



## **Guidelines on Registration of New Users (Subscribers) of Generic Numbers or Sim Cards for Voice Telephony services**

### **Definitions**

**“Activate”** means to allow full access to a Licensee’s Network Service, including the ability to make and receive calls, to send and receive short message services and other range of services usually provided by an electronic communication service providers

**“Activation window”** means the period of 7 days from the day a subscriber acquires a new line from a licensee, within which the new subscriber is required to register with the Licensee and during which, the new line will remain in an inactive state;

**“Licensee”** means a person holding a licence to provide electronic communications services in Malawi ;

1. The registration of a new subscriber shall be done by the Licensee or an authorized registration agent of the Licensee.
2. A new subscriber shall at any time within the activation window, present personal information to the licensee from whom the subscriber obtained the new line for registration.

3. A Licensee shall activate the new line after capturing and registering the personal information of the new subscriber.
4. A Licensee shall disconnect the new line from its network if a new subscriber does not present personal information to the Licensee within the activation window.

Dated the 1<sup>st</sup> day of June 2018

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