



**GUIDELINES
ON
SIM REPLACEMENT**

August 2021

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Contents

1. Introduction	3
2. Objectives	3
3. Scope.....	3
4. Circumstances When a Subscribers SIM can be Replaced.....	3
5. Persons Authorized to Carry Out a SIM Replacement.....	4
6. Requirements for SIM Replacement	4
7. SIM Replacement by Proxy.....	5
8. Register/ Auditing of SIM Replacement Transactions.....	5
9. Online SIM Replacement	6
10. Activation	6
11. Violations and Penalties	7
12. Interpretation	7

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THE NIGERIAN COMMUNICATIONS COMMISSION

NIGERIAN COMMUNICATIONS ACT 2003

SIM REPLACEMENT GUIDELINES

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 Service 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 unauthorised 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

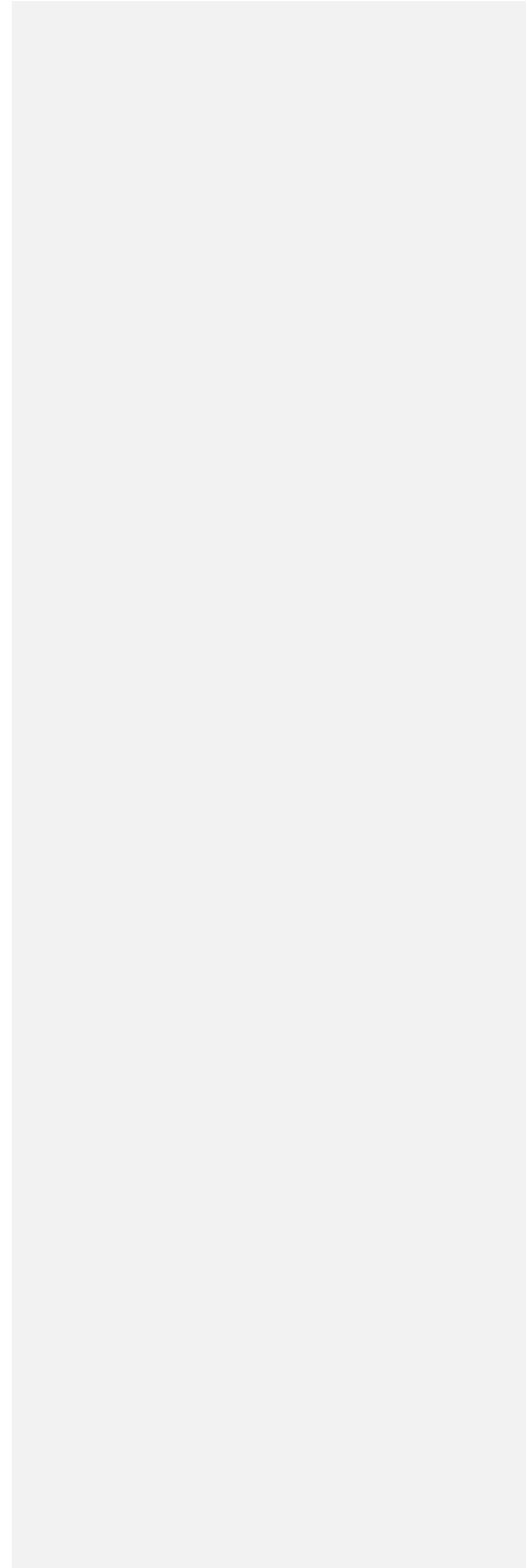
- 3.1 These Guidelines shall apply to all Network Service Providers that provide service using a Subscriber Identity Module (SIM).
- 3.2 These Guidelines apply to all subscribers including postpaid and prepaid subscribers.

4. Circumstances When a Subscriber's SIM can be Replaced

- 4.1 A SIM can be replaced if it is faulty, damaged, stolen, lost, obsolete, or in need of 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 within 24 hours of such a decision.

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4.2 The medium of reporting rejected SIM Replacements would be in the same data dump format utilized for submission of SIM registration details, subject to any modifications the Commission may make from time to time.

