes; etc) Regulations 2005, as may be amended from time to time.

“Photo Identification” This includes an International Passport, Drivers Licence or National Identity card or any other verifiable means of identification.

“Network Operator” means a person or a business that provides carrier services (network services) in the wired or wireless arena or a person who monitors and maintains the operation of a communications service.

“Registration of Telephone Subscribers Regulations” means the Registration of Telephone Subscribers Regulations 2011 as may be amended from time to time.

“SIM” means a Subscriber Identity Module, and includes Removable User Identity Module (RUIM).

“SIM Replacement” means the process by which a SIM is replaced by a Network operator enabling the subscriber keep the same phone number being used on the faulty, damaged, stolen, or lost SIM.

“Subscriber” means a person who subscribes to Mobile Telecommunication Services by purchasing a subscription medium or entering into a subscription contract with a network operator.

SCHEDULE

SIM REPLACEMENT FORM 1

1. APPLICANT'S INFORMATION

- A. Full Names:
- B. Mother Maiden Name:
- C. Gender:
- D. Date of Birth:
- E. Residential Address:
- F. Nationality:
- G. State of Origin:
- H. Occupation:
- I. Phone number:

NAME SIGNATURE DATE

2. PARTICULARS OF SIM TO BE REPLACED

- A. Six (6) most frequently called numbers:
- B. Details of the last (2) recharges:
- C. The SIM activation period (date of first activation) of the SIM:

3. PROXY'S INFORMATION

- A. Name:
- B. Address:
- C. Phone number:

NAME SIGNATURE DATE

4. FOR OFFICIAL USE