



The Telecommunications Regulatory Authority's Board of Directors

Resolution No. (13) of 2015

Promulgating the SIM-Card Enabled Telecommunications Services Registration Regulation

Chairman of the Telecommunications Regulatory Authority's (the Authority's) Board of Directors:

Having considered:

The Telecommunications Law promulgated by Legislative Decree No. 48 of 2002, particularly Article (3), (35) and (78) thereof;

Regulation No. 2 of 2008 on the Requirement to Register Details of Prepaid Mobile Telecommunications Services Subscribers;

After consulting with interested parties;

On the basis of the proposal submitted by the Authority's General Director; and

Following the approval of the Authority's Board of Directors,

Has resolved as follows:

Article 1

The SIM-Card Enabled Telecommunications Service Registration Regulation attached herewith shall is hereby being approved and adopted.

Article 2

Regulation No. 2 of 2008 on the Requirement to Register Details of Prepaid Mobile Telecommunications Services Subscribers is hereby being repealed.

Article 3

The official Arabic version of the Resolution and Regulation attached herewith shall be published in the Official Gazette and shall come into force on the day following the date of publication.

Mohammed Ahmed Al Amer

Chairman of the Board of Directors

Issued on: 16 Rabi' al-awwal 1437 (Arabic calendar)

Corresponding to: 27 December 2015

The SIM-Card Enabled Telecommunications Services Registration Regulation

1 DEFINITIONS

1.1 Unless the context otherwise requires, any word, phrase or expression used in this Regulation shall have the meaning given to it in Article (1) of the Legislative Decree No. (48) of 2002 Promulgating the Telecommunications Law, and the following terms and expressions shall have the following meanings:

Term	Definition
Affected Licensee:	A Licensee that provides SIM-Card Enabled Telecommunications Services.
Activation:	The process by which a SIM-Card Enabled Telecommunications Service is enabled such that the Subscriber can access any SIM-Card Enabled Telecommunications Services. The term "Activated" shall be construed accordingly.
Approved Reseller:	A Reseller approved by the Authority in accordance with the process set out under Article 12 and the Approved Reseller Guidelines to assume the Affected Licensee's obligations under this Regulation solely in relation to offering SIM Cards to Subscribers who are natural persons.
Approved Reseller Application:	Means an application submitted by an Affected Licensee in relation to a prospective Approved Reseller and containing at a minimum the information set out in the Approved Reseller Guidelines to be issued by the Authority.
Approved Reseller Guidelines:	Means the guidelines issued by the Authority from time to time that set out the criteria which the Authority will have regard to in relation to the approval, conduct and obligations of Approved Resellers.
Authorised Signatory:	A natural person who is identified as an authorised signatory of a Commercial Entity pursuant to its Commercial Registration.
The Authority	The Telecommunications Regulatory Authority
Clear Scanned Copy:	A scan from an original Identification Credential that ensures that all the details contained in that Identification Credential are legible. For the avoidance of doubt a photocopy of an original Identification Credential does not qualify as an original Identification Credential.
Commercial Entity:	Any entity which holds an active Commercial Registration Number.
Commercial Registration Number:	The unique number on a Commercial Entity's Commercial Registration, as issued by the Ministry pursuant to the Commercial Register Law (Legislative Decree Number 27 of 2015).

