

A Guide to Real-name Registration for SIM Cards

Easy, Convenient and Fast!

Have You Registered?

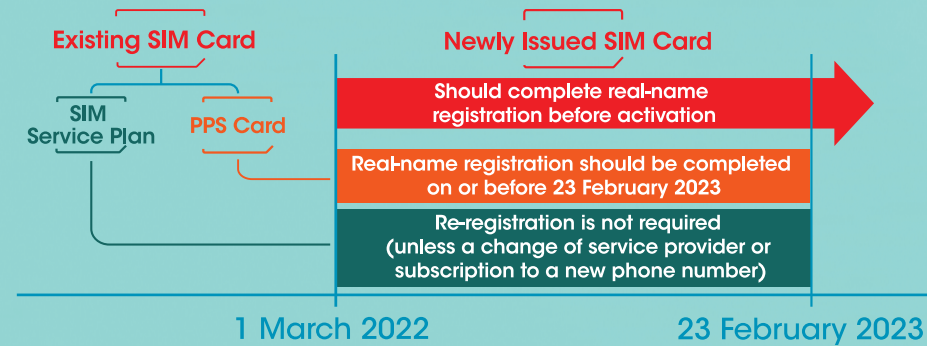
Registration Period

1 · 3 · 2022 –
23 · 2 · 2023



www.ofca.gov.hk/simreg

The Telecommunications (Registration of SIM Cards) Regulation has come into effect. All pre-paid SIM (PPS) cards issued by telecommunications service providers of Hong Kong need to complete real-name registration within the registration period (i.e. 1 March 2022 - 23 February 2023).



| | Individual User [^] | Corporate User |
|--|--|---|
| Information required for registration | Name Date of birth HKID no.* HKID copy* | Business registration information Personal information of responsible person |
| Upper limit of PPS cards registered with each service provider | 10 [#] | 25 [#] |

[^] Registration of users aged below 16 requires endorsement of an adult aged 18 or above and personal information of that adult will be registered.

* If the user is a traveler, he/she must use a passport or other valid identification document as specified in the Regulation.

[#] No limit for SIM service plans.

Registration Channels



Shop of Respective Service Provider



Website



Mobile Application (Apps)

General Registration Steps

(Please refer to actual and detailed procedures provided by respective service providers)

- 1 **Insert SIM card** requiring real-name registration into handset, activate mobile data service and disconnect it from Wi-Fi.
- 2 Check the notification sent by respective service provider via **SMS message** or other means to start the registration procedures. The notification contains the mobile phone number of the SIM card, name of service provider, registration link, etc.
- 3 **Input or verify** the **mobile number** or **ICCID number** of the SIM card which requires real-name registration (some operators may send one-time password for verification).
- 4 Prepare the **identification document***; photograph or upload the image of the original identification document.
- 5 Check and confirm the required information which may be automatically extracted from the identification document and make amendments if necessary.
- 6 **Acknowledge** relevant disclaimers relating to real-name registration and collection of personal data.
- 7 **Complete registration/activation process.** Users who have successfully completed real-name registration will receive a **confirmation SMS** from respective service providers.

* If the user possesses HKID, he/she must use his/her HKID to complete registration. If the user is a traveler, he/she must use a passport or other valid identification document as specified in the Regulation.

Frequently Asked Questions

What if I fail to register my existing PPS cards on or before 23 February 2023?
Those PPS cards without registration will be deactivated.

How can I check whether my SIM card requires real-name registration?

- All new SIM cards issued from 1 March 2022 onwards can only be used after completing real-name registration.
- Existing SIM service plan users need not register again, unless they change to another service provider or subscribe to a new phone number.
- For existing PPS cards in use, service providers will send SMS reminder to users via sender address "SIMREG".

How will my personal information be protected?

- Personal information is provided by users to service providers directly.
- Service providers should ensure that the registered information is properly kept and is not misused.
- Service providers should strictly comply with the Personal Data (Privacy) Ordinance (Cap. 486) and the relevant requirements to ensure that users' information is properly kept. The Communications Authority has also issued guidelines, requesting service providers to, amongst others, properly handle and keep users' information in compliance with the Regulation.

Enquiries

For enquiries, please contact the respective service provider. You may also visit website of the Office of the Communications Authority:

www.ofca.gov.hk/simreg

Office of the Communications Authority's hotline: 2961 6699



www.ofca.gov.hk/simreg