

FREQUENTLY ASKED QUESTIONS (FAQs)

General

1. Why do I need to register?

The Telecommunications Regulatory Commission of Sri Lanka (TRCSL) has directed that all mobile phone subscribers must register with their respective network and prove ownership of the SIM in their possession (Subscriber Identification Module) whenever they are requested to do so by the security forces or police personnel.

2. Do I have to pay for the registration/re-registration?

No.

Procedure

3. What do I need to bring in for registration/re-registrations?

If you are a new subscriber, you are required to bring the following:

- a. National Identity Card/Sri Lanka Driving License/Valid Passport*
- b. You are expected to pose for a digital photograph at the Center. If you do not wish to be photographed, a recent passport-size photograph (3.5 cm X 4.5cm) conforming to passport specifications, should be produced.*
- c. A copy of a Billing proof for Postpaid Voice connections or Broadband connections*
- d. Company Letter for connections under company name*

If you are an existing subscriber, you are required to bring the following:

- a. Mobitel SIM(s) in your possession*
- b. The National Identity Card/Sri Lanka Driving License/Valid Passport*
- c. You are expected to pose for a digital photograph at the Center. If you do not wish to be photographed, a recent passport-size photograph (3.5 cm X 4.5cm) conforming to passport specifications, should be produced.*
- d. Billing proof for Postpaid Voice connections or Broadband connections*
- e. Company Letter for connections under company name*

Note:

If you do not hold an NIC, you are required to bring in your parent/guardian along with the items listed above (i-iii) belonging to your parent or guardian.

If you do not have a recent photograph complying with (ii) above, we can take a photograph at our center free of charge.

4. Where can I register?

All new and existing subscribers can register/re-register at the following centers:

- Mobitel branches*
- SLT Teleshops*
- SLT Regional Telecom Offices*

- *Singer Mega*
- *Selected Authorized Mobitel Dealer Outlets*
- *Arpico Super Centre Hyde Park Corner*

5. Will I be notified when I am registered?

Yes, you will be notified via SMS upon successful registration.

6. Will I get a certificate upon registration?

Yes, you will get a Temporary Mobitel Identification Certificate with the registration. Subsequently, we will send your permanent Mobitel Identification Certificate to your registered address.

7. How can I get Mobitel Digital Certificate of the SIM I am presently using?

Dial #132# and SEND. You will receive your Mobitel Digital Certificate (MDC);

- *Mobile number*
- *Name*
- *NIC number*
- *SIM number*

Miscellaneous

8. What If my current address is different from that appearing in my National Identity Card/Sri Lanka Driving License/ Passport?

It does not matter. You can register your SIM for the address you are currently living at.

9. I am not a Sri Lankan. Do I have to register?

Yes. You have to follow the same procedure listed in above 3.

10. Can I register the SIM at a location other than the place I bought it?

Yes. you can do so at any location listed in above 5.

11. Can I get someone to register my SIM on my behalf?

No. You have to be present yourself since this involves verification of identity.

12. I have multiple numbers of Mobitel connections. Do I have to register all of them?

If you have a multiple number of SIMs registered under your name, there is a great chance that you may not be currently using all of them. If those SIMs are being used by others, please instruct them to register them under their names. However, if you carry more than one SIM with you always for some reason, you must register each one of them separately.

13. I have already registered with another network. Do I still have to register with Mobitel for my Mobitel connection?

Yes, you have to register with Mobitel for your Mobitel connection.

14. I lost my Registered SIM, Do I need to re-register my new SIM?

No, you do not need to as long as the SIM is for the same number since your registration information of your previous number is already available with the network. But you will be issued a new Mobitel Identity Certificate.

Consequences of Not- Registering

It is compulsory for every subscriber to get registered with the regulation enforced by the government of Sri Lanka.