

**KINGDOM OF CAMBODIA  
NATION-RELIGION-KING**

**Telecommunications Regulator of Cambodia (TRC)  
No. 1112 TRC**

**Guideline on Measure to Eliminate Mobile Phone Sim Cards without Identification Document,  
Contradicted to Inter-Ministerial Circular No. 001, dated February 28, 2012**

In the high spirit responsibilities of competent authorities, to glorify in protecting the national security, safety, public order much better, Ministry of Interior (“Mol”) and Ministry of Posts and Telecommunications (“MPTC”) have issued the Inter-Ministerial Circular No. 001, dated February 28, 2012 on Telecommunication Services and Business Management which instructed all operators, branches, resellers to implement strongly for requiring all users of telecommunication services to fill a telecommunication services form.

Pursuant to instruction as determined in the content of the above Inter-Ministerial Circular, the General Commissionaire of National Police (GCNP) of Mol, Inspector of MPTC and TRC have additionally made coordination and instruction and allowing many times to delay in implementing as well, but has not received an effective result from all operators for this matter.

At the last time, according to mobile operators’ report during the meeting on September 20, 2016 on the progress of implementation of the Inter-Ministerial Circular No. 001, dated February 28, 2012 and instruction of all competent authorities in the past, TRC in a view that there is no profile Sim cards 7-8 percent .

Based on the last meeting on September 20, 2016, decided that “By November 01, 2016 all Sim cards of all operators shall have legal identification documents” in order to archive this program, TRC shall instruct all operators, distributors and mobile users to carry out as below:

**A) For All Mobile Operators and Distributors**

**a.1) Unused Sim cards but Pre-Activated and Distributed to Distributors**

- Operators shall notify of a new policy by any means to sale agents, distributors to eliminate Pre-Activated Sim cards and terms and conditions “if there is no any legal identification document, so there is no Activate Sim card”;
- Operators shall deactivate of all Pre-Activate Sim cards to normal Sim cards by November 01, 2016;

**a.2) Using Sim card but No Legal Identification Document**

- From October 01, 2016, Operators shall prepare announcement 7 times in 7 days to all users without identification documents by instructing them to contact and provide relevant documents to operators' office and resellers;
- After having notified 7 times, operators shall block outgoing call "one-way-suspension" and send SMS to all no profile numbers;
- After having blocked outgoing call within 7 days, if a number owner still fails to register identification documents with operators then operators shall fully block services (Full Suspension);
- According to ITU standard, within 3 months after having blocked (Suspension), a number owner can request to activate the number and attach with the legal identification document. After 3 months if the owner does not provide identification document and request to activate, operators can eliminate the number from its system (HLR);

**a.3) For Selling and Distributing Sim cards**

- In any images, operators and sale agents shall stop selling Sim cards without getting the users' legal identification document. For all selling new Sim cards shall request for the legal identification documents in accordance with the Inter-Ministerial Circular No. 001, dated February 28, 2012 before activating Sim card;
- In order to speed up in Activate Sim card, operators shall update the Applications Program to register identification document or cooperate with distributors by any means to enable to send identification document to operators then can activate Sim cards;

**B) For Customers or Users**

**b.1)** All current users without profile shall cooperate or contact operators to provide identification document by November 01, 2016. In case of failing to provide within the due date, TRC shall not be responsible for any loss of rights or cut of services in any way;

**b.2)** For new subscribers or users shall provide legal identification document in accordance with the Inter-Ministerial Circular No. 001, dated February 28, 2012 as below:

- Valid Khmer Identification Card for all Cambodian;
- All kinds of officials shall use their IDs which were issued by their ministries and institution;
- For monks, they have to use their monk IDs;
- Separately, for the minors, their parents shall purchase the number for them;
- A foreigner who wishes to subscribe phone number shall have passport with valid visa;
- The official acknowledged letter of Embassies, Orgs, Associations, Units, Companies wish to use a joint number and clearly define their responsibilities for Embassies, Orgs, Associations, Units, and Companies.

After the due date November 01, 2016, Inter-Ministerial Committee shall inspect and verify mobile central of operators on identification Sim cards information. At the meantime, competent authorities come to buy Sim card at phone shops/distributors entire of the county to monitor and ensure that there is no more selling Sim cards without having the legal identification document.

Having received the above instruction, please all mobile operators/distributors or resellers, users cooperate to implement it with high effectiveness.

**Phnom Penh, September 29, 2016**

**Moa Chakriya  
Chairman**

Cc:

-MPTC

-MoI

-All Operators

-Archive