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5. Persons Authorized to Carry Out a SIM Replacement

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

6. Requirements for SIM Replacement

6.1 The request for SIM Replacement can be made by a Subscriber.

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

6.3 (1) The subscriber requesting for the replacement must provide the following as part of the process outlined in the Business Rules:

- a. Information about the three (3) most frequently called numbers from that SIM which must be verified by the Network Service Provider. The frequently called numbers must have been dialed at least five times over a 30 days period.
- b. Where the SIM to be replaced is a data SIM, the subscriber will be required to provide any two of the following:
 - i. Last recharge amount and date
 - ii. Name of internet bundle value activated and data allowance allocated
 - iii. Last three (3) sites visited.
- c. An affidavit signed by the subscriber and a passport photograph of the subscriber where the replacement is to be done by a proxy.
- d. Details of the last recharge on the SIM.
- e. Details of the last paid invoice for post-paid subscribers.

f. NIN/NIN

f. (2) The requirements in sub-paragraph 1 above will be verified and validated in line with the provisions of the Business Rules before the replacement/swap is effected.

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6.4 Where the Subscriber requesting for the replacement is a TeleMaster or a Body Corporate, the following must be provided:

- a. Details of the last recharge on the SIM

- b. Details of the last paid invoice for post-paid subscribers
- c. Letter of authorization from the organization
- d. [NIN](#) of the authorised representative of the organisation

[Provided that the process outlined in Paragraph 6.4 will be carried out in line with the provisions of the Business Rules.](#)

- 6.5 The SIM must be active on the network of the operator.
- 6.6 A person requesting a replacement must fill a Standard Form as provided in the Schedule to these Guidelines for SIM Replacement.
- 6.7 A valid photo identification of the Subscriber must be provided.

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6.8 The Network Service Provider must capture a facial image of the subscriber which must be stored in accordance with the provisions of the Cybercrime Act 2015.

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 person requesting the replacement with a new SIM.

7. SIM Replacement by Proxy and for Deceased Persons

7.1 A SIM Replacement may be carried out by proxy subject to the following conditions:

a. A letter of Authorisation from the main Subscriber appointing the Proxy in that regard

b. The Proxy shall provide his/her NIN and the NIN of the main subscriber.

c. The Proxy shall provide the Commission with a letter of indemnity, indemnifying the relevant Network Operator and the Commission from any issue-liability arising from the SIM Replacement process.

d. At all times, the Proxy shall be liable where it is discovered that such SIM Replacement was done without the consent of the main subscriber or the consent of the main subscriber was fraudulently or deceptively obtained

7.2 Where a replacement is done by 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 the subscriber's 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 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 affidavit by the entity duly authorizing the replacement.

7.4 The proxy shall be required to fill the Form in accordance with Paragraph 6.6 above.

7.5 Where a SIM Replacement is carried out by proxy, the Network Service Provider must capture a facial image of the proxy which must be kept for a minimum of two (2) yearstwelve (12) months.

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7.6 The Network Service Provider shall keep all documents and information provided by the Proxy which shall be kept for a minimum of two (2), twelve (12) months-years.

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7.7 The SIM of a deceased person can be replaced by an authorized individual subject to the following conditions:

- a. The provision of a Certified True Copy of the death certificate of the deceased person issued by the National Population Commission (NPC).
- b. Provision of Letters of Administration of Estate issued by a superior court of record.
- c. Where the deceased person dies interstateintestate, the authorized individual must provide the requisite probate letters showing authority to act on behalf of the estate of the deceased person.
- d. The authorized individual must provide his/her NIN and that of the deceased person, with evidence from NIMC that the deceased person's NIN has been retired.
- e. The authorized individual must provide the Commission with a letter of indemnity, indemnifying the relevant Network Operator and the Commission from any issue-liability arising from the SIM Replacement process.
- f. At all times, such individual shall be liable where it is discovered that the SIM Replacement was done without the requisite authority.

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7.8 Where a Law Enforcement Agency intends to carry out a SIM Replacement of an individual for the purpose of conducting an investigation such request shall be made through the Office of the National Security Adviser (ONSA) to the Commission.

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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 the integrity of its Replacement processes.

8.2 A Report on the audit in Paragraph 8.1 must be forwarded to the Commission in Microsoft Excel format as provided in Schedule 2 of these Guidelines for SIM Replacement.