Commercial Entity Identification Credentials:	Those documents listed in Article 5.1.1.
Commercial Entity Subscriber Information:	The information recorded in the Subscriber Database in relation to a Subscriber that is a Commercial Entity, more particularly described at Article 5.2.1.
Deactivate:	The process by which a SIM-Card Enabled Telecommunications Service is disabled such that the Subscriber cannot access any SIM-Card Enabled Telecommunications Services. The term “Deactivation” shall be construed accordingly.
Donor Operator	A Licensee from which a Number is being or has been Ported.
Dummy SIM Card	A SIM Card rendered inoperable by an Affected Licensee but that may subsequently be rendered operable where the Registration and Verification processes are carried out in accordance with the provisions of this Regulation.
Electronic Device:	A device capable of verifying the identity of a Subscriber via a Verification Scan.
Electronic Solution	The electronic solution specified in clause seven (7) of this Regulation.
GCC National:	A natural person whose nationality pertains to a country which is a member of the Gulf Co-operation Council and who holds a valid passport or valid identity card issued by a country which is a member of the Gulf Co-operation Council.
Government Entity:	Includes a ministry, a governmental organisation or authority.
Government Entity Identification Credentials:	Those documents listed in Article 5.1.2.
Government Entity Subscriber Information:	The information recorded in the Subscriber Database in relation to a Subscriber that is a Government Entity, more particularly described at Article 5.2.2.
ICCID:	Integrated Circuit Card Identity.
IMSI Number:	The International Mobile Subscription Identity number.
Identification Credentials:	The Natural Person Identification Credentials, the Commercial Entity Identification Credentials and the Government Entity Identification Credentials.
Minor:	A natural person who is under sixteen years of age.
Ministry	Ministry of Industry and Commerce.
MMS:	Multimedia Messaging Service is a standard way to send messages that include multimedia content to and from mobile phones.
MSISDN:	The Mobile Subscriber Integrated Services Digital Network Number.

Natural Person Identification Credentials:	The original of the documents set out in Articles 3.2 and 3.3 of this Regulation.
Natural Person Subscriber Information:	The information recorded in the Subscriber Database in relation to a Subscriber that is a natural person, more particularly described at Article 3.4.
Number Portability Process	The process of transferring a Subscriber's number from one Licensee to another Licensee.
Outlets:	The Licensees' outlets , whether of a temporary or permanent nature that are owned, leased or rented directly by the Affected Licensees and which are directly connected and utilise the internal electronic systems of the Affected Licensee for the purposes of conducting Registration, Verification and the Registration Renewal Process for SIM-Card Enabled Telecommunications Services. For the avoidance of doubt, the sales agents of Affected Licensees who visit Subscribers or potential Subscribers and have access to the internal electronic systems of the Affected Licensee shall be considered as falling within the definition of Outlets.
Prepaid Telecommunications Service:	A Telecommunications service provided by an Affected Licensee to a Subscriber by means of a SIM Card on a prepaid billing basis including (but not limited to) making outgoing calls; receiving incoming calls; sending or receiving SMS and MMS messages.
Public Officer:	A government official, not below the level of manager who is appointed by the Government Entity as the natural person authorised to represent the same for the purposes of this Regulation.
Recipient Operator	A Licensee from which a Subscriber wishes to receive Telecommunications Services and to Port its Number to.
Registration:	The process by which the Subscriber Information is recorded within the Subscriber Database. The terms "Register" and "Registered" and any other derivative thereof shall be construed accordingly.
Registration Renewal Process:	The process set out in Article 9 below for the purposes of confirming the Identification Credentials of Subscribers.
Reseller:	Any distributor or reseller of SIM Cards other than the Outlets.
Revalidation:	The process set out in Article 10 below for the purposes of revalidating the Subscriber Information stored on the Subscriber Database.
SIM Card:	A subscriber identity module smart card containing the telephone number of a Subscriber, encoded network identification details, the

