



FACT SHEET

WHAT YOU NEED TO KNOW ABOUT SIM REGISTRATION

What is a SIM Card?

SIM is an acronym for Subscriber Identification Module. It connects a Telecoms Consumer with his network, and also stores such records as phone numbers, text message, call records, etc. it is a small card/ chip inserted into a phone before it connects to the desired network.

What is SIM Card Registration?

Subscriber Identity Module (SIM) card registration is the process of capturing information on telephone subscribers.

What is the aim of SIM Registration?

The aim of the registration exercise is to be able to identify mobile phone users with their numbers to prevent, track, and apprehend those who may use their phones for criminal activities.

When will SIM registration start?

SIM registration has already started. The Nigerian Communications Commission commenced SIM registration 28th March, 2011.

How long will the SIM Registration exercise last?

All SIM card owners are required to have their ownership details registered by September 30, 2011. After the period ends, non- registered SIM cards will be blocked from making calls or sending SMS.

Will I pay for SIM registration?

SIM registration is free to the subscriber. There is no cost involved for the Consumer. All cost pertaining to the registration is to be borne by the operators and Government.

Will my calls be monitored?

No. the aim of the exercise is not to monitor mobile phone users but to be able to identify users when the need arises.

Will someone listen in on my conversations because I registered my number?

No. the purpose of the exercise is only to enable Government to identify who uses a particular number or who a number is registered to if and whenever the number is used to carry out any criminal activity.

Can I register multiple SIMs or phone numbers?

Yes. If you own multiple SIMs, you can register all with their respective Telecom Operators or any NCC-appointed agents as long as the information given initially during previous registration remains exact and the same.

Where is the data going to be kept? How safe will the records be?

The data will be kept in a secured central database that is specifically created for the exercise.

Won't we have to stand in long queues to register?

The process will go on for a longtime (Six months) and there are many registration centers so as to minimize queues at the registration centers.

How do you ensure integrity of information supplied during registration?

Every subscriber is required to produce a form of identification such as identity cards, international passport, Driver's License, and a letter of introduction from community leaders or Local Government Chairman, with a passport photograph of the subscriber duly signed by the person issuing the letter. The object of the registration is to obtain an identity for the number and since it is for the benefit of the user, it is advisable that only accurate information should be presented to the registration assistant.

Can someone register for me?

Every subscriber is required to register personally.

Who do you report stolen SIMs/phones to?

In case your mobile phone or SIM is stolen, you must report immediately to the police and if your number is registered, also to your service provider so that your number can be deactivated until a replacement is made.

If I sell SIM cards, won't this exercise put me out of business?

No. Operators have been directed to produce and issue only SIMs that are not fully activated so that buyers of the new SIMs would not be able to make calls until they register.

What are the benefits of SIM Registration to the Consumers?

The whole essence of SIM Registration is to enable telecom operators to link every SIM card number to the identity of the actual owner. One of the main benefits of SIM registration is Consumer protection. Telecom consumers can be protected from crimes and other fraudulent acts committed via telephone.

Owners who register their SIM may enjoy the following benefits:

- Getting your phone number back easily: if you lose your phone or have it stolen, you can have a new SIM with the same number easily since that number has been registered in your name.
- It brings a sense of ownership to the subscribers.
- It serves as a useful tool for economic planning by different tiers of Government.
- It will lead to a significant reduction in the incident of heinous crime such as:
 - Fraud
 - Kidnapping
 - Threats and intimidation
 - Blackmail
 - Identity theft, etc

- Business interactions on telephone, including mobile banking, would be enhanced since partners in business could reach and be sure of the identity of one another. Business transactions become easy for prospective customers

Where can I register my SIM?

Registration will go on in all Telecom Operators' customer care centers or any designated registration booth set up by the operators and the Nigerian Communications Commission.

What is the procedure for SIM Registration?

At the registration centers, the individual's bio data (Name, Age/Date of Birth, Occupation, Contact Address, Phone numbers etc), and biometrics (Pictures and finger prints) will be captured upon presentation of any of the following forms of valid identification.

- National Identity Card issued by National Identity Management Commission (NIMC);
- E-passports/ International Passports;
- Corporate, Company or work place Identity/ Tax Numbers;
- Driver's License issued by FRSC;
- E-Tax Cards;
- Letter of introduction from community leaders or Local Government Chairman, etc with a passport photograph of the subscriber duly signed by the person issuing the Letter.

How will Personal information be treated?

There is a regulation that mandates Service Providers to treat personal information supplied by Subscribers as strictly confidential.

Have you registered your SIM Card?

Hurry and get your phone number(s) registered by your Service Providers in order to enjoy protection from criminals and fraudsters. Take advantage of these NCC initiatives so that people would not take advantage of you. Get registered NOW

For any complaint, contact your service provider, if still dissatisfied, call

(Toll Free)
0800-call-NCC

0800-2255-622

For Online Complaints visit;

www.ncc.gov.ng/consumer

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