

THE UNITED REPUBLIC OF TANZANIA
TANZANIA COMMUNICATIONS REGULATORY AUTHORITY
ISO 9001:2015 CERTIFIED



GUIDELINES AND PROCEDURES FOR VISITORS' SIM CARD REGISTRATION

Issued by: -
Director General
Tanzania Communications Regulatory Authority
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PART I PRELIMINARY

1. CITATION AND COMMENCEMENT

These guidelines shall be cited as guidelines and procedures for SIM card registration for visitors and shall come into force on 4th August 2021.

2. INTERPRETATION

In these guidelines and procedures, unless the context requires otherwise: -

“Authority” means the Tanzania Communications Regulatory Authority established under the Tanzania Communications Regulatory Authority Act no.12 of 2003.

“Biometric” means a person's fingerprint used for verification during SIM card registration.

“Consumer” means any person who uses electronic communications or postal product or services.

“Customer” means any person who obtains or seeks to obtain services of any kind from a person undertaking activities pursuant to the Electronic and Postal Communications (SIM Card Registration) Regulations, 2020 and includes subscribers.

“Fraudulent practices” means usage of SIM cards with intention of avoiding payment or without correct payment or using wrongful/criminal deception in order to obtain financial or personal gain from the use of telecommunications services.

“Immigration Department” means the Tanzania Immigration Department established under the Immigration Act;

“Licensee” means an entity licensed by the Authority to provide and facilitate provision of postal or electronic communication services.

“Mobile Subscriber Integrated Services Digital Network (MSISDN)” means a number or telephone number that uniquely identifies a subscription on the service providers' network.

“Minor” means a person below the age of eighteen (18) years and above the age of twelve (12) years.

“NIN” means a National Identification Number.

“Service Provider” means a licensed Telecommunications Service provider.

“Subscriber” means an individual/company/organization that has acquired or subscribes to mobile telecommunication services.



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“SIM card” means a Subscriber Identity Module, which is an independent electronically activated device designed for use in conjunction with a mobile telephone or communication device to enable the end user to use telecommunications services.

“Visitor” means a non- citizen who is not a diplomat and intends to stay in the United Republic of Tanzania for a period of not more than four (4) months.

3. OBJECTIVES OF THE GUIDELINES

The following are the objectives of the guidelines and procedures for SIM card registration for visitors: -

- i. To ensure that visitors requiring SIM cards are registered as per procedure set under these guidelines.
- ii. To ensure that visitors who are defaced or aged above 65 years or who have entered into the country through borders without biometric capturing equipment are registered as per procedures set under these guidelines when requiring SIM cards.
- iii. To ensure that fraudulent activities are prevented during SIM card registrations.

PART II RESPONSIBILITIES

4. RESPONSIBILITIES

The responsibilities of the parties involved during visitors' SIM card registrations are described herein as follows: -

4.1 RESPONSIBILITY OF A VISTOR

- i. To ensure that the travel documents is used to register SIM cards of the document owner only; and
- ii. To verify SIM cards registered using his travel document by dialling *106# and de-register all SIM cards that are registered without his knowledge;

4.2 RESPONSIBILITIES OF THE SERVICE PROVIDERS

- i. To ensure that the connectivity to Immigration database through NIDA is active all the time and ensure that redundancy is maintained;
- ii. To ensure that visitors' SIM cards are registered at customer call centres, service providers' or agents' shops only;
- iii. To ensure that visitors' SIM cards are made activate for the period the visitor is permitted to stay in the country;



- iv. To ensure that records of registered SIM card are kept and shared to TCRA in real time; and
- v. To ensure that SIM cards for visitors with defaced fingers, aged above 65 years or who have entered through borders without biometric capturing equipment are registered through random question verification options.

