

Implementation of the Real-name Registration Programme for SIM Cards

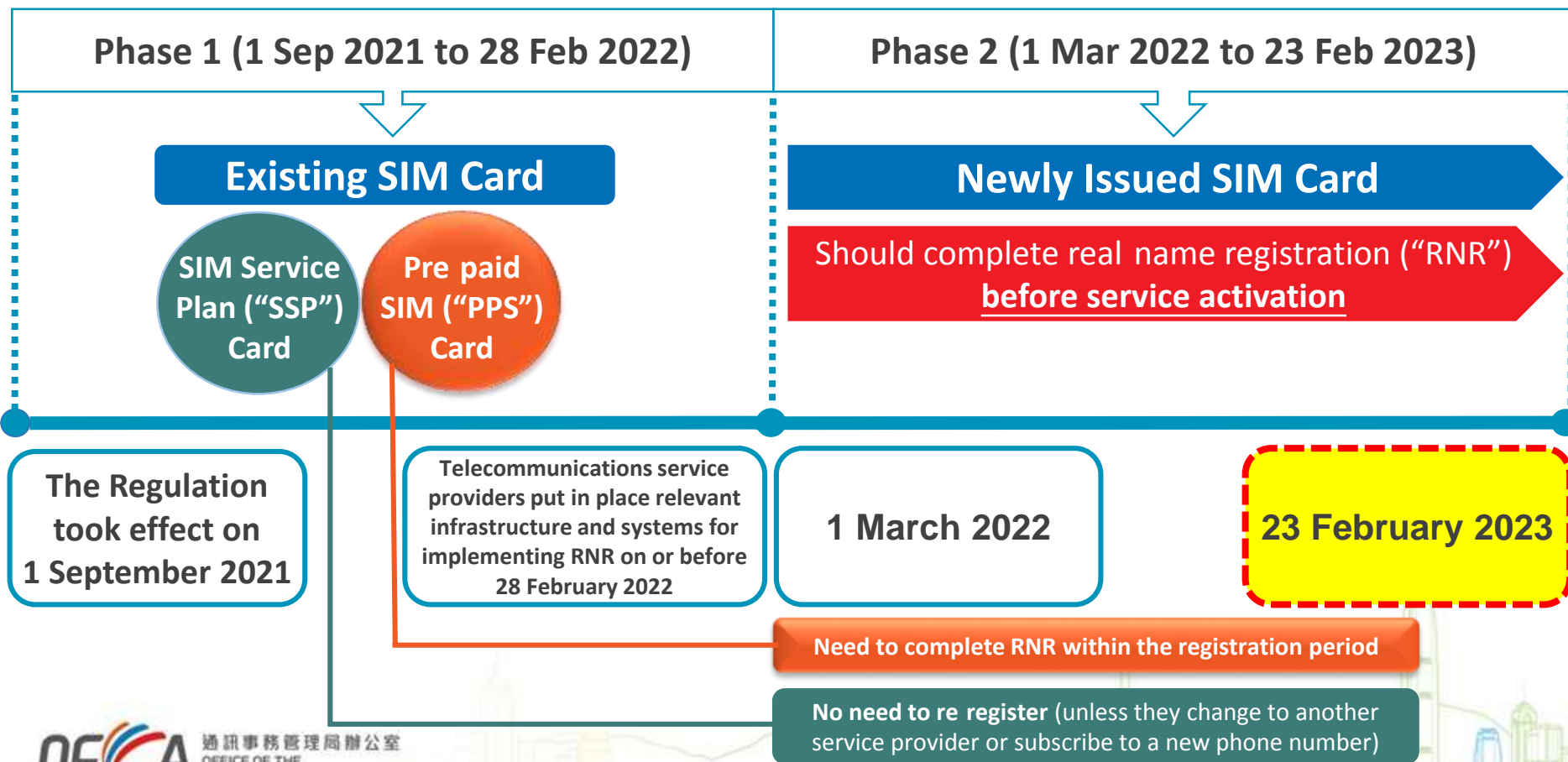
Telecommunications Users and Consumers Advisory Committee

30 June 2022



Implementation Timetable

The Telecommunications (Registration of SIM Cards) Regulation (“Regulation”) took effect on 1 September 2021



Information Required for RNR



Individual User

(Register no more than **10[#]** PPS cards with each telecommunications service provider)

Name in English and Chinese

Identification Document Number*

Copy of Identification Document

Date of Birth



User aged below 16: requires endorsement by an adult aged 18 or above, and personal information of that adult need to be registered



Corporate User

(Register no more than **25[#]** PPS cards with each telecommunications service provider)

