



Business Rules & Operational Processes for Implementation of the SIM Replacement Guidelines 2021

Draft

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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.

1.1 SIM Replacement Process Business Guidelines for Individuals

This flow covers below scenarios:

1. Lost SIM Replacement - Customer fingerprint or facial image is the same with SIM Registration and NIMC database records;
2. Lost SIM Replacement - Customer fingerprint or facial image is different from SIM Registration and NIMC database records;
3. SIM Upgrade- Customer fingerprint or facial image is the same with SIM Registration & NIMC database records;
4. SIM Upgrade - Customer fingerprint or facial image is different from SIM Registration database records;
5. SIM Replacement by Proxy;
6. Lost SIM Replacement (Amputees) -Customer 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)- Customer facial image is different from with SIM Registration & NIMC database records (Amputee Flag shall be required from NIMC).
8. Online/Digital SIM Replacement – SIM Upgrade (Refer to Appendix 5- for further Review and Proof of Concept Approval)
9. Online/Digital Replacement – Lost/Damaged SIM (Refer to Appendix 5- for further Review and Proof of Concept Approval)

1.2 Lost SIM Replacement

This flow covers below scenarios:

1. **Customer SIM is either missing, stolen or possibly damaged;**

2. Customer fingerprint or facial image matches SIM Registration and NIMC Database record.

1.1	Scenario	Customer's fingerprint matches SIM Registration and NIMC database records
1.2	Proposed Flow	<ul style="list-style-type: none"> i. Customer visits MNO's store; ii. MNO verifies Customer Biometrics (including Fingerprint or Customer Live image) with MSISDN against SIM Registration Database. iii. Where Effective Verification is successful, MNO 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. MNO system to match NIMC Foundational data with SIM Registration records. If unsuccessful, refer to (Process 3.3 Lost SIM Replacement – where Customer Biometrics differs from SIM Registration and NIMC database). v. In the case of Facial Verification, MNO captures Live image of Customer and executes electronic Facial verification and case-management which includes manual facial verification (eyeballing). vi. MNO verifies NIN image details with SIM Registration and Customer 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 Customer Biometrics differs from SIM Registration and NIMC database). vii. In the case of Foreigner with a Visitor visa less than 2 years or a 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; viii. In the case of Foreigner with a Diplomatic visa staying in Nigeria less than 2 years, the documentation provided in the

		<p>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, MNO collects duly filled SIM Replacement form and activates SIM Replacement Activate SIM Replacement.</p> <p>xi. Where there is a P2 Service outage, MNO should refer to Appendix 2.1 MNO Service Level Requirement for resolution.</p> <p>xii. MNO shall obtain Consent and update customer 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 – Customer Biometrics is different from SIM Registration and NIMC database

This flow covers below scenarios.

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

2.1	Scenario	Customer fingerprint or facial image does not match SIM Registration database records
2.2	Proposed Flow	<p>(i) Customer visits MNO’s store;</p> <p>(ii) MNO verifies customer’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., Customer to submit:</p> <ul style="list-style-type: none"> • frequently dialed numbers;

		<ul style="list-style-type: none"> • last recharge; • active data bundle/value (for data SIM); • SIM pack/ownership certificate/sworn affidavit; • NIN Card/Slip; • Live image. <p>(iv) MNO 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, MNO captures Live image of Customer and executes electronic Facial verification and case-management which includes manual facial verification (eye-balling).</p> <p>(vi) Where Effective Verification is successful, MNO verifies customer's NIN and fingerprint or facial image with data from NIMC database, if unsuccessful, reject SIM Replacement;</p> <p>(vii) MNO system matches the NIMC Foundational Data with SIM Registration. If unsuccessful go to NIN-SIM Harmonization for Existing Customer;</p> <p>(viii) MNO shall collect Consent to update SIM Registration record of the Customer with NIMC Foundational data based on the NIN-SIM Harmonization of Existing Customer Scenario.</p> <p>(ix) MNO will 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, 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) MNO 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>
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		<p>(xii) Where the verification is successful for all scenarios above, MNO collects duly filled SIM Replacement form and activates SIM Replacement;</p> <p>(xiii) Where there is a P2 Service outage, MNO should refer to the Appendix 2.1 MNO Service Level Requirement for resolution.</p>
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1.4 SIM Upgrade (Existing SIM is in possession of Customer and Active)