	personal identification number and other user data such as the phone book.
SIM-Card Enabled Telecommunications Service(s):	All Telecommunications services provided by an Affected Licensee to a Subscriber by means of a SIM Card (including, unless specified to the contrary, a Prepaid Telecommunications Service).
SMS:	The short messaging service provided by an Affected Licensee used to transmit and receive short text messages to and from short messaging service enabled devices.
Subscriber:	The natural person, Commercial Entity or Government Entity that purchases or has an existing SIM-Card Enabled Telecommunications Service.
Subscriber Database:	The database containing the Subscriber Information, maintained and updated by the Affected Licensee as more particularly described in Article 11.
Subscriber Information:	The Natural Person Subscriber Information and/or the Commercial Entity Subscriber Information and/or the Government Entity Subscriber Information.
Suspension:	The process by which a SIM-Card Enabled Telecommunications Service is temporarily disabled, except to allow access to emergency service numbers, as defined in the National Numbering Plan and the Affected Licensee customer care numbers. For the avoidance of doubt during the period of suspension no calls, SMS messages or MMS messages may be received. The term "Suspend" shall be construed accordingly.
Telecommunications Law:	Legislative Decree No. 48 of 2002 of the Kingdom of Bahrain.
Point of Sale	The place where the sale of the SIM-Card Enabled Telecommunications Service has been completed and includes Approved Resellers and Outlets
Verification:	The process for confirming that the Identification Credentials accurately identify the Subscriber, more particularly described in Article 4 for natural persons and Article 6 for Corporate and Government Entities. The term "Verified" and any other derivative thereof shall be construed accordingly.
Verification Scan:	A scan conducted through an Electronic Device for the purposes of determining a natural person's identity.

2 **SCOPE**

- 2.1 Unless otherwise stated, the provisions of this Regulation apply to all Affected Licensees.
- 2.2 All Affected Licensees are required to ensure that, in relation to every SIM-Card Enabled Telecommunications Service, Registration, Verification and Activation are carried out in accordance with the provisions of this Regulation.
- 2.3 No Affected Licensee shall provide a SIM-Card Enabled Telecommunications Service to a Subscriber: (i) who is, at the date of request the service, a Minor or (ii) until the completion of Registration, Verification and Activation process in accordance with the provisions of this Regulation.

3 **REGISTRATION OF SUBSCRIBERS WHO ARE NATURAL PERSONS**

- 3.1 This Article applies to Subscribers that are natural persons.
- 3.2 Within seven (7) months from the date of entry into force of this Regulation, Affected Licensees shall procure that every new Subscriber who is a GCC National must, as a minimum, submit the following Natural Person Identification Credentials for the purposes of commencing the Registration:
- (i) a valid passport or a valid national identity card issued by any country which is a member of the Gulf Co-operation Council; and
 - (ii) a Verification Scan.
- 3.3 Within seven (7) months from the date of entry into force of this Regulation, Affected Licensees shall procure that every new Subscriber who is not a GCC National, must, as a minimum, submit the following Natural Person Identification Credentials for the purposes of commencing the Registration:
- (i) a valid passport issued by the country of the Subscriber's nationality or a valid national identity card issued by the Kingdom of Bahrain; and
 - (ii) a Verification Scan.
- 3.4 Upon receipt of the Natural Person Identification Credentials, the following information must, as a minimum, be recorded by the Affected Licensee in the Subscriber Database:
- (i) the full name of the Subscriber as shown in the national identity card or passport;
 - (ii) the gender and nationality of the Subscriber;
 - (iii) a Clear Scanned Copy of the passport or national identity card;

- (iv) the unique identification number of the passport or national identity card;
- (v) a Clear Scanned Copy of the SIM-Card Enabled Telecommunications Services registration form showing the Subscriber's signature;
- (vi) evidence confirming that a successful Verification Scan has been completed;
- (vii) the ICCID number attributed to the SIM Card;
- (viii) the IMSI number attributable to the SIM Card;
- (ix) the MSISDN attributable to the SIM Card;
- (x) the full name and job title of the natural person conducting Registration and Verification;
and
- (xi) the Point of Sale and its details, if any.

3.5 Each Affected Licensee shall at all times ensure that:

3.5.1 no natural person is Registered for more than ten (10) pre-paid SIM Cards with the Affected Licensee (or any other cap which may be introduced by the Authority from time to time); and

3.5.2 the Natural Person Identification Credentials required for the purposes of Registration are presented and Verified each time a Subscriber applies for a new or additional SIM-Card Enabled Telecommunications Service.