Name of the Business

**Number of Business / Branch
Registration Certificate**

**Copy of Business / Branch
Registration Certificate**

**Personal Information of
Responsible Person**

* If user possesses a HKID card, he/she must use his/her HKID card for registration

* Visitor shall use travel document for registration

No limit on the number of registrable SSP cards

List of Telecommunications Service Providers Providing PPS Card Services

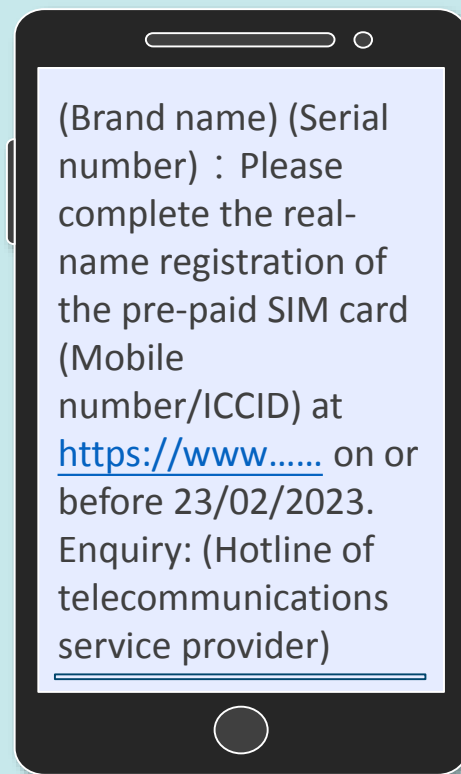
- A total of 30 local telecommunications service providers are providing PPS card services
- Details : www.ofca.gov.hk/simreg

The screenshot shows the OFCA website page titled "Weblinks and Contact Information for Real-name Registration of Pre-paid SIM Cards by Telecommunications Service Providers". The page features a search bar for telecommunications service providers and a table with the following data:

Serial No.	Brand Name	Hotline	Registration Weblink	User Guides	Website
001	China Mobile Hong Kong Company Limited				

Format of SMS Messages Sent by Telecommunications Service Providers on RNR

- Telecommunications service providers will send at least **five** notifications via SMS messages or other means by batches using standard sender address “**SIMREG**” to existing PPS card user reminding him/her to complete RNR on or before 23 February 2023
- To encourage early registration by existing PPS card users, telecommunications service providers have provided incentives (e.g. lucky draws, extra free data)



Registration Channels



Online registration via mobile phones/mobile apps



Online registration by accessing the telecommunications operators' websites



Visit the retail outlets of telecommunications service providers in person (if available)

General Steps for RNR of PPS Cards

RNR for SIM cards is easy, convenient and fast. Major steps are summarised as follows –

1



Insert **PPS card**, activate mobile data service and disconnect from Wi-Fi

Check the **notification SMS** sent by telecom service provider to start the registration procedures

2



Input or confirm the **mobile no.** or **ICCID no. of the SIM card** which requires RNR;

Telecom service providers may send **one-time password** to user, and require the user to input the password for verification

3



Select the type of ID document, take photo of the original ID document and upload the image concerned ;

If a user possesses **HKID card**, he/she must use his/her HKID card to complete RNR

General Steps for RNR of PPS Cards (2)

RNR for SIM cards is easy, convenient and fast. Major steps are summarised as follows –

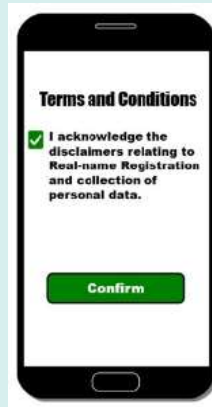
4



Check and confirm the required information extracted from the ID document, or input the required information (as the case may be)

