

CRAN launches SIM Card Registration Awareness Campaign

FOR IMMEDIATE RELEASE

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The Communications Regulatory Authority of Namibia (CRAN) on Tuesday, 07 June 2022 officially launched the National SIM Registration Consumer Awareness Campaign, which aims to educate the public on the importance of the registration of SIM cards in Namibia. The registration process will be carried out in terms of Regulations and License Conditions made pursuant to Part 6 of Chapter V of the Communications Act (No. 8 of 2009).

“Mandatory SIM registration is in line with international best practice, with 157 countries in the world currently implementing SIM registration. Namibia is one of two African countries that does not have SIM registration and we are therefore, delighted to finally reach this milestone. The six-months-long awareness campaign follows consultation between CRAN and all relevant stakeholders. The campaign aims to raise awareness and inform the public that as of 01 January 2023, mobile operators will be required to register all their customers' SIM cards and obtain all relevant information before the sale and activation of SIM cards. Operators will have a period of 12 months to conclude the registration of existing customers. The information of new customers must be registered within 3 months from date of sale. Unregistered SIM cards will be deactivated.” - said CRAN Chief Executive Officer, Emilia Nghikembua. Mobile operators will be required to communicate to their existing customers the registration modalities, which may in certain instances include registration through online platforms.

“The use of mobile phones delivers significant economic and social benefits and plays a key role in enabling digital inclusion and delivering social benefits. There are,

however some members of the public who use mobile phones for criminal activities. Through the registration of all active SIM cards, security agencies will be able to track criminals after following the procedures as set out in the applicable laws” said Nghikembua.

“Having a secure and authorised digital identity has become increasingly important in a democratic society in the interests of national security, public safety, and for the prevention of crime. SIM registration can enable many consumers to access value added mobile and digital services that would otherwise be unavailable to them as unregistered users. Namibia must leverage on the use of safe and secure mobile technology to enjoy the benefits of the Fourth Industrial Revolution and meet the United Nations Sustainable Development Goals” added Nghikembua.

“We are positive that CRAN’s National SIM Registration Consumer Awareness Campaign shall educate the public on the importance of SIM card registration and debunk misinformation. We invite the public to join and participate at our panel discussions, nationwide roadshow, social media, visual prints, radio, audio-visual and via email enquiries and other activation components during the campaign,” concluded Nghikembua. The campaign will run from 07 June 2022 until 31 December 2022.

The Authority invites members of the public to submit queries via email to Communications@cran.na.

“ENDS”

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Fact Sheet:

- The SIM Registration Conditions obligates users to register their SIM cards at the service provider(s) they subscribe to, by providing their **full name, address and identity number in the form of a copy of an Identity Document (ID) or Passport.**
- These conditions apply to Namibian nationals and foreigners, and also extend to include new or existing customers.
- The information obtained by the service providers must be sufficient to determine which telephone number or other identification has been issued to a specific customer. This will enable the Law Enforcement or Security Agencies to conduct investigations into cybercrimes that put the nation, persons or juristic persons such as a business at risk.
- Every service provider is mandated to store the customer data and information on their systems for a minimum of five years, this will ensure an accurate number of subscribers and the lawful use of such data.
- SIM card users who have a post-paid contract with a telecommunications services licensee are already registered.