4 VERIFICATION OF SUBSCRIBERS WHO ARE NATURAL PERSONS

4.1 In relation to every Subscriber who is a natural person, the identity of the Subscriber must be confirmed by the Affected Licensee both manually against the original Natural Person Identification Credentials at the Point of Sale in the presence of the Subscriber at least through:

4.1.1 visual confirmation of the Subscriber against all photographic identification on each of the Natural Person Identification Credentials that contains such information

4.1.2 Verify that the electronic solution has successfully completed a Verification Scan;

4.1.3 Verification that the Subscriber's signature is identical to the signature on the passport or the national identity card that has been submitted for the purposes of Registration, and that the signature is consistent throughout all documents signed by the Subscriber for the purposes of the Registration; and

4.1.4 visual confirmation to ensure the correctness of the Natural Person Identification Credentials in relation to their authenticity and accuracy.

4.2 If the Affected Licensee cannot verify the Natural Person Identification Credentials submitted by the Subscriber for Registration in accordance with the steps described in Article 4.1, then Verification is deemed to have failed.

5 **REGISTRATION OF SUBSCRIBERS THAT ARE COMMERCIAL ENTITIES AND GOVERNMENT ENTITIES**

5.1 Within seven (7) months from the date of entry into force of this Regulation, Affected Licensees shall procure that in relation to every Subscriber that is:

5.1.1 a Commercial Entity, the following documents must, as a minimum, be obtained by the Affected Licensee at the point of sale for the purposes of commencing Registration:

- (i) a copy of a valid Commercial Registration certificate that has been issued to the Commercial Entity by the Ministry together with the supplementary authorisation form showing the Authorised Signatories;
- (ii) a declaration form signed by the Authorised Signatory confirming his acceptance to assume responsibility for and on behalf of the Commercial Entity for the purposes of this Regulation; and
- (iii) the Natural Person Identification Credentials of the Authorised Signatory.

5.1.2 a Government Entity, the following documents must, as a minimum, be obtained by the Affected Licensee at the point of sale for the purposes of commencing the Registration:

- (i) a declaration signed by the relevant official of the Government organisation and stamped by the Ministry's or Government Entity's official seal authorising the Public Officer to represent the Government Entity for the purposes of this Regulation. This declaration must include, as a minimum, the legal name of the Government Entity, the mailing address of the Government Entity, the issuance date of the declaration and the name of the employee authorized to represent the Government Entity and acting on behalf of it which is countersigned by the Public Officer confirming his acceptance to assume responsibility for and on behalf of the Government Entity for the purposes of this Regulation; and
- (ii) the Natural Person Identification Credentials of the Public Officer that represents the Government Entity.

5.2 Once the Commercial Entity Identification Credentials and/or the Government Entity Identification Credentials (as appropriate) have been obtained, the following information must, as a minimum, be recorded by the Affected Licensee in the Subscriber Database:

5.2.1 In relation to Commercial Entities:

- (i) the full name and Commercial Registration Number of the Commercial Entity;
- (ii) a Clear Scanned Copy of all the documents listed in the immediately preceding sub-Article 5.1.1;
- (iii) a Clear Scanned Copy of the passport or national identity card of the Authorised Signatory;
- (iv) the unique identification number of the passport or national identity card of the Authorised Signatory;
- (v) a Clear Scanned Copy of the SIM-Card Enabled Telecommunications Services registration form showing the Subscriber's signature;
- (vi) evidence confirming that a successful Verification Scan has been completed.;
- (vii) the ICCID number attributed to the SIM Card;
- (viii) the nationality of the Authorised Signatory;
- (ix) the IMSI number attributable to the SIM Card;
- (x) the MSISDN attributable to the SIM Card;
- (xi) the full name and job title of the natural person conducting Registration and Verification; and
- (xii) the Point of Sale and its details, if any.

5.2.2 In relation to Government Entities:

- (i) the full name of the Government Entity;
- (ii) a Clear Scanned Copy of all the documents listed in Article 5.1.2;
- (iii) a Clear Scanned Copy of the passport or national identity card of the Public Officer;
- (iv) the unique identification number of the of the passport or national identity card of the Public Officer;
- (v) a Clear Scanned Copy of the SIM-Card Enabled Telecommunications Services registration form showing the Subscriber's signature;

- (vi) evidence confirming that a successful Verification Scan has been completed.;
- (vii) the ICCID number attributed to the SIM Card;
- (viii) the nationality of the Public Officer;
- (ix) the IMSI number attributable to the SIM Card;
- (x) the MSISDN attributable to the SIM Card;
- (xi) the full name and job title of the natural person conducting Registration and Verification; and
- (xii) the Point of Sale and its details, if any.

