



INFORMATION AND COMMUNICATION TECHNOLOGIES AUTHORITY

9th Floor, The Celicourt, Sir Celicourt Antelme Street, Port Louis, MAURITIUS

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24 March 2025

THE TELECOMMUNICATION DIRECTIVE 1 OF 2025

The Information and Communication Technologies Authority, in the discharge of its statutory functions under the Information and Communication Technologies Act 2001 (the Act), hereby issues the following directive, pursuant to section 17(3) of the Act.

1. Short title

These directives may be cited as the Telecommunication Directive 1 of 2025 (TD 1 of 2025).

2. Interpretation

In these directives –

“Act” means the Information and Communication Technologies Act;

“activate” means to cause a SIM or an M2M SIM to function on an operator’s mobile network;

“authorised agent” –

(a) means an agent duly authorised, in writing, by an operator to sell and register SIMs and M2M SIMs on behalf of the operator; and

(b) includes an agent referred to in directive 7 who is authorised to sell and distribute SIMs to tourists;

“child” means any person under the age of 18;

“M2M SIM” means a SIM used exclusively for Machine-to-Machine communication which provides no access to human to human communication;

“National Identity Card” means a National Identity Card issued under section 5 of the National Identity Card Act;

“operator” means an entity which holds a Public Land Mobile Network licence issued by the Authority to provide services using a SIM or M2M SIM;

“pre-activated SIM” means a SIM from which it is possible to access the services of an operator without the registration procedures specified in these directives;

“recent” means not older than 3 months;

“resident” has the same meaning as in the Immigration Act;

“SIM” means a detachable, or an embedded, Subscriber Identity Module used in a device connected to a mobile network to access the services of an operator;

“subscriber” means a person in whose name a SIM or M2M SIM is registered;

“test SIM” means a SIM Card assigned for test purposes by an operator which remains solely under the responsibility of the operator and which shall not be assigned to any subscriber.

3. Application of directives

These directives –

- (a) shall apply to all licensed Public Land Mobile Network operators;
- (b) shall apply to SIMs and M2M SIMs purchased on or after the coming into operation of these directives.

4. Unauthorised sale

No operator shall sell –

- (a) a pre-activated detachable SIM;
- (b) a device which is embedded with a pre-activated embedded SIM;
- (c) a SIM or an M2M SIM to a child;

- (d) an M2M SIM to a tourist.

5. Sale by authorised agent

(1) An operator may entrust to its authorised agents, the sale of a detachable SIM or an M2M SIM.

(2) An operator shall keep a record of –

- (a) all its authorised agents; and
- (b) all SIMs and M2M SIMs allocated to its authorised agents.

(3) An operator who authorises access to its services through a SIM or an M2M SIM shall maintain a database of the particulars of all its subscribers in accordance with these directives.

6. Application for registration of SIM or M2M SIM

(1) For the registration of SIM or M2M SIM, an operator or its authorised agent shall –

- (a) in the case of a citizen of Mauritius, request, for verification purposes –
 - (i) his National Identity Card or his passport; and
 - (ii) a copy of his recent utility bill or any other proof of address;
- (b) in the case of a non-citizen who is a resident of Mauritius, request, for verification purposes –
 - (i) his passport;
 - (ii) a copy of his residence permit or occupation permit, as the case may be; and
 - (iii) a copy of his recent utility bill or any other proof of address;
- (c) in the case of a tourist and subject to directive 4(d), request, for verification purposes –

- (i) his passport or any other valid travel document; and
 - (ii) his address of stay in Mauritius;
- (d) in the case of a public body, a corporate body, a company, a Diplomatic Mission or any other organisation, request from a person duly authorised by that organisation, for verification purposes –
 - (i) a letter from that organisation authorising him to act on its behalf;
 - (ii) his National Identity Card or his passport;
 - (iii) a copy of the recent utility bill of that organisation, if applicable, or any other proof of address; and
 - (iv) a copy of the certificate of incorporation of the organisation, where applicable.

7. Sale and distribution of SIM to tourists

Notwithstanding directive 6, an operator may register a person duly licensed by the Tourism Authority with a valid tourist enterprise licence or tourist accommodation certificate as an authorised agent for the sale or distribution of a SIM, other than M2M SIM, to tourists.

8. Registration of SIM or M2M SIM

(1) Where an operator or authorised agent is satisfied with the information and documents provided by a person under directive 6 or 7, the operator or authorised agent shall register the SIM or M2M SIM in the name of that person or, in case the person is a public body, a corporate body, a company, a Diplomatic Mission or any other body, in the name of that organisation.

(2) Where an authorised agent distributes a SIM to a tourist, the SIM shall be registered in the name of the tourist.

(3) An operator shall, following registration under paragraph (1) or (2), activate the SIM or M2M SIM.

(4) An operator shall, where applicable, keep record of all the mandatory details listed in Appendix 1, 2, 3 and 4.

9. Deactivation of SIM or M2M SIM

(1) Where an operator deactivates the SIM or M2M SIM of a subscriber at the request of the subscriber, the operator shall ensure that the subscriber has given his written consent for the deactivation of the SIM or M2M SIM.

