



Policy

Registration of Mobile SIM Cards Points of Sale

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Telecommunications Regulatory Authority
P O Box 26662
Abu Dhabi, United Arab Emirates
Tel: +971 2 6212222 Fax: +971 2 6212227
www.tra.ae

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1. Definitions

Unless the context indicates otherwise, the terms and expressions contained in the Federal Law by Decree no. 3 dated 2003 on the regulation of telecommunication sector and its amendments shall have the same meaning given in this policy. In addition, for the application of this policy's provisions, the following terms and expressions shall have the meanings ascribed below unless the context indicates otherwise:

Term	Definition
Law by Decree	The Federal Law by Decree no. 3 dated 2003 on regulating the telecommunication sector and its amendments
Executive regulation	The Supreme Committee's Decision to oversee the telecommunication sector no. 3(2003) by the Executive Regulation of the Law by Decree no. 3(2003) on regulating the telecommunication sector
The Authority (TRA)	The Telecommunications Regulatory Authority (TRA) of the United Arab Emirates
The government	The United Arab Emirates government
Dirham	The national currency of the United Arab Emirates (AED)
The economic entity	Any company or entity in the state that is authorized by the applicable federal and local legislations to practice economic activity in the UAE
The applicant	Any economic entity applies for registration of SIM Cards points of sale in accordance with the standards defined by TRA
SIM Cards Points of Sale	Economic entity authorized to practice the economic activity of selling SIM cards
SIM Cards	Means the smart electronic chip of the Subscriber Identity Module, and includes for example: the subscriber mobile number, information of the network identity coding, the PIN, the user data such as contacts and phone numbers
The registry	The document that contains a list of names and information of the SIM Cards points of sale
The registration certificate	The certificate issued by TRA regarding the registration of the SIM Cards points of sale in the Country
The economic licensing entities	Government entities responsible for regulating the practice of economic activities in the Emirates, such as the Ministry of Economy and the economic departments in the Country
Monitoring entities	The government entities which TRA could collaborate with for activating the monitoring role on the SIM Cards points of sale
Business license	The document issued by the licensing entities, which allows to practice a certain economic activity according to the legal requirements and conditions related to this activity

2. Introduction

For the purpose of facilitating and regulating the competition in mobile SIM Cards sales, this policy aims to regulate the process of selling mobile SIM Cards through legal and licensed points of sale by TRA.

3. Legal reference

Under Article (1) of Decision no. 44 (2009) on regulating the SIM Cards and Recharge Cards points of sale in the UAE, selling SIM Cards and Recharge Cards in the Country is considered a regulated activity under Article (1) of Federal Law by Decree no. 3 (2003) on regulating the telecommunications sector, and its amendments.

4. Objectives of the Policy

This Regulatory Policy aims to:

- 4.1 Regulate and control the sales of SIM Cards in the UAE within a clear legal framework that guarantees the rights of customers as well as the economic facilities.
- 4.2 Determine the duties and obligations of the licensees regarding the authorization of SIM Cards points of sale in the UAE
- 4.3 Determine the duties and obligations of the registered economic entities with regards to the sale of SIM Cards in the UAE
- 4.4 Determine the duties and obligations of the economic licensing entities in the Country with regards to registering SIM Cards points of sale in the UAE
- 4.5 Enhancing economic businesses and improve their efficiency in the sector through supporting the licensed facilities

5. Responsibility of the Policy

The TRA shall regulate the registration of SIM Cards points of sale in the UAE and issue instructions, recommendations, policies or decisions for effective implementation of this Policy.

The TRA shall establish and manage the registry of the SIM Cards points of sale.

6. Scope

This Policy applies to all economic entities that sell or plans to start selling SIM Cards in the UAE. The licensees' points of sale are excluded from this Policy.

7. Implementation and obligations

For the purpose of achieving the intended objectives mentioned in the Article (4) of this Policy, the implementation of this Policy depends on the adherence of the economic entity to; first issuing the business license to practice the particular economic activity related to selling SIM Cards from the business licensing entities in the Country, then registering with TRA as a SIM Cards point of sale in the UAE before initiating the actual sale process.

The registration certificate issued by TRA and the business license issued by the economic licensing entities are the main requirements for registering as an authorized point of sale for the licensees.

Random sale of SIM Cards without obtaining the legal approvals and authorizations is a clear violation of the Federal Law by Decree no. 3(2003) on regulating the telecommunications sector and its amendments, penalties and provisions therein apply.

7.1 The obligations of the economic entity

- 7.1.1 A business license for practicing the economic activity of selling SIM Cards must be obtained from the economic licensing entities in the Country before initiating the selling process
- 7.1.2 Registration with TRA is required through applying for the registration of SIM Cards point of sale and providing all the required documents.
- 7.1.3 SIM Cards points of sale must commit to renewing the required licenses according to the applicable laws in the UAE
- 7.1.4 SIM Cards points of sale must commit to follow the procedures of sale approved by licensees through using the approved electronic devices or any other available mean.

7.2 The obligations of the licensees during the implementation

- 7.2.1 The licensees must ensure that the point of sale is registered with TRA and an effective registration certificate is available
- 7.2.2 The licensees must not activate any services for a SIM Cards point sale in the Country until the registration with TRA is completed
- 7.2.3 The licensees must commit to the periodic audit on the registered points of sale and take the needed and immediate action in case of any violation to the applicable laws and regulations of the UAE
- 7.2.4 The licensees must keep records and registration documents of all points of sale
- 7.2.5 The licensee must notify TRA in case of adding or excluding any SIM Cards point of sale
- 7.2.6 The licensee must inform TRA in case of any legal violation or breach by SIM Cards points of sale
- 7.2.7 The licensee must cut the service of the ineffective SIM Cards points of sale or the one that does not have a legal authorization to process the sale
- 7.2.8 The licensee is considered responsible for monitoring the sales operations and the activation of SIM Cards according to the applicable laws in the Country
- 7.2.9 Provide any information and reports requested by TRA regarding the points of sale within the period specified by TRA
- 7.2.10 The licensees must take appropriate measures and periodic campaigns to raise public awareness on legitimate sales mechanisms and points of sale.

8. The required documents for registration with TRA

The required documents for the service of registration as a SIM Card point of sale are:

1. The application of registration as a SIM Card point of sale, along with the needed information
2. A valid business license, or initial approval by the relevant economic licensing entity
3. The applicant's valid national identity issued by the Emirates Identity Authority of the UAE
4. Any other documents requested as needed

9. Registration renewal

9.1 The renewal of registration of SIM Cards points of sale must take place every two years

9.2 The licensees must ensure to update the registration information of all mobile phone subscribers

9.3 The licensees must follow the registration process when updating the registration information

9.4 The TRA is entitled to occasionally amend the process and procedures of registration renewal

10. The fees

TRA shall specify and publish the fees of the registration of SIM Cards points of sale in the UAE in accordance with the fees policy of SIM Cards points of sale issued by TRA Board of Directors.

11. Audit and compliance

11.1 TRA has the right to occasionally audit the database of the SIM Cards points of sale for any of the licensees or any other related system to ensure the security of the registration data

11.2 TRA shall consistently monitor the implementation and compliance of the licensees and the registered points of sale to this Regulatory Policy

12. Amendment

TRA may amend, when it deems appropriate, any of this Regulatory Policy provisions.