5.3 Each Affected Licensee shall at all times ensure that no Commercial Entity is Registered for more than two hundred (200) pre-paid SIM Cards with the Affected Licensee (or any other cap which may be introduced by the Authority from time to time). Provided that where a Commercial Entity requires more than the maximum number of pre-paid SIM Cards stipulated above, the Affected Licensee may, by providing adequate justification, duly request the Authority in writing and the Authority may, as soon as reasonably possible and at its sole discretion, accept or reject the request to vary the maximum number of pre-paid SIM Cards allowed for that specific Commercial Entity.

6 VERIFICATION OF SUBSCRIBERS THAT ARE COMMERCIAL OR GOVERNMENT ENTITIES

6.1 In relation to every Subscriber that is a Commercial Entity or a Government Entity, the identity of the Authorised Signatory (in the case of a Commercial Entity) or the identity of the Public Officer (in the case of a Government Entity) must, as a minimum, be confirmed at the point of sale through:

- 6.1.1 visual confirmation of the Authorised Signatory or Public Officer against all photographic identification on each of the Natural Person Identification Credentials that contains such information specified in this Regulation;
- 6.1.2 Verify that the electronic solution has successfully completed a Verification Scan;
- 6.1.3 Verification that the signature of the Authorised Signatory or Public Officer is identical to the signature on the Natural Person Identification Credentials of the Authorised Signatory or Public Officer, and that the signature is consistent throughout all documents signed by the Subscriber for the purposes of the Registration; and

6.1.4 visual confirmation to ensure the correctness of the Commercial Entity Identification Credentials or the Government Entity Identification Credentials in relation to their authenticity and accuracy.

6.2 If the Affected Licensee cannot Verify the Commercial Entity Identification Credentials or the Government Entity Identification Credentials submitted by the Subscriber for Registration in accordance with the steps described in Article 6.1, then the Verification is deemed to have failed.

7 ELECTRONIC SOLUTION

7.1 Within seven (7) months from the date of coming into force of this Regulation, all Affected Licensees shall have in place an Electronic Device that is capable of conducting a Verification Scan which must be approved by the Authority prior to its implementation.

7.2 Following consultation with interested parties, the Authority may determine a unified electronic solution for Affected Licensees to conduct the Verification Scans.

8 ACTIVATION

8.1 An Affected Licensee shall ensure that, in relation to every SIM-Card Enabled Telecommunications Service offered after seven (7) months of the date of coming into force of this Regulation, that Activation shall not occur until after Registration and Verification have been carried out in accordance with the provisions of this Regulation.

8.2 Where the Authorised Signatory or Public Officer Registers for multiple SIM-Card Enabled Telecommunications Services simultaneously, Activation completed in respect of one SIM-Card Enabled Telecommunication Service shall be deemed as having rendered all the other SIM-Card Enabled Telecommunications Services simultaneously Activated.

8.3 Where a Subscriber has initiated the Number Portability Process in accordance with the Resolution No. (2) of 2010 Promulgating Regulation on Number Portability, the Recipient Operator shall not Activate the SIM-Card Enabled Telecommunications Service until such time as the Registration and Verification have been successfully completed.

8.4 Where a SIM-Card Enabled Telecommunications Service is transferred from one Subscriber to another, the Affected Licensee shall ensure that the new Subscriber has completed Registration, Verification and Activation.

