

Instruction Manual on
Subscriber
Registration/Re-Registration

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INSTRUCTIONS ON REGISTRATION/RE-REGISTRATION

1.1 General

The Telecommunication 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 (Subscriber Identification Module) in their possession whenever they are requested to do so by the security forces or police personnel.

In compliance with above instructions, Mobitel (Pvt) Ltd., will be registering all its new and existing subscribers and the following guidelines are to be strictly adhered throughout the process.

1.1.1 Prerequisites

All subscribers (both existing and new) are required to be present in person at designated Mobitel Centers at the time of registration. If a parent or guardian wishes to obtain a Mobitel connection for a child he/she should accompany the child.

1.1.1.1 New Subscribers

Following is the list of items required from a new subscriber who would need to be present in person at the Center:

- i. National Identity Card/Sri Lanka Driving License/Valid Passport
- ii. Subscriber is expected to pose for a digital photograph at the Center. If the customer does not wish to be photographed, a recent passport-size photograph (3.5 cm X 4.5cm) conforming to passport specifications, should be produced.
- iii. A copy of Billing proof (for Postpaid connections or Post paid Broadband connections only)
- iv. A copy of the Business Registration along with a Company Letter (registration for connections under the company name)

1.1.1.2 Existing Subscribers

In addition to the items listed above (i~iv), existing subscribers are required to be present in person and produce the SIM(s) they hold which they want to register.

1.1.2 Procedure

- Instruct the subscriber to fill in the registration/re-registration form and you should send in the digital photograph via MMS taken at the centre or attach the photograph produced by the customer to the registration/re-registration form.
- Fill and hand over the Temporary Mobitel Identification Certificate (MIC) to the subscriber and inform him/her that the Permanent Mobitel Identification Certificate will be delivered to his/ her registered address.

Note: You are totally responsible for the Temporary Mobitel Identification Certificates delivered to you and you should account for the balance number of MICs left in hand after issuing the MICs for Re-Registration/Registration.

- Inform the customer that a confirmation text message will be sent to his/her mobile upon successful registration, and the registration details of the SIM will be received on the phone in the form of Mobitel Digital Certificate (MDC) anytime thereafter when dialing #132#.

1.2 Photograph

Subscribers can either request to be photographed at the centre or bring in their own photographs. Following section outlines the guidelines in taking the subscriber's photograph or validating a photograph he or she brings.

1.2.1 Customer Produces a Photograph

If the customer produces a photograph it should meet the following specifications:

- I. The photograph should be 3.5 cm X 4.5 cm in Size
- II. The photograph should not be more than 3 months old as of the date of producing it for registration of the connection
- III. The photograph should be taken according to the passport specification

To Activate the Mobitel connection being sold, capture the photograph attached to the application with the Mobile phone and MMS to the short code 33333 or to reg@mobitel.lk

The subject on the MMS must be in the following format for activation and updating in the system.

Mobitel Number – NIC number

E.g. 071234567-812345678V

1.2.2 Customer Prefers Being Photographed

Guidelines to be followed:

- I. Customer should face the camera, and the ears should be visible
- II. Customer should not wear a Cap, Hat, Sunglasses, or any other accessory which may block the visibility of the face
- III. Picture should be taken against a white/light colored background

In order to photograph the customer the following are required

- The Phone(Preferably 3G) used for activation should be compatible with MMS and should have a built in camera (For Dealers and Sub Dealer) when activating a pre paid connection only
- Activate MMS settings by contacting our Customer Care hotline on 0712755777
- The MMS should be sent using the same number used for the activation by the Dealer or Sub Dealer
- Good light source

The process of photographing would take approximately two minutes.

1.2.3 Steps in taking a photograph

Step 1: Turn on the camera

Locate the camera button and select the feature. Be sure to be in **camera mode** and **not on video mode**.

Step 2: Choose the resolution

Next, choose the camera resolution. This can easily be done on any mobile phone by choosing options and then selecting resolution. It will either appear as a number or listed as quality (highest, lowest). If you have a number option, pick the lowest or mid range number in order to send in the MMS.

Step 3: Locate the light source

Once Customer is ready to be photographed, locate the best light source and make sure your subject stand in front of the light, illuminating your subject and not shining into the camera phone lens.

Step 4: Hold the phone still

Keep the phone still while taking the photo. If there's a stable object nearby set your elbows down on it to give you more stability

Step 5: Final image adjustments

Look at the person to be photographed in the screen, and determine whether you need to make further adjustments by accessing the Options in the camera application on the Mobile phone.

Step 6: To activate the connection send MMS to the short code 33333 or to req@mobitel.lk

The subject on the MMS has to be in the following format for activation and updating of any data to take place.

