



Republika e Kosovës
Republika Kosova - Republic of Kosovo



Autoriteti Rregullator i Telekomunikacionit
Telecommunications Regulatory Authority
Regulativni Autoritet Telekomunikacije

Nr.prot 81/1/10

REGULATION

FOR REGISTRATION OF MOBILE PHONE USERS

This Regulation is issued based on the article 4.4, 69, 70, 74, 76 of the Law of Telecommunications Nr. 2002/7, amended by the Law Nr. 03/L-85, document Telecommunications Sector Policies approved by the Government on the date 13.06.2007.

Article 1

Goal and the Scope of the Regulation

This Regulation obliges the providers of mobile telecommunication services (MNO and MVNO) for registration of the pre-paid users before service activation, and defines the rights and obligations of the users and providers of these services.

Article 2

Definitions

All used terms/phrases in this Regulation are same as in the Law of Telecommunication Nr. 2002/7, amended by the Law Nr. 03/L-85, whereas other used terms/phrases, will be as follows:

User - means every physical or legal person, who uses pre-paid mobile telecommunication services.

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SIM (Subscriber Identity Module) Card – Unique ID for a telephone, which is placed inside the mobile telephone device, and contains personal information for its users including activation in the network and the data of the telephone numbers of the user.

Article 3

Obligations of the prepaid users/subscribers

Each user being physical or legal person is obliged, that after buying a SIM Card to visit one of the selling points of the operator or in another place defined by the operator, to make its activation.

Article 4

Conditions of Registration

- 4.1. Every physical person above 16 years of age must do the registration of a SIM Card.
- 4.2. Registration for the persons less than 16 years of age must be done from or in accompany with the parent/legal tutor.
- 4.3. Registration for legal persons must be done from legal representative/authorized person.

Article 5

Necessary Information for Registration

- 5.1. For Registration of the physical or legal persons are needed these information:
 - a) Full name of the user, including academic title or profession used from the user, if the user wishes so;
 - b) Name of the business of user and/or name of the trade association/organizational unit;
 - c) Exact address of the user;

- i. including that of the Headquarters (if it is registered outside the country) also that of the registered branch in our country;
 - d) Identification number of the user;
 - e) Fiscal number and business registration number of the legal person, and
 - f) additional information if the user agrees and third parties are not affected by these information
- 5.2. In case of legal entities, "Foreign Trade Association", during the registration process, following requirements must be taken into consideration;
- a) address of the office registered in Kosovo, in which they exercise their main trade activity/services and the address of the mother association, outside Kosovo;
 - b) all other information which foreign trade association would like to submit;

Article 6

Verification of Information and Necessary Documents for Verification

- 6.1. Operators are obliged that before they do the registration to verify given information from the user.
- 6.2. For verification of the information is needed one of these identification documents:
- a) Identity Card
 - b) Passport
 - c) Driving License
 - d) Verified authorization if you register a physical or legal person or state institution.

Article 7
Obligations and the Rights of the Operators

- 7.1. Operators are obliged to make the activation of SIM Card immediately after the request of the user, but no later than 24 hours after its submission. This service will be free of charge.
- 7.2. Operators are obliged not to activate the numbers without being prior registered from the user.
- 7.3. Operator may use information of their users during making the contracts, setting the tariff for services, preparation and publication of the address-books for the users and providing of ancillary services.
- 7.4. With the request of the users, operators will correct, add, erase or re-write information and this service will be free of charge. Information in the address-book must be update and data in ancillary services for the address-book must be updated at least one time per month.
- 7.5. Users have the right to decide if they want to make public their numbers, names and the addresses.
- 7.6. Operators are obliged to submit to TRA, information on registration of the users during regular reports or when TRA considers it is necessary, with the aim of exercising its activity.

Article 8
Change of Users/Loss of SIM Card/Theft

- 8.1. User is obliged that in case of selling/alienation of the SIM Card to notify the operator for such thing. After this the operator will register the new user.
- 8.2. In case of change of the user, operator is obliged to keep the data for two (2) next years after the change of the user.

- 8.3. In case of loss of the SIM Card or doubt for its theft, user must immediately to notify the operator, which is obliged immediately to make temporary termination of the service.
- 8.4. Before the operators make the temporary termination of the service, they must do the verification of the user.
- 8.5. The service will remain terminated for such time, till the user requires reactivation of the SIM Card, but no later than 60 (sixty) days from the day of temporary termination.

Article 9

Implementation of the Regulation

- 9.1. All current users are obliged to make the registration of their SIM Cards from the date of entry into force of this Regulation until the date 28/02/2011.
- 9.2. In case on non registration, operators are obliged to de-activate temporary the numbers and give an additional term for 30 days, where with adequate notifications they will notify the users that after the end of this additional term, the operator reserves the right to resell, if the user does not make its registration.
- 9.3. Every person (consumer), who buys SIM Card after the date of 1 January 2011, cannot make activation of the SIM Card until he/she does not complete the registration procedure with the selected operator from the user.

Article 10

Transitional Provisions

- 10.1. For issues of protecting the users and privacy of the users which are not foreseen by this Regulation will apply provisions foreseen by Regulation for Protection of Consumers and Privacy of the Users of Telecommunication Services.
- 10.2. For other rights and obligations which are not foreseen with this Regulation will apply provisions of the Law on Telecommunications.

Article 11
Entry into Force

This Regulation enters into force on the date of its publication and will be valid from the date 01/10/2010.

Annex 1 of this Regulation is the Form for Registration of the Users of SIM Cards.

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Reg.No.3

Prishtina,
Date: 30/09/2010

Telecommunications Regulatory Authority

Ekrem Hoxha
Chairman of the Board