9 REGISTRATION RENEWAL

9.1 Affected Licensees shall, within twenty seven (27) months from the date of entry into force of this Regulation, ensure that all Subscribers to a Prepaid Telecommunications Service who, on the date of entry into force of this Regulation are existing Subscribers, shall be Registered and Verified and the Subscriber Information duly recorded in the Subscriber Database as though the existing Subscriber was a new Subscriber in order to successfully complete the Registration

Renewal Process. Provided that nothing in the foregoing shall be construed as obliging a Subscriber to sign a new contract with the Affected Licensee.

- 9.2 Affected Licensees shall, within eighteen (18) months from date of entry into force of this Regulation, ensure that all Subscribers to a SIM-Card Enabled Telecommunications Service other than a Prepaid Telecommunications Service who, on the date of entry into force of this Regulation are existing Subscribers, shall be Registered and Verified and the Subscriber Information duly recorded in the Subscriber Database as though the existing Subscriber was a new Subscriber in order to successfully complete the Registration Renewal Process.
- 9.3 Where an Affected Licensee fails to successfully complete the Registration Renewal Process in respect of any Subscriber within the time limits referred to in Article 9.1 (for a Prepaid Telecommunications Service) and Article 9.2 (for a SIM-Card Enabled Telecommunications Service other than a Prepaid Telecommunications Service), the Affected Licensee shall Suspend the SIM-Card Enabled Telecommunications Service until such time as the Registration Renewal Process has been completed or the Deactivation of the Service has occurred due to the deadlines referred to in Articles 9.4 or 9.5. The Affected Licensee shall record the Suspension on its Subscriber Database.
- 9.4 If within thirty (30) months from date of entry into force of this Regulation, the Affected Licensee fails to successfully complete the Registration Renewal Process for Subscribers to a Prepaid Telecommunications Service in accordance with Article 9.1, the Affected Licensee shall promptly Deactivate the relevant prepaid SIM-Card Enabled Telecommunications Service and record the Deactivation on its Subscriber Database.
- 9.5 If within twenty-one (21) months from date of entry into force of this Regulation, the Affected Licensee fails to successfully complete the Registration Renewal Process for Subscribers to a post-paid SIM-Card Enabled Telecommunications Service in accordance with Article 9.2, the Affected Licensee shall promptly Deactivate the relevant post-paid SIM-Card Enabled Telecommunications Service and record the Deactivation on its Subscriber Database.
- 9.6 Each Affected Licensee must confirm that the Identification Credentials presented for the purposes of the Registration Renewal Process correspond to those required to be recorded in the Subscriber Database.

10 REVALIDATION OF SUBSCRIBER INFORMATION

- 10.1 Affected Licensees shall, on an annual basis, duly request each Subscriber of a Prepaid Telecommunications Service to provide within two (2) months the unique identification number of the Identification Credentials used for the purpose of Registration. Provided that Revalidation in respect of a Subscriber shall only be carried out following the lapse of twelve (12) months from the date of successful Registration or Registration Renewal of each Subscriber of a Prepaid Telecommunications Service.

- 10.2 Each Affected Licensee must confirm that the unique identification number provided by the Subscriber, Authorised Signatory or Public Officer corresponds to the number recorded for them in the Subscriber Database.
- 10.3 Where an Authorised Signatory or Public Officer is responsible for multiple SIM-Card enabled Telecommunications Services simultaneously, Revalidation completed in respect of one SIM-Card enabled Telecommunication Service shall be deemed as having rendered all the other SIM-Card enabled Telecommunications Services simultaneously Revalidated.
- 10.4 Subject to Article 10.5, where the Subscriber, Authorised Signatory or Public Officer (a) fails to respond or (b) fails to provide a unique identification number which corresponds to that recorded for them in the Subscriber Database, within two months of the Affected Licensee's initial notice as per Article 10.1, the Affected Licensee shall Suspend the Prepaid Telecommunications Service until such time as the correct details are provided. The Affected Licensee shall record the Suspension on its Subscriber Database.
- 10.5 If, within three months of the Affected Licensee's initial notice, the unique identification number of the Identification Credentials used for the purpose of Registration has not been submitted by the Subscriber and Verified by the Affected Licensee, the Affected Licensee shall promptly Deactivate the Prepaid Telecommunication Service and record the Deactivation on its Subscriber Database.