8.3 All Network Service Providers must keep a register of all SIM Replacements undertaken by it for not less than ~~twelve (12) months~~two years.

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 PIN issued by the Network Service Provider.

9.3 The Network Service Provider shall issue interested Subscribers with a unique Identification and PIN through a secondary line or an electronic mail.

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. Activation

1. A Network Service Provider may provide Limited Access to the subscriber, pending the verification and validation of the subscriber's information in the SIM Replacement process
2. A replacement SIM shall be activated within two (2) hours once the verification of Subscriber information has ~~being~~ been carried out.

11. Violations and Penalties

11.1 Any SIM Replacement done in violation of these Guidelines and its Business Rules shall be sanctioned in accordance with the Enforcement Processes Regulations.

11.2 A Network Service Provider shall be held liable for any SIM Replacement carried out in violation of these Regulations-Guidelines 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 as may be amended from time to time.

"Activation Window" is as defined by the Registration of Telephone Subscribers Regulations

"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.

"Court of Superior Records" means the Federal High Court, the High Court of the Federal Capital Territory, the High Courts of States and Courts of coordinate jurisdiction as outlined by the 1999 Constitution (as amended);

"Enforcement Processes Regulations" means the Nigerian Communications (Enforcement Processes; etc) Regulations 2019, as may be amended from time to time.

"Limited Access" is as defined by the Registration of Telephone Subscribers Regulations

“MSISDN” means Mobile Station International Subscriber Directory Number and is the telephone number assigned to a SIM.

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

“NIN” means the National Identity Number

“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 voter’s identification card.

“PIN” means Personal Identification Number

“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).

“Subscriber Information”

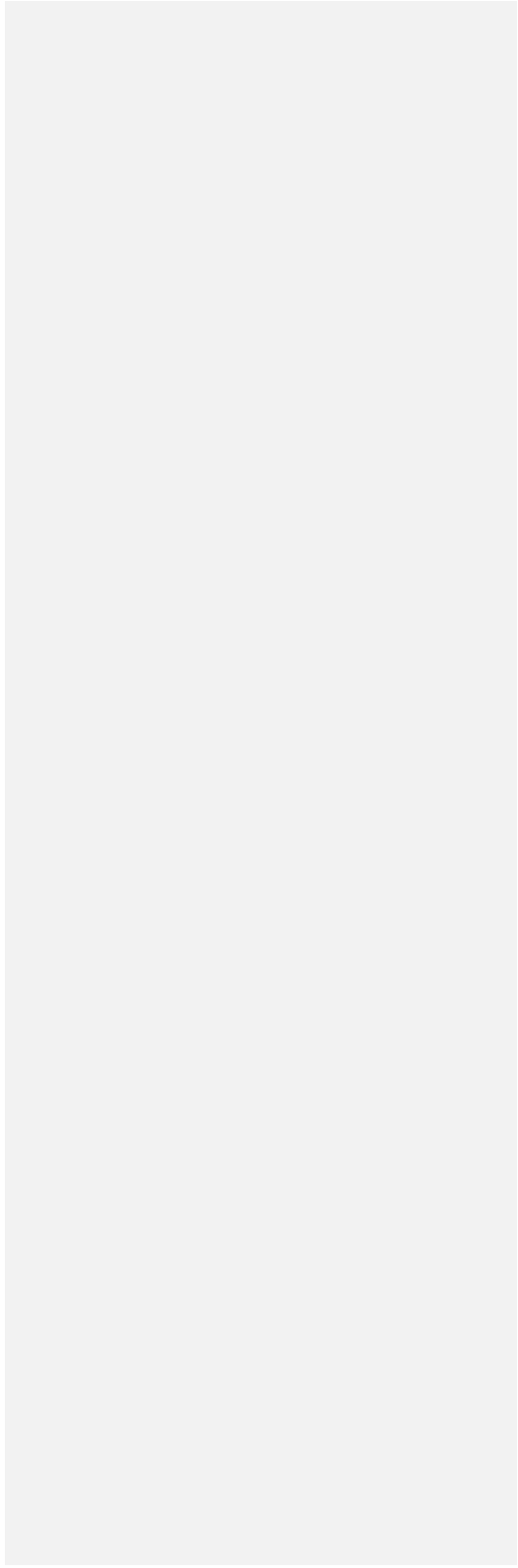
“SIM Replacement” means the process by which a SIM is replaced by a Network Service Provider enabling the subscriber keep the same phone number being used on the faulty, damaged, stolen, or lost SIM.