Mobitel Number – NIC number

E.g 071234567-8111111111V

1.2.4 IMPORTANT POINTS TO NOTE WHEN YOU SEND THE PHOTOGRAPH VIA MMS

- Include the complete Mobitel number along with the National Identity Card Number in the subject field of the MMS.
- If the subject of the MMS does not comply with the correct format, the MMS will be rejected and a SMS will be sent informing the same.
- The MMS should be less than 100kB in size.

1.3 Instructions in Filling the Registration/Re-Registration Form-Prepaid

(Please Refer Annexure 3)

- The application should be filled using a Ball Point pen only.
- When filling the application write a single letter in each box allocated, if you want to separate the names/words, leave a space in one box and then continue.
- Photograph: Affix the photograph in the box using glue. Refrain from stapling the photograph to the slot.

Follow the guidelines given below, when filling the respective fields.

- **Number 1:** Please strike off inappropriate words.
- **Number 1:** The name as stated in the national ID/Valid Passport/ Valid Sri Lankan driving license. Specify the country if it is a passport.
- **Number 2:** The national ID number/Passport Number of the person who signs the application has to be clearly written with each digit written in each box. If it is a passport specify the country.
- **Number 3:** Fill in the name, if the connection is used by or to be used by a child (a minor who does not possess a Valid Proof of Identity). Cross of Company name in this case.
- **Number 4:** Permanent address has to be local which the customer prefers being used for all correspondences. The permanent Mobitel Identification Certificate (MIC) will be posted to the address provided in this field.
- **Number 5:** State the sector in which the person is currently employed.
- **Number 6:** Average budget an applicant would allocate towards his/her communication needs for a month. Tick against the appropriate box.

- **Number 7:** Fill in digits, the number of mobile phone users and the total number of members in the family.
- **Number 8:** State here the language in which the customer prefers Mobitel to communicate to the applicant, via letters, telephone...etc.
- **Number 9:** The Mobitel number which would be allocated to the customer as stated on the SIM card pack should be clearly written here.
- **Number 10:** The 19 digit SIM card number which is found on the back of the SIM card pack should be filled here.
- **Number 11:** Fill the serial number of the Temporary MIC that would be issued to the customer.
- **Number 12,13,14,15,16,17,18:** contains the fields to be filled only by the seller of the Mobitel Connection
- **Number 12:** You are required to check one of the documents mentioned in 12 if you indicate it as no, Mobitel shall reject the application.
- **Number 13:** If you have taken a photograph of the customer at the centre indicate appropriately.
- **Number 14:** You are required to match the face of the customer with the photograph taken or attached in the application. If it does not Mobitel shall reject the application.
- **Number 15:** Place the Seal of The Sub Dealer/Dealer/Mobitel Centre Stamp carrying the name and address. In case a seal is unavailable the details have to be filled in.
- **Number 16:** Fill in the Authorized Dealer's code you belong to
- **Number 17:** Fill in the Sub Dealer code allocated to you
- **Number 18:** Fill in the number that was used to activate the connection via MMS
- **Number 19:** The seller's National Identity card number has to be mentioned here.

1.4 Instructions in Filling the Registration/Re-Registration Form- Post paid

(Please Refer Annexure 4)

- The application should be filled using a Ball Point pen only.
- When filling the application write a single letter in each box allocated Space between words/names leave a space in one box and then continue.
- Photograph: Affix the photograph in the box using glue. Refrain from stapling the Photograph to the slot.