11 THE SUBSCRIBER DATABASE

- 11.1 All Affected Licensees shall ensure that the Verified Subscriber Information recorded pursuant to Articles 3, 4, 5, 6 and 9 is retained within the Subscriber Database throughout the period during which the SIM-Card Enabled Telecommunications Service is provided to the Subscriber and for one year after termination of the service.
- 11.2 Each Affected Licensee must maintain its Subscriber Database and regularly update it whenever there is a change to the Subscriber Information, or whenever there is a change to the status of the Subscriber, including but not limited to Activation, Suspension, Deactivation, transfer of the SIM-Card Enabled Telecommunications Service to a third party Subscriber, replacement of the Authorised Signatory or the Public Officer. In particular, Affected Licensees shall update the Identification Credentials for all Subscribers upon request at any time following the completion of Registration or of the Registration Renewal Process.
- 11.3 For the purposes of auditing the Affected Licensees' compliance with the provisions of this Regulation, the Authority may request, from any Affected Licensee, its full data dump consisting in the Subscriber Database of that Affected Licensee and which must be provided within twenty-four (24) hours from receipt of such request, in such format and by such means as may be prescribed by the Authority from time to time.

- 11.4 Without prejudice to the generality of the foregoing, Affected Licensees shall, upon request, within twenty-four (24) hours from receipt of such request, submit the following data to the Authority:
- 11.4.1 Full list of all Subscribers;
 - 11.4.2 Details as to whether the natural person, Authorised Signatory or Public Officer recorded in the Subscriber Database is a GCC National or non-GCC National;
 - 11.4.3 Classification as to whether each Subscriber is a natural person, Commercial Entity or Government Entity;
 - 11.4.4 Classification of all Subscribers indicating which Subscribers are active, inactive, dormant or ceased;
 - 11.4.5 In respect of each SIM Card, the date of sale, date of Activation and the date of the most recent top-up; and
 - 11.4.6 Any other information that may be required from time to time by the Authority.

12 RESTRICTIONS ON THE SALE OF SIM-CARD ENABLED TELECOMMUNICATIONS SERVICES

- 12.1 Absent the Authority's specific approval in writing, no SIM Card shall, after the lapse of seven (7) months following the date of entry into force of this Regulation be sold or offered for sale except through the Point of Sale.
- 12.2 Notwithstanding the provisions of the foregoing Article 12.1, Affected Licensees shall ensure that at the end of seven (7) months following the date of entry into force of this Regulation, all SIM-Cards that are in the possession of any Reseller of the Affected Licensees that has not been approved in accordance with this Regulation shall be rendered inoperable such that those SIM-Cards would be rendered Dummy SIM-Cards provided however that the Dummy SIM-Cards may subsequently be rendered operable where the Registration and Verification Processes are carried out in accordance with the provisions of this Regulation.
- 12.3 Affected Licensees shall, on the seventh (7th) month from the date of entry into force of this Regulation, report to the Authority:
- (a) the number of SIM Cards that are in possession of each of their respective Resellers; and
 - (b) all the SIM Cards that have been rendered Dummy SIM Cards pursuant to Article 12.2.
- 12.4 The Authority may approve a Reseller to sell SIM-Cards to natural persons provided that the prospective Approved Reseller must be approved by the Authority following receipt of an

Approved Reseller Application made to the Authority in accordance with the Approved Reseller Guidelines to be issued by the Authority and amended from time to time. Unless specifically approved in writing by the Authority no Approved Reseller shall be allowed to enter into an exclusivity agreement or equivalent arrangement with an Affected Licensee which restricts the sale of SIM Cards of other Affected Licensees.