“Subscriber” means a person who subscribes to data or Mobile Telecommunication Services by purchasing a subscription medium or entering into a subscription contract with a Network Service Provider.

Subscriber Information” means all the personal information of a subscriber, including biometric data;

“Telemaster” means the authorized representative of a corporate entity who is designated to register Closed User Group lines on behalf of employees of an organization

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SCHEDULE
SIM REPLACEMENT FORM 1

1. APPLICANT'S INFORMATION

- a. Full Names:
- b. Mother's 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. Three (3) most frequently called numbers:
- b. Details of the last recharge:

3. PARTICULARS OF DATA SIM TO BE REPLACED (subscriber must provide two (2) of the following)

- a. Last recharge amount and date:
- b. Name of internet bundle value activated and data allowance allocated:
- c. Last three (3) sites visited:

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

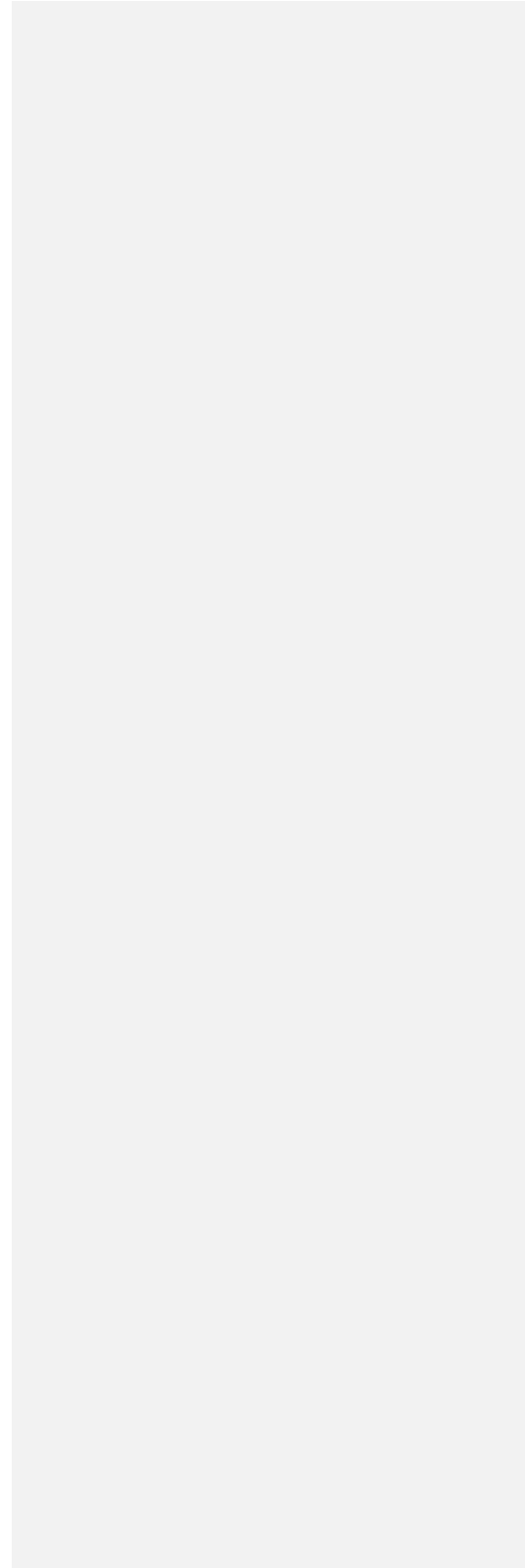
- a. Name:
- b. Address:
- c. Phone number:

NAME

_____ _____
SIGNATURE

DATE

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SCHEDULE 2

DATE/TIME OF NIN AUTHENTICATION	AGENT ID	CENTER ID/STATE	NEW SIM SERIAL	SECONDARY SUBSCRIBER IDENTITY (FOR CORPORATE SIMs ONLY)				
				First Name	Surname	Middle Name	Mothers Maiden Name	NIN