This flow covers below scenarios:

- 1. SIM upgrade.**
- 2. Customer fingerprint or facial image matches SIM Registration database record.**

3.1	SIM replacement Scenario	Customer fingerprint matches SIM Registration database record.
3.2	Proposed Flow	<p>(i) Customer visits MNO’s outlet;</p> <p>(ii) MNO sends OTP to customer;</p> <p>(iii) OTP is validated successfully;</p> <p>(iv) MNO effectively verifies the Customer’s MSISDN and fingerprint or facial image against SIM Registration database record;</p> <p>(v) MNO verifies customer’s MSISDN, NIN and fingerprint or facial image against NIMC database record;</p> <p>(vi) In the case of Facial Verification, MNO captures Live image of Customer and executes electronic Facial verification and case-management which includes manual facial verification (eye-balling);</p> <p>(vii) MNO will 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, utilize the documentation provided in the</p>

		<p>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) MNO 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, MNO conducts SIM upgrade;</p> <p>(xi) MNO updates customer's SIM Registration record with Foundational data from NIMC database if required and links NIN;</p> <p>(xii) Where NIMC verification fails, MNO is to advise the customer to visit NIMC to update data or enroll for NIN as applicable.</p> <p>(xiii) Where there is a P2 Service outage, MNO should refer to the Appendix 2.1 MNO Service Level Requirement for resolution.</p>
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1.5 SIM Upgrade (Existing SIM is in possession of Customer and Active)

This flow covers below scenarios:

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

4.1	Scenario	Customer fingerprint or facial image does not match SIM Registration database record.
4.2	Proposed Flow	<p>(i) Customer visits MNO's outlet;</p> <p>(ii) MNO sends OTP to customer;</p>

		<p>(iii) OTP is validated successfully;</p> <p>(iv) MNO performs Effective Verification of the customer’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 existing SIM Replacement rules shall apply (i.e., Customer 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 Card/Slip; • Live image. <p>(vi) MNO verifies the above details;</p> <p>(vii) In the case of Facial Verification, MNO captures Live image of Customer and executes electronic Facial verification and case-management which includes manual facial verification (eye-balling);</p> <p>(viii) Where Effective Verification is successful, MNO verifies customer’s NIN and Biometrics (includes fingerprint or facial image) against NIMC database;</p> <p>(ix) MNO will 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, 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) MNO 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, MNO conducts SIM Replacement;</p> <p>(xiii) MNO collects Consent and updates customer's SIM Registration record with Foundational data from NIMC database, if required and links NIN;</p> <p>(xiv) Where NIMC Verification is unsuccessful, customer 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, MNO should refer to the Appendix 2.1 MNO Service Level Requirement for resolution.</p>
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1.6 SIM Replacement by Proxy

This flow covers below scenarios:

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

3.1	SIM replacement Scenario	Customer's SIM is replaced by Proxy.
3.2	Proposed Flow	(i) Both Proxy and Owner should be active customers of the MNO 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);

- (ii) Proxy submits, proxy MSISDN, NIN and biometrics (including fingerprint or facial image) for validation against SIM Registration and NIMC database records;
- (iii) Proxy submits, Owner's MSISDN and NIN for validation against SIM Registration and NIMC database records;
- (iv) In the case of Facial Verification, MNO captures Live image of Customer and executes electronic Facial verification and case-management which includes manual facial verification (eyeballing).
- (v) Where all verifications are successful, Proxy fills and submits swap request form containing:
- Owner MSISDN & Proxy MSISDN;
 - Proxy Authorization letter;
 - Copy of owner's NIN Slip;
 - 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.
- (vi) MNO validates the above information;
- (vii) MNO will 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, utilize the documentation provided in the General Rules on Foreign SIM Acquisition for verification of identity in place of a NIN;
- (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;
- (ix) MNO will in the case of Foreigners with a Diplomatic visa staying in Nigeria less than 2 years, utilize the documentation provided