4.3 RESPONSIBILITIES OF IMMIGRATION DEPARTMENT

- i. To ensure that details of travel documents of visitors are made available for SIM card registrations;
- ii. To ensure that all borders of entry are equipped with biometric capturing equipment;
- iii. To ensure that details of fingerprint or travel documents are transferred to the Immigration database in real time;
- iv. To set aside a database of visitors who are defaced, aged above 65 years or who have entered through borders without biometric capturing equipment and enable random question verification options;
- v. To ensure that the connectivity to NIDA is active all the time and ensure that redundancy is maintained;
- vi. To nominate two staff who shall serve as key contacts with service providers during resolution of failures occurring during SIM card registration; and
- vii. To designate an email address and mobile numbers which shall be used by service providers to escalate failures during SIM card registrations

4.4 RESPONSIBILITIES OF TCRA

The Authority shall ensure that procedures for visitors SIM card registration as set under these guidelines are complied.

PART III PROCEDURES

5.0 PROCEDURES FOR SIM CARD REGISTRATION WHERE FINGERPRINTS WERE TAKEN AT THE TIME OF ENTRY

SIM card registration for visitors whose fingerprint were taken at the time of entry shall be carried out in the following manner: -

- i. SIM card shall be registered at customer call centres, service providers' shops or agents' shops only;
- ii. Visitors shall be required to present a copy of the travel document;



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- iii. The service provider shall conduct fingerprint verification with Immigration department for SIM card registration;
- iv. The service provider shall keep the details of the visitors;
- v. The registered SIM card shall bear the name of the visitor;
- vi. A visitor shall not use NIDA ID designated for Tanzanian Nationals or foreigners for the purpose of SIM card registration; and
- vii. The registered SIM cards shall be active for a period of which the visitor is permitted to stay in the country.

6.0 PROCEDURES FOR SIM CARD REGISTRATION FOR MINORS

SIM card registration for visitors who are minor shall be carried out in the following manner: -

- i. The parent or guardian shall present minor's certified copy of birth certificate or adoption document or travel document and minor portrait photo;
- ii. The parent or guardian shall present his travel document for verification of SIM card registration of the minor;
- iii. The service provider shall verify with immigration department the travel document of the parent or guardian for SIM card registration;
- iv. The registered SIM card shall bear the name of the minor;
- v. The service provider shall keep the details of the minor and the guardian/parent;
- vi. The number of SIM card registered for the minor shall be limited to one SIM card only; and
- vii. SIM cards shall be active for the period of which the minor is permitted to stay in the country.

7.0 PROCEDURES FOR SIM CARD REGISTRATION WHERE FINGERPRINTS WERE NOT TAKEN AT THE TIME OF ENTRY

In the event where the visitor has defaced fingerprint, or is aged above 65 years or has entered into the country through borders with no biometric capturing equipment, SIM cards shall be registered in the following manner;

- i. The Immigration department shall set aside a database for all visitors aged above 65 years or with defaced fingers or with no fingerprints or who have entered through borders with no biometric capturing equipment;
- ii. SIM card registrations shall be carried out at customer call centres, service providers' or agents' shops only;



- iii. The customer shall be required to present his travel document for SIM card registration;
- iv. The service provider shall submit the travel document number to Immigration department for verification during SIM card registration;
- v. Upon receiving the request, the Immigration department shall enable random multiple question verification option based on the travel document details;
- vi. Upon answering correctly 3 out of 5 questions, verification shall be considered successful;
- vii. The registered SIM cards shall be active for a period of which the visitor is permitted to stay in the country; and
- viii. The service provider shall keep verified records and submit to TCRA in real time.

8.0 PROCEDURES FOR SIM CARD REGISTRATION WHEN THE TRAVEL DOCUMENT DETAILS ARE NOT AVAILABLE ON IMMIGRATION DATABASE OR WHEN THE DATABASE IS NOT ACCESSIBLE

In the event where the travel document details are not available in Immigration database or when the database is not accessible, the service provider shall register SIM cards for visitors in the following manner;

- i. SIM cards shall be registered at customer call centres, service providers' or authorized agents' shops only;
- ii. The number of SIM cards to be registered per visitor shall be limited to one SIM card only;
- iii. The customer shall be required to present his travel document for SIM card registration;
- iv. The service provider shall keep a copy of the travel document;
- v. The registered SIM cards shall be active for a period of which the visitor is permitted to stay in the country;
- vi. The registered SIM cards shall bear the name of the visitor; and
- vii. The service provider shall keep the registration details and submit to TCRA in real time.