

Mobile Prepaid SIM Cards Re-registration



Frequently Asked Questions

1. Why are mobile prepaid SIM cards being regulated?

Accurate and updated subscribers records are vital in the ongoing efforts by law enforcement authorities to prevent fraudulent registration of SIM cards that could be used for unlawful activities, scams and dissemination of fake news.

The Authority for Info-communications Technology Industry of Brunei Darussalam (AITI) has been working with Unified National Networks Sdn Bhd (UNN), and the Mobile Service Providers (MSPs), namely Datastream Digital Sdn Bhd (DST), imagine Sdn Bhd (Imagine) and Progresif Sdn Bhd (Progresif), to create a practical regulatory regime for the registration of mobile prepaid SIM cards.

2. Is Brunei Darussalam the only country doing this?

No. Other countries including Australia, Singapore, Thailand, Malaysia and Switzerland have also mandated the mobile prepaid SIM card registration.

3. When will re-registration commence?

The re-registration of mobile prepaid SIM cards will be carried out in phases according to batches assigned by the Mobile Service Providers from 2 January 2025 until 31 December 2025.

4. Who is required to re-register?

For DST's subscribers: Mobile prepaid SIM card subscribers who registered or purchased before **1 November 2024** are required to undergo the re-registration process with DST.

For Progresif and Imagine's subscribers: All mobile prepaid SIM card holders who register or purchase before **2 January 2025** are required to undergo the re-registration process with their respective Mobile Service Provider.

5. Will mobile postpaid SIM card holders be affected by the re-registration?

No. This is because mobile postpaid SIM card holders are bound by contract and their subscription records with their respective Mobile Service Providers are updated.

6. How will I be notified about my timeframe to re-register?

Your Mobile Service Provider will inform you of your timeframe to re-register via SMS notification. Failure to re-register within the timeframe as assigned will result in immediate deactivation of the users' mobile prepaid SIM card accounts or numbers.

Please note that your Mobile Service Provider will not inform you regarding re-registration through calls or any other messaging platforms such as WhatsApp or Telegram.

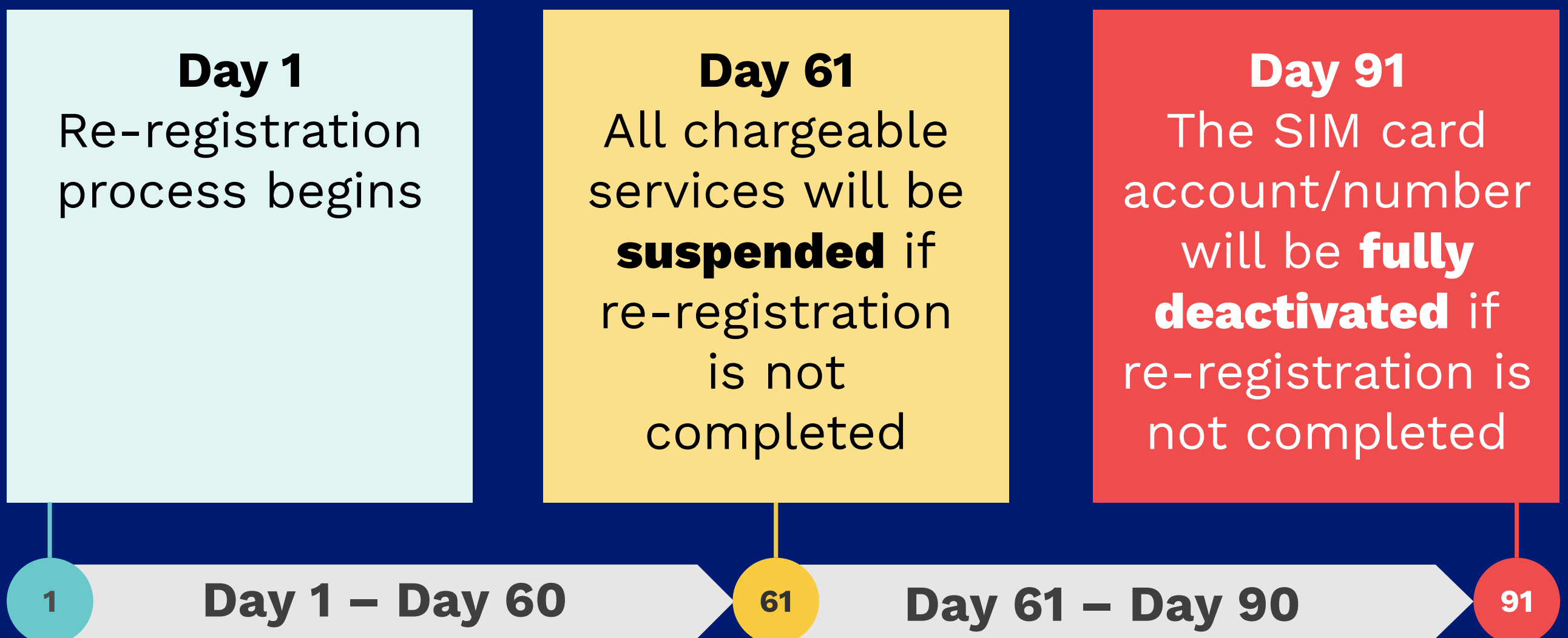
The public is advised to be alert for potential scammers impersonating legitimate mobile service providers that request for personal information.