		<p>in the General Rules on Foreigner SIM Acquisition for verification of identity in place of NIN;</p> <p>(x) Where validation is successful, MNO 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, MNO conducts the SIM Replacement.</p> <p>(xii) Where there is a P2 Service Outage, MNO should refer to the Appendix 2.1 MNO Service Level Requirement for resolution.</p>
3.3	Points to Note	MNOs shall restrict the number of SIMs that an individual can swap as a Proxy to one per quarter

3.7 Lost SIM Replacement (Exception Handling: - Amputees)

This flow covers below scenarios:

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

1	Scenario	Customer's facial image matches SIM Registration and NIMC database records (Amputee Flag is required from NIMC).
2	Proposed Flow	<p>(i) Customer visits MNO's outlet;</p> <p>(ii) MNO performs Effective Verification of the customer's MSISDN, live facial image against SIM Registration database record;</p> <p>(iii) Where Effective Verification is successful, MNO validates customer's MSISDN, NIN and facial image against NIMC database record;</p> <p>(iv) MNO executes electronic Facial verification and case-management which includes manual facial verification (eyeballing) using captured live image of the Customer;</p>

		<ul style="list-style-type: none"> (v) MNO will 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, 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) MNO 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, MNO conducts SIM Replacement; (ix) Where NIMC verification is unsuccessful, MNO to advice Customer to visit NIMC Enrollment center to register for a NIN; (x) Where there is a P2 Service Outage, MNO should refer to Appendix 2.1 MNO Service Level Requirement for resolution; (xi) MNO collects consent and updates customer's SIM Registration record with Foundational Data from NIMC if required.
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3.8 Lost SIM Replacement (Exception Handling: - Amputees)

This flow covers below scenarios:

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

1	SIM replacement Scenario	Customer's facial image does not match SIM Registration and NIMC database records (Amputee Flag is required from NIMC).
2	Proposed Flow	<ul style="list-style-type: none"> (i) Customer visits MNO's outlet; (ii) MNO conducts Effective Verification of the customer's MSISDN, live facial image against SIM Registration database record; (iii) Where Effective Verification fails, existing SIM Replacement rules shall apply (i.e., Customer to submit: <ul style="list-style-type: none"> (iv) Frequently dialed numbers; (v) Last recharge; Active data bundle/value (for data SIM); (vi) SIM pack/ownership certificate/sworn affidavit; (vii) NIN Card/Slip; (viii) Live image. (ix) MNO Validate Frequently Dialed Numbers, Last Recharge and other parameters. (x) Where Effective Verification is successful, MNO verifies customer MSISDN, NIN and live facial image with data from NIMC database; (xii) MNO will 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, utilize the documentation provided in the General Rules on Foreign SIM Acquisition for verification of identity in place of a NIN; (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>(xiv) MNO 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>(xi) If (v) above is successful, MNO conducts SIM replacement;</p> <p>(xii) Where there is a P2 Service Outage, MNO should refer to Appendix 2.1 MNO Service Level Requirement for resolution.</p> <p>(xiii) MNO collects Customer consent and updates SIM Registration record with NIMC Foundational data</p>
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SIM Replacement Process (Corporate & IoT/M2M)

3.9. SIM Replacement Process Business Guidelines

This flow covers below scenarios:

