



# 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 Service Providers.

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 Service Providers are expected to adhere to in the process of conducting a SIM Replacement.

### 3. Scope

3.1 These Guidelines shall apply to all Network Service Providers that provide service using SIMs and R-UIMs.

3.2 The Guidelines apply to all subscribers including postpaid and prepaid subscribers.

### 4. Circumstances when a subscriber SIM can be Replaced

4.1 A SIM can be replaced if the such 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. Provided that an operator may refuse a SIM Replacement request where there are reasonable grounds to believe that the replacement ought not to be carried out and the Commission is notified accordingly within 24hours.

### 5. Persons Authorized to carry out a SIM Replacement

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

### 6. Requirements for SIM Replacement

6.1 The request for SIM Replacement can be made by the Subscriber or through a proxy.

6.2 The SIM must have been registered in accordance with the Registration of Telephone Subscribers Regulations 2011.

6.3 The subscriber or proxy requesting for the replacement must provide the following:

- i. Information about the three (3) most frequently called numbers from that SIM which must be verified by the Network Service Provider.

- ii. An affidavit signed by the subscriber and a passport photograph of the subscriber where the replacement is to be done by a proxy.
  - iii. Details of the last recharge on the SIM.
- 6.4 The SIM must be active on the network of the operator.
- 6.5 A person requesting a replacement 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 SIM pack or other evidence of direct purchase/ownership of the SIM must be provided and where it is unavailable, an affidavit attesting to the ownership and loss of the SIM must be provided.
- 6.8 The Network Service Provider must capture a facial image of the subscriber which must be kept for Twelve (12) months.
- 6.9 All completed SIM Replacement Forms and other requirements as stated in these Guidelines must be verified and approved by the Network Service Provider before carrying out the SIM Replacement.
- 6.10 Upon satisfactory receipt of validated information the Network Service Provider may execute the Replacement and provide the subscriber with a new SIM.

## 7. SIM Replacement by Proxy

- 7.1 A SIM Replacement may be done by proxy.
- 7.2 Where a replacement is done in a proxy, such proxy will be required to provide an affidavit sworn to by the owner of the SIM detailing reasons for the replacement, as well as the reasons for his or her inability to carry out the replacement, a copy of the subscriber's means of identification and a valid photo identification of the proxy.
- 7.3 A request for a SIM replacement may be made by a proxy for an MSISDNs registered in the name of a corporate entity, where such proxy has been duly designated as the entity's interface with the

operator on record, and produces a sworn affidavit by the entity duly authorizing the replacement.

7.4 The proxy shall be required to fill the Form in accordance with Paragraph 6.5 above.

7.5 The Network Service Provider shall keep all documents and information provided by the Proxy which shall be kept for Twelve (12) months.

## 8. Register/Auditing of SIM Replacement Transactions

8.1 The Network Service Provider 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 forwarded to the Commission in Microsoft Excel format as provided in Schedule 1 of these Guidelines for SIM Replacement.

8.2 All Network Service Providers must keep a register of all SIM Replacements undertaken for Twelve (12) months.

## 9. Online SIM Replacement

9.1 Online SIM Replacement can only be carried out either through the Network Service Provider's secured website or self service terminal.

9.2 The Network Service Provider shall create on its secured website a platform where Subscribers can carry out SIM Replacement using the unique Identification and Personal Information Number (PIN) issued by the Network Service Provider.

9.3 The Network Service Provider shall issue interested Subscribers with a unique Identification and Personal Information Number (PIN).

9.4 The Subscriber is required to purchase a new SIM Card to which the MSISDN of the old SIM Card would be transferred.

- 9.5 The Subscriber can login to the portal through the Network Service Provider's secured website using the unique Identification and Personal Information Number (PIN) issued to the Subscriber.
- 9.6 The Subscriber will input the following information;
- a. Date of Birth
  - b. Mother's Maiden Name
  - c. Place of Birth
  - d. Three frequently called numbers
  - e. The MSISDN of the SIM to be replaced.
- 9.7 Where the information provided matches the record on the Network Service Provider's system, the Subscriber will be prompted to enter the MSISDN of the new SIM purchased and the operator would then carry out the SIM replacement by transferring the old MSISDN to the new SIM.
- 9.8 No Network Service Provider is allowed to carry out SIM Replacement over the phone.

## 10. Operation

- 10.1 A replacement SIM shall be activated within two (2) hours once the verification of Subscriber information has been 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 Service Provider 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 Service Provider for any SIM Replacement done fraudulently by such Network Service Provider or 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 Service Provider regarding SIM Replacement.

*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.

*“Online SIM Replacement”* means the process by which a subscriber can replace its SIM online.

*“Photo Identification”* This includes an International Passport, Drivers Licence or National Identity card or voters identification card.

*“Network Service Provider”* as provided in the Nigerian Communications ACT, 2003.

*“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 Service Provider 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 Service Provider.

# 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

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### 2. PARTICULARS OF SIM TO BE REPLACED

- A. Three(3) most frequently called numbers:
- B. Details of the last recharge:

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### 3. PROXY'S INFORMATION (WHERE REPLACEMENT IS TO BE DONE BY PROXY)

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

\_\_\_\_\_  
NAME

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
DATE

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### 4. FOR OFFICIAL USE