- 12.5 The Authority has the power to revoke its approval of an Approved Reseller without prior notice and with immediate effect should the Authority find that the Approved Reseller has breached any of the obligations under this Regulation, the Approved Reseller Guidelines or any other applicable law or regulation to be issued by the Authority as may be amended from time to time.
- 12.6 Should the Authority exercise its power to revoke a previous approval of an Approved Reseller, the relevant Affected Licensee must recover or destroy all the remaining SIM Cards in that Reseller's possession. The Affected Licensee must, within seven (7) days, provide the Authority with a list of all SIM Cards that have been recovered or destroyed, together with the information as set out in Article 12.3 above as well as any additional information that the Authority may request.

13 TRANSFER OF MOBILE SUBSCRIPTION CONTRACTS

- 13.1 The Affected Licensee shall consent to and allow the transfer of a SIM-Card Enabled Telecommunications Service contract (including the MSISDN) from one Subscriber to another, on the condition that:
- 13.1.1 The request to transfer is made by the transferring Subscriber and consented to by the transferee Subscriber;
- 13.1.2 The request to transfer is made during the valid term of a SIM-Card Enabled Telecommunications Service contract; and
- 13.1.3 The transferee Subscriber has successfully completed Registration, Verification and Activation.
- 13.2 Affected Licensees shall comply with all applicable legal instruments including, but not limited to, Resolution No. (2) of 2010 Promulgating the Regulation on Number Portability.

14 CONFIDENTIALITY OF SUBSCRIBER INFORMATION

- 14.1 Affected Licensees shall take all necessary measures to ensure the privacy and confidentiality of the Subscriber Information obtained in the process of implementing this Regulation. Disclosure of Subscriber Information shall only be permitted in accordance with the Laws of the Kingdom of Bahrain, including to any security organ in accordance with Article 78 of the Telecommunications Law.

15 **ENFORCEMENT, SUSPENSION AND DEACTIVATION**

- 15.1 Without prejudice to the Authority's powers to ensure compliance with this Regulation pursuant to the powers conferred on it by the Telecommunications Law, Affected Licensees shall comply immediately with any written emergency order issued by the Authority to take remedial action to ensure compliance with the provisions of this Regulation, including but not limited to an order to Suspend or Deactivate any Subscriber(s) for any reason whatsoever provided that the Authority shall use such powers in a non-discretionary manner and such emergency order shall be based on the written request of a law enforcement agency of the Kingdom. Without prejudice to the foregoing, in the event that any audit conducted pursuant to Article 11.3 above reveals that the Subscriber Information is inaccurate or incomplete, the Authority may issue an emergency order requesting the Affected Licensee to Suspend the affected Subscriber's SIM-Card Enabled Telecommunications Service immediately.
- 15.2 Affected Licensees shall Deactivate the SIM-Card Enabled Telecommunications Service of a Subscriber if the Affected Licensee has reasonable grounds to suspect that the Identification Credentials submitted by the Subscriber are false.
- 15.3 Affected Licensees shall ensure that any SIM Card that is reported as lost or stolen shall be promptly Suspended. If, upon the expiry of 30 days the Subscriber has not confirmed that the SIM Card has been recovered, then the Affected Licensee shall Deactivate the SIM-Card Enabled Telecommunications Service attributable to that SIM Card.
- 15.4 Upon the Deactivation of a SIM-Card Enabled Telecommunications Service the Affected Licensee is entitled to reuse the number associated with that Subscriber's Deactivated SIM-Card Enabled Telecommunications Service without further notice.
- 15.5 Without prejudice to the foregoing, if it is determined by the Authority that Registration, Verification or Activation has not been carried out in accordance with this Regulation or is otherwise incorrect, or that the Subscriber Database is incorrect or that any data provided by an Affected Licensee pursuant to the provisions of this Regulation is incorrect or has been manipulated, the Authority may deem the Affected Licensee to be in material breach of this Regulation and issue an Article 35 Order including the imposition of an appropriate fine.
- 15.6 Without prejudice to the Authority's powers provided for in the Telecommunications Law, the Authority may take the following measures in respect of any Affected Licensee that infringes any provision of this Regulation:
- (a) the imposition of an appropriate fine in accordance with the provisions of Article 35 of the Telecommunications Law; and
 - (b) order the cessation of any act or omission which constitutes such infringement.