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

3.10 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	Customer's fingerprint, facial image & demographics match in SIM Registration and NIMC database records.
2	Proposed Flow	<ul style="list-style-type: none"> (i) Corporate or IOT/M2M Primary or Secondary Telecom Master sends formal letter/e-mail to MNO for Primary Telecom Master's SIM replacement or upgrade; (ii) Letter specifies Primary Telecom Master's SIM MSISDN, NIN and Name; (iii) Customer provides Sworn Affidavit or SIM pack for SIM replacement (not required for SIM upgrade) (iv) MNO 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); (v) MNO confirms verification and linkage of Primary Telecom Master's NIN on the Corporate account; (vi) In the case of facial verification, MNO will effectively verify the Primary Telecom Master's NIN data and match with SIM Registration using electronic Facial verification and case-management which includes manual facial verification (eye-balling); <ul style="list-style-type: none"> i. Where verification is successful, MNO uploads SIM Replacement/upgrade request letter and sworn affidavit on Corporate's account and executes SIM Replacement/Upgrade. ii. Where there is a P2 Service Outage, MNO should refer to Appendix 2.1 MNO Service Level Requirement for resolution.

3.11. 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	Customer's fingerprint, facial image & demographics do not match in SIM Registration and NIMC database records.
2	Proposed Flow	<ul style="list-style-type: none"> (i) Corporate or IOT/M2M Primary or Secondary Telecom Master sends formal letter/e-mail to MNO for Primary Telecom Master's SIM replacement or upgrade; (ii) Letter specifies Primary Telecom Master's SIM MSISDN, NIN and Name; (iii) Customer provides Sworn Affidavit or SIM Pack (This will not apply to SIM Upgrade scenario); (iv) MNO 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); (v) MNO 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; (vi) Where verification fails, MNO uses Verification Form to obtain Primary Telecom Master's details & passport photograph, verifies Frequently Dialed Numbers and obtains Customer consent to use NIMC Foundational data records to update SIM Registration of the Corporate customer;

		<p>(vii) MNO verifies Primary Telecom Master's NIN, executes electronic facial verification and case-management which includes manual facial verification (eye-balling);</p> <p>(viii) Where verification is successful, MNO updates Primary Telecom Master's SIM Registration data with NIMC Foundational Data;</p> <p>(ix) Where there is a P2 Service Outage, MNO should refer to Appendix 2.1 MNO Service Level Requirement for resolution.</p> <p>(x) MNO conducts Primary Telecom Master's SIM replacement/upgrade;</p> <p>(xi) MNO uploads SIM replacement/upgrade letter, Sworn Affidavit & customer consent.</p> <p>(xii) MNO activates SIM replacement;</p>
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3.12. 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	Proposed Flow	(i) Corporate or IOT/M2M Primary or Secondary Telecoms Master sends formal letter/e-mail to MNO for Secondary SIM Replacement or Upgrade;

		<ul style="list-style-type: none"> (ii) Letter/e-mail specifies Primary Telecom Master's NIN, specific secondary MSISDN, Secondary Telecoms Master's NIN and Names; (iii) Customer provides Sworn Affidavit or SIM pack for SIM replacement (This will not apply to SIM upgrade); (iv) MNO 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); (v) MNO confirms verification of Primary Telecom Master's NIN on the account; (vi) MNO confirms validation of Secondary Telecom Master's NIN on the account (This step shall not apply to IOT/M2M customers); (vii) Where the verifications are successful, MNO executes SIM replacement/upgrade; (viii) MNO uploads SIM replacement/upgrade request letter and sworn affidavit on corporate's account; (ix) MNO activates SIM replacement. (x) Where there is a P2 Service Outage, MNO should refer to Appendix 2.1 MNO Service Level Requirement for resolution.
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3.13. 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	Proposed Flow	<ul style="list-style-type: none"> (i) Corporate or IOT/M2M customer (Primary or Secondary Telecom Master) sends formal letter/e-mail to MNO for Secondary SIM replacement or upgrade; (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 customers); (iii) Customer provides Sworn Affidavit or SIM Pack for Secondary SIM for replacement/upgrade; (iv) MNO 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); (v) MNO 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; (vi) MNO also attempts validation of the Secondary SIM name & NIN (This step will not apply to IOT/M2M customers); (vii) Where Effective Verification fails, MNO uses Verification Form to obtain Primary Telecom Master's details & passport photograph, verifies Frequently Dialed Numbers and obtains Customer consent to use NIN records; (viii) MNO verifies Primary Telecom Master's NIN on NIMC database executes electronic facial verification and case-management which includes manual facial verification (eye-balling); (ix) Where Effective Verification is successful, MNO updates Primary Telecom Master's SIM Registration with NIMC Data; (x) Where verification is successful, secondary SIM replacement/upgrade is done but where it fails, secondary SIM replacement/upgrade is rejected; (xi) MNO uploads SIM replacement/upgrade request letter and sworn affidavit on corporate's account; (xii) MNO activates SIM replacement. (xiii) Where there is a P2 Service Outage, MNO should refer to Appendix 2.1 MNO Service Level Requirement for resolution.
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4.1 ONLINE DIGITAL SIM REPLACEMENT – SIM UPGRADE