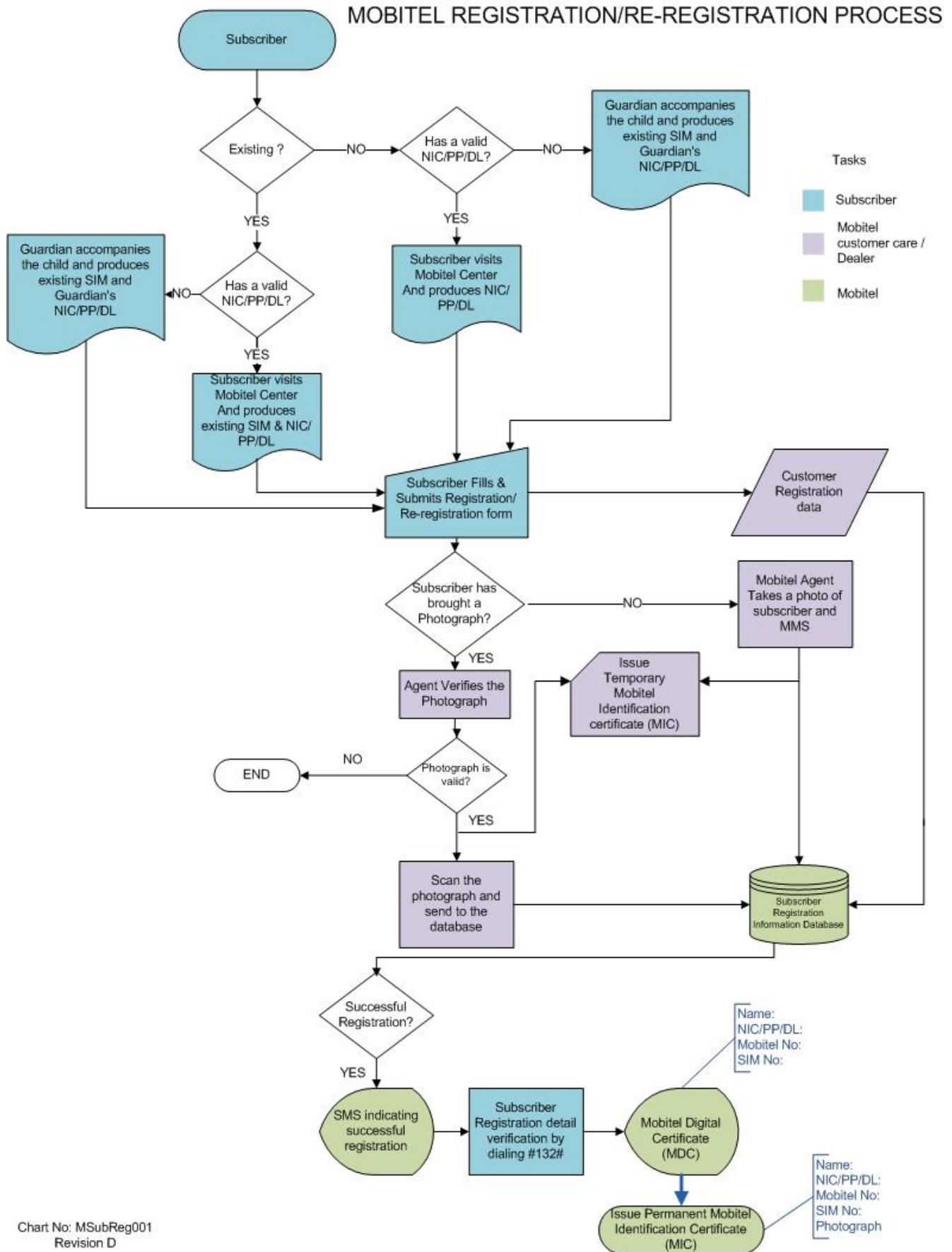
Follow the guidelines given below, when filling the respective fields.

- **Number 1 :** The customer Honorifics has to be ticked
- **Number 2:** The Surname with the initials should be filled in
- **Number 3:** The name as stated in the national ID/Valid Passport/ Valid Sri Lankan driving license. Specify the country if it is a passport.
- **Number 4:** The national ID number/Passport Number of the person who signs the application has to be clearly written with each digit written in each box. If it is a passport specify the country.
- **Number 5:** The address of the customer to receive the bills, should be clearly stated here.

- **Number 6:** The permanent place of residence, if it differs from the billing address, should be mentioned here
- **Number 7:** A number the customer could be contacted should be stated here. This would be preferably the contact number of the customer Residence, Office, Fax and E-mail.
- **Number 8:** The person and the number to contact if the customer is not reachable
- **Number 9:** State here the language in which the customer prefers Mobitel to communicate to the applicant, via Letters, telephone etc.
- **Number 10:** If the connection should be registered under a Company, the Name as stated in the Business Registration (BRC) should be mentioned here.
- **Number 11:** If the user differs from the registered owner (in case of Sub lines / minors) The Name, NIC and Address should be mentioned here.
- **Number 12:** The Mobitel number allocated to the customer as stated on the SIM card pack should be clearly written here. The Account number and Group code will be filled by Mobitel.
- **Number 13:** Fill the 19 digit SIM card number which is found on the back of the SIM card pack
- **Number 14:** Fill the serial number of the Temporary MIC that would be issued to the customer
- **Number 15:** Should be ticked and the Tariff plan mentioned, if the user prefers subscribe Voice/Video facility
- **Number 16:** Should be ticked and the Tariff plan mentioned, if the user prefers to subscribe to a Broadband service.
- **Number 17:** The preferred payment option by the account holder to be marked here.
- **Number 18:** The Value of the connection deposit/ IDD deposit, and the receipt number/s should be mentioned here.
- **Number 19:** The average budget the customer would allocate towards their communication needs for a month. Tick against the appropriate box.
- **Number 20:** State here the sector in which the person is currently employed. If the subscriber owns a Business Card, it should also be attached.
- **Number 21:** If you are a member of a Professional Body, give details here.
- **Number 22:** Fill in digits, the number of mobile phone users and the total number of members in the family
- **Number 23:** You are required to check one of the documents mentioned in 23 if you indicate it as no, Mobitel shall reject the application.
- **Number 24:** If you have taken a photograph of the customer at the centre indicate appropriately
- **Number 25:** You are required to match the face of the customer with the photograph taken or attached in the application. If it does not Mobitel shall reject the application.
- **Number 26:** Place the Seal of The Sub Dealer/Dealer/Mobitel Centre Stamp carrying the name and address. In case a seal is unavailable the details have to be filled in.
- **Number 27:** The seller's National Identity card number, date and signature has to be mentioned here.