If you're uncertain about any messages or calls received, please contact your mobile service provider directly to confirm their authenticity. Stay vigilant—don't let scammers catch you off guard.

7. Can I still use my mobile prepaid SIM card if I have not re-registered within the three (3) months timeframe assigned to me?

No. All mobile prepaid SIM cards that are not re-registered within ninety (90) days of the assigned timeframe, will be **deactivated**.

A 30-day grace period will be given starting on Day 61. During this grace period, all chargeable services (such as outgoing calls, SMS, internet data and other value-added services) will be suspended. Please see the timeline below for illustration:



8. If I have multiple mobile prepaid SIM cards, do I need to re-register all of them?

Yes. Each mobile prepaid SIM card is required to undergo its own re-registration process.

9. I am one of the affected mobile prepaid SIM subscribers that must re-registered. Can I re-register before my assigned batch or timeframe?

Yes. You may opt to re-register at any time before your assigned batch or timeframe. Please contact your respective Mobile Service Provider for early re-registration.

10. Do I have to pay for re-registration?

No, there will be no charges for re-registration.

11. **Where will re-registration take place?**

The re-registration process can be completed in person at your Mobile Service Provider's authorised branches or at other publicly accessible venues specified by your Mobile Service Provider. Additionally:

- For DST subscribers: The full re-registration process can be completed online through DST's electronic platform.
- For Progresif and Imagine subscribers: Re-registration can be initiated online through electronic platforms provided by each respective Mobile Service Provider but **must be completed** with physical verification at any of their branch locations.

Method	DST	Progresif	Imagine
Method 1: Full re-registration physically in person	✓	✓	✓
Method 2: Full re-registration through an online or electronic platform	✓	X	X
Method 3: Hybrid: initiated through an online or electronic platform AND must be completed with physical (in-person) verification	X	✓	✓

12. I am currently not in the country and will miss the deadline of my timeframe to undergo the re-registration process. What should I do?

If you are a DST's subscriber, you may perform and complete the re-registration process through DST's online or electronic platform.

If you are a Progresif or Imagine subscriber, you may initiate your re-registration through an online or electronic platform provided by your respective Mobile Service Provider. Following this, **you must appoint a representative to complete the physical verification** on your behalf at the authorised branches of your respective Mobile Service Provider. Supporting documents shall include authorisation letter, original valid IC of the authorised representative and copy valid IC of the registered owner.

Kindly check with your Mobile Service Provider on the details of their processes.

13. How can I reactivate my SIM card if it gets deactivated for not re-registering on time?

Deactivations are permanent. Any reactivation of mobile prepaid SIM cards after the assigned timeline will be treated as a new registration and fees may be levied by the respective Mobile Service Providers.

Kindly check with your Mobile Service Provider on the details of their reactivation processes.

14. What identification documents do I need to provide for the purpose of re-registration?

Brunei Citizens and Permanent Residents:

- Valid original yellow identity cards; or
- Valid original Brunei Military or Police Personnel identity cards; or
- Valid original purple identity cards for permanent residents.

Foreign Workers:

- Valid original green identity card; or
- Valid original passport and employment pass.

Local Businesses:

- Letter of authorisation from the business owner(s).
- Registered Company: Form X and Notice of Situation of Registered Office.
- Sole Proprietors or Partnership: Certificate of Registration 16/17.

15. What if I lose my IC during the re-registration period?

A lost or stolen IC should be reported to the police immediately. Subscribers must obtain a replacement IC before proceeding to re-registration process. Kindly inform your respective Mobile Service Provider of such incident with supporting document such as the police report and replacement of IC receipt. Passports cannot be used as a substitute identity document.

16. Can I use a photocopied identity document to re-register?

No, only original documents will be accepted.

17. Can children under 12 years old re-register their own mobile prepaid SIM cards?

No. Children under 12 years old will need to re-register under their parent's or guardian's name. Only when the child turns 12 and has their own valid IC can they update or re-register with the respective Mobile Service Provider in their own name.

18. Between 2 January 2025 and 31 December 2025, can I top up my existing mobile prepaid SIM card even though I have not re-registered?

Yes, you can continue to use and top up your mobile prepaid SIM card until the suspension period (i.e., upon 60 days for failure to re-register) of your timeframe.

19. What if I am currently using a mobile prepaid SIM card that I plan to sell or give away?

Members of the public are advised not to pass on, rent or lease or sell their mobile SIM cards to another user to avoid any fraudulent use of the SIM cards.

Any change in ownership of a mobile prepaid SIM card must be registered with the Mobile Service Provider. To do this, both the current and new owner must be present at the Service Provider's branch to undergo new account registration processes.

Kindly check with your Mobile Service Provider on the details of their processes.

20. What if someone fraudulently uses my name to buy mobile prepaid SIM cards?

If a person discovers that their particulars have been used without consent, a police report should be lodged for the matter to be investigated.

21. Are there any special provisions for users with disabilities or those unable to visit in person?

Guardians can re-register the mobile prepaid SIM cards on their behalf by bringing a letter of authorisation and all the necessary identification documents.

Kindly check with your Mobile Service Provider on the details of their processes.

22. Is there a helpline or customer support available for assistance with re-registration?

You may contact your Mobile Service Provider through their helpline channels.

Mobile Service Provider	Customer Hotline
DST	151
Imagine	111
Progresif	177