This flow covers below scenarios.

1. Where a Customer 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 Customer requires a SIM (which includes subscription medium) upgrade from a Regular SIM to an E-SIM;
3. Customer 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. Customer facial image either matches or does not match the SIM Registration Database record.

3.1	Scenario	<ol style="list-style-type: none"> 1. Customer SIM (which includes subscription medium) requires an upgrade; 2. Customer 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. Customer facial image either matches or does not match the SIM Registration Database record
3.2	Proposed 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 Customers with a unique Identification and PIN or OTP or Customer 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, MNO will enable the customer create a unique transactional PIN or Password for the SIM upgrade application; iv. Customer will be required to access the SIM Upgrade portal using the unique transactional PIN or Password created. v. MNO will confirm the unique transactional PIN/Password and if validated successfully, the Customer will be given access to the SIM Upgrade application platform; if the validation is unsuccessful, the request is terminated. vi. Customer 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) • MNOs are to provide Terms and Conditions for the benefit of the Customer. • Customer submit request <p>vii. MNO verifies customer’s NIN basic details, MSISDN and uploaded Selfie against the SIM Registration record. If successful, proceed to NIN verification;</p> <p>viii. MNO verifies Customers NIN basic details, uploaded photo and the information provided against the NIMC database. If unsuccessful, reject SIM Replacement;</p> <p>ix. MNO verifies Customers NIN, MSISDN and matches NIMC Foundational Data with SIM Registration. If unsuccessful, MNO to advise Customer to visit MNO shop for Existing Customer NIN-SIM Registration database harmonization;</p> <p>x. 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 customer 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, MNOs 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, MNO is to notify customer 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. Customer SIM (which includes subscription medium) is missing, stolen or possibly damaged;
2. Customer 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. Customer facial image either matches or does not match the SIM Registration Database record.

1	Proposed 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 Customers with a unique Identification and PIN/ OTP or a Customer 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 customer create a unique transactional PIN or Password for the SIM Replacement application; iv. Customer 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 Customer will be given access to the SIM Replacement application platform; if the validation is unsuccessful, the request is terminated. vi. Customer 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) ▪ Capture and upload selfie ▪ Capture and upload 10 to 30secs interactive introductory video where customer's registered name is expressed. ▪ MSISDN of the SIM to be replaced

		<ul style="list-style-type: none"> ▪ Scan and upload purchased SIM replacement card (with serial number) ▪ Customer submit request <p>MNO verification</p> <ol style="list-style-type: none"> i. MNO verifies customer’s NIN, MSISDN and uploaded selfie and video against SIM Registration record, if successful proceed to (vi); ii. MNO verifies Customers NIN, uploaded selfie and video and the information provided with NIMC database. If unsuccessful, reject SIM Replacement; iii. MNO verifies Customers NIN, MSISDN and matches NIMC Foundational Data with SIM Registration. if unsuccessful, MNO to advise Customer 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 customer 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 customer to activate new SIM in accordance with the activation procedure. vii. This process will be applicable to limited number of customers in the first instance.
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