RWANDA UTILITIES REGULATORY AUTHORITY

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PRESS RELEASE

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SIM CARDS LIMITATION

Rwanda Utilities Regulatory Authority (RURA) wishes to inform the general public that the Regulation N°004/R/ICT/RURA/2018 of 26/04/2018 governing the SIM cards registration in RWANDA provides that every subscriber can only register a maximum of three (3) SIM cards on his/her National ID per operator (this also applies to foreigners with work permits or refugee cards provided by the Government of Rwanda).

Visitors/non-Rwandans with other legally acceptable identification documents can only register one (1) SIM card per operator. The deadline for compliance is 31st January 2019. These measures are being taken to curb usage of SIM Cards in fraud cases and other illegal activities.

The Regulations also provide for the following exceptional cases to apply for extra SIM Cards:

- Corporate institutions: they will have to declare all SIM registered under their institution to telecom operators with a copy to RURA. If the SIM cards are registered on their employees' ID, the rule of SIM limitation applies for that employee.
- subscribers who use SIM cards for Revenue generating activities: they will be facilitated by telecom operators with RURA's approval
- Subscribers with underage dependents (below 16 years old) who needs extra SIMs: they will be facilitated by telecom operators with RURA's approval.
- Subscribers who might have many devices requiring SIM cards: they will be facilitated by telecom operators with RURA's approval

All subscribers are requested to check numbers registered under their IDs and to self de-register any extra SIMs that are unknown or inactive/redundant (to keep within the set limit), ahead of 31st January 2019 deadline, by proceeding as follows:

- To check all number registered under his/her ID: dial *125*ID number#
- To de-register undesired extra numbers: dial *125*1*number to de-register*ID number#
- If one faces any technical issue, they can approach the nearest customer service center of the concerned operator for assistance.

For more information, contact:

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RURA is also on social media - Twitter @RURA_RWANDA; Facebook @RURA.Rwanda