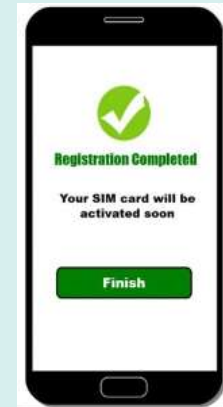
Make amendments if necessary

5



Acknowledge the disclaimers relating to RNR & collection of personal data

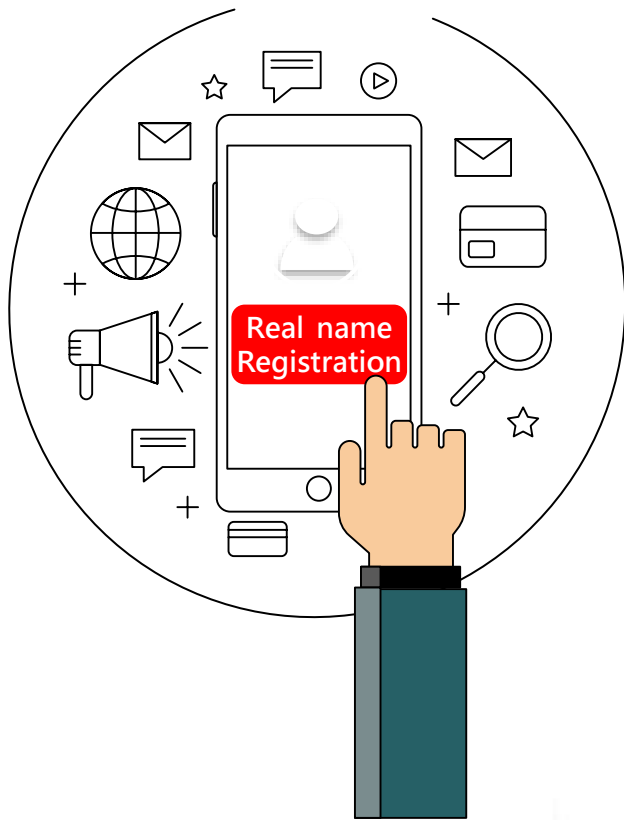
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Complete registration / activation of service

Users who have successfully completed RNR will receive a **confirmation SMS** from telecom service providers

Frequently Asked Questions



- Are you using a PPS card or SSP card?
- Has your PPS card already expired?
- Is your PPS card issued by a local telecommunications service provider?
- If user possesses a HKID card, he/she shall use his/her original HKID card to complete RNR
- Visitors shall use original travel documents to complete RNR
- When uploading identification documents, please avoid uploading images which reflect light, are blurry or have information being covered

Users may contact their telecommunications service providers for details direct

Publicity Measures

Pre-paid SIM Cards

Website



Publicity Measures (2)

Poster



Pamphlet



Dedicated Webpage



Hotline



2961 6699

Press Release



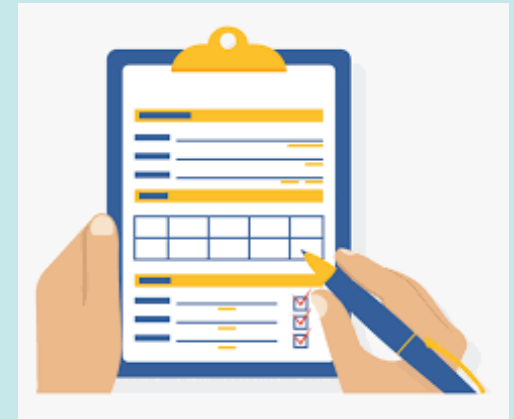
Support Services



- Starting from 30 May 2022, the Government sets up service counters at **18** designated **post offices** to provide free support service to assist members of the public to complete RNR of their PPS cards
- Members of the public requiring assistance should visit the designated post offices in person and bring along the following items for registration:
 - **Original HKID card**
 - **Mobile phone capable of receiving SMS notifications**
 - **PPS cards that are required to complete RNR** (for PPS cards that are not in use, please bring together its package/jacket/card holder)
- A user who is aged below 16 years old has to be accompanied by an adult aged 18 or above for completing the registration. The personal information of that adult will be registered at the same time
- Hongkong Post will assist members of the public in need of help to complete registration on the spot through the mobile app or website of their respective telecommunications service providers

Support Services (2)

- If RNR cannot be completed on the spot, post offices will invite the PPS card user to fill in a consent form and provide relevant information to the telecommunications service providers, which will assist to complete RNR



- Details:
 - **OFCA's webpage:**
<https://www.ofca.gov.hk/simreg> or
 - **Hongkong Post's webpage:**
https://www.hongkongpost.hk/en/services/sim_registration/index.html#list

Support Services (3)

Set up Thematic Website and Hotline for RNR Programme

To allow users to further understand RNR programme and the requirements for registration

Collaborate with Telecommunications Service Providers

To actively encourage telecommunications service providers to incentivise their users to complete RNR early and to enhance registration channels as far as practicable

Brief Social Welfare Agencies on the RNR Programme

To work with social welfare agencies to promote RNR programme and relevant arrangement to their service recipients and to explore possible assistance for needy people (especially the elderly) in completing RNR



Complete RNR as soon as possible, don't wait until the last moment before the deadline to do it in a hurry

A Guide to Real-name Registration for SIM Cards

Easy, Convenient and Fast!

Have You Registered?

Registration Period

1 · 3 · 2022 –
23 · 2 · 2023

Chan Ho



www.ofca.gov.hk/simreg

Thank you