Annexe-1

FLOW CHART FOR REGISTRATION/RE-REGISTRATION PROCESS



Annexe-2

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.

Annexe - 4

SPECIMEN OF COMPLETED POST PAID REGISTRATION/RE-REGISTRATION FORM



POST-PAID APPLICATION FOR REGISTRATION/RE-REGISTRATION

A digital photograph of you will be taken at our Centre at no cost. If you do not wish to be photographed at the Centre, you should be present in person and provide your photograph, conforming to the specifications of the Passport (Size: 3.5cm X 4.5cm) photograph

Personal Information of the owner (Please fill in block letters) (Information marked by Asterisks (*) are compulsory)

1. Mr. Mrs. Ms. Dr. Rev. Other:

2. Name with Initials (Name on the bill will appear as mentioned above) **V. M. SIVANKARA**

3. Name as in NIC or Passport **YASAS MUDIYANSELAGA SIVANKARA**

4. NIC No./Passport No. (For Non Sri Lankan Nationals) **811360678V** Country: _____

5. Billing Address (If the billing proof is not produced the credit limit will be equal to your refundable deposit)
NO: 23/1A, SIR RICARDO HADLEE MW
COLOMBO 06 District: _____

6. Permanent Address
NO: 02, SEA STREET AMBALANGODA
 District: **GALLE**

7. Contact Details
 Home/Fax: **011 233 0550** * E-mail: **Sivym@gmail.com**
 Office/Fax: **011 233 0551** * Fax: **011 233 0396**

8. Person to be contacted. (In case we are unable to contact you) Name: **I. AMARASURIYA**
 Contact No.: **2507385**

9. Preferred language for communication English Sinhala Tamil *

10. Company Details
 Company Name: _____ Business Registration No.: _____
 VAT Registration No.: _____ (If a VAT invoice is necessary please include the VAT registration No.)

11. User Details (If the current user is not the owner of this connection or is a child)
 User's Name: _____
 NIC Number: _____
 Current Address: _____

Mobile Details

12. Mobitel Number **0712755777** Account No.: _____ Group Code: _____

13. SIM No. **899401121193033650**

14. Serial Number of the temporary MIC: **7234567**

15. Voice/Video Tariff Plan: **DOUBLEM1000** * 16. Mobile BroadBand Tariff Plan: _____
 Other Services Detailed Bill (O/G only) Other Services: _____

17. Payment Method 1) SMS Payments 2) On line Payments 3) Credit card standing instruction

18. Refundable Deposit Local Call/IDD Deposit
 Value: **2000**
 Receipt No.: **1219999**

Other Information

19. Amount you are willing to spend on communication a month (Rs.): _____
 Rs. 100 - 499 Rs. 500 - 999 Rs. 1000 - 4999 Above Rs. 5000

20. Occupation (Please attach your business card) Government Private Self Employed Student

21. Other Information
 Professional Membership Professional Body: _____ Membership Status: Student Associate/Regular Corporate Senior

22. Number of members in the family using mobile phones: **2** Number of family members: **5**

Declaration

I/We confirm that the information provided is true and correct. I/We also confirm that I/We have read the terms and conditions overleaf and are bound by them.

Date: **01/08/2008** Signature: *[Signature]* Rubber Stamp (if Company): _____

Seller's Statement

I/We hereby declare the information given below have been verified by me/us.

23. Checked NIC/Passport/Driving License: Yes No 24. Photograph of the Customer was taken: Yes No 25. Customer's face matches the Photograph: Yes No

26. Name and Address of Dealer/Seller: **X42 COM (PVT) LTD**
NO: 25 MAIN ROAD
COLOMBO 03

27. Signature: *[Signature]* Date: **01/08/2008** NIC Number of Dealer/Seller: **768621837V**

Office Use Only

Credit Limit: 1) V/P 2) Referral based 3) Deposit based 4) Evaluation based

1) For VIP customers: Description: _____
 2) Released by: (Mobitel staff member) _____
 Name: _____ Designation: _____ Division: _____
 Activated by: _____ Date: _____