(2) Where an operator uses a test SIM, the test SIM shall be deactivated at the end of the period for which the test was being carried out.

(3) Where a SIM or an M2M SIM has been deactivated or cancelled, the Mobile Station International Subscriber Directory Number (MSISDN) shall not be reallocated to a new subscriber for a period of at least 6 months from the date of deactivation.

10. Change of information or transfer of ownership

(1) Where it has come to the notice of the operator that there has been a change in the personal data of its subscriber, the operator shall update its database and notify the updates to the subscriber.

(2) Where an operator has received from a subscriber his written consent to transfer the ownership of his SIM or M2M SIM to another person, the operator shall register the SIM or M2M SIM in the name of that person in accordance with these directives.

(3) Where a subscriber has passed away and the heir or next of kin wishes to transfer the ownership of the SIM or M2M SIM to his name, the operator shall request for the death certificate of that subscriber and shall register the SIM or M2M SIM in the name of the heir or next of kin in accordance with these directives.

11. Replacement of lost, stolen, destroyed or damaged SIM or M2M SIM

An operator or authorised agent shall replace a lost, stolen, destroyed or damaged SIM or M2M SIM or reactivate its services through a SIM or M2M SIM upon verification of the original registration and ownership of the SIM or M2M SIM.

12. Unauthorised access to subscriber's data

An operator shall take all appropriate security measures to maintain the integrity and for the prevention of unauthorised access to, or disclosure of, the subscriber's data kept under its custody.

14. Numbering plan

Every operator shall apply a different numbering plan for tourists, non-citizen residents and new subscribers of M2M SIMs.

15. IT Security Audit report

(1) Every operator shall submit to the Authority, by 31 July of each year, an IT Security Audit report conducted by a certified Information System Auditor, certifying that –

- (a) the operator has taken necessary measures for the registration of its subscribers;
- (b) the process for registration at the sales point of the operator and its authorised agents comply with the requirements of these directives or any guidelines made thereunder;
- (c) the data recorded in the subscriber database of the operator comply with these directives or any guidelines made thereunder; and
- (d) any other requirements required under guidelines or directives issued by the Authority are being complied with.

(2) Notwithstanding paragraph (1), an operator may be requested to provide additional information, audit logs or reports as may be required under the guidelines or directives issued by the Authority.

(3) Where an operator provides authorised access to a certified Information System Auditor to its subscriber database, that access shall be provided under a non-disclosure agreement.

16. Commencement

These directives shall come into operation on 1 April 2025.

APPENDIX 1
[Directive 8(4)]

LIST OF DETAILS FOR MAURITIAN CITIZEN

Title Mr/Mrs/Miss*

Surname

First name.....

Other name(s) (if applicable)

Maiden name (where applicable)

National Identity Card no./Passport no.*
(Please provide a copy)

Address
.....
(Please provide a copy of a recent utility bill/proof of address*)

Contact details

Telephone no. Mobile no.....

Email address Fax no.

No. of SIM, other than M2M SIM, registered

Mobile Station International Subscriber Directory Number(s) (MSISDN)

No. of M2M SIM registered

Mobile Station International Subscriber Directory Number(s) (MSISDN)

Date of sale

Date of activation

Customer declaration

Name of shop/retailer*

Name of sale person

National Identity Card no. of sale person

APPENDIX 2
[Directive 8(4)]

LIST OF DETAILS FOR NON-CITIZEN RESIDENT OF MAURITIUS

Title Mr/Mrs/Miss*

Surname

First name

Other name(s) (if applicable)

Maiden name (where applicable)

Passport no.
(Please provide copy of passport)

Type of permit

Address
.....
(Please provide a copy of a recent utility bill/proof of address*)

Contact details

Telephone no. Mobile no.....

Email address Fax no.

No. of SIM, other than M2M SIM, registered

Mobile Station International Subscriber Directory Number(s) (MSISDN)

No. of M2M SIM registered.....

Mobile Station International Subscriber Directory Number(s) (MSISDN)

Date of sale

Date of activation

Customer declaration

Name of shop/retailer*

Name of sale person

National Identity Card no. of sale person

APPENDIX 3
[Directive 8(4)]

LIST OF DETAILS FOR TOURIST

Title Mr/Mrs/Miss*

Surname

First name.....

Other name(s) (if applicable)

Maiden name (where applicable)

Copy of Passport details/valid travel documents details (as applicable)

Passport no.
(Please provide copy of passport)

Address of stay

.....
.....

Contact details

Telephone no. Mobile no.....

Email address Fax no.

No. of SIM, other than M2M SIM, registered

Mobile Station International Subscriber Directory Number(s) (MSISDN)

Date of sale

Date of activation

Customer declaration

Name of shop/retailer

Name of sale person

National Identity Card no. of sale person

APPENDIX 4
[Directive 8(4)]

**LIST OF DETAILS FOR PUBLIC BODY/CORPORATE BODY/
COMPANY/DIPLOMATIC MISSION/OTHER
ORGANISATION – M2M SIM**

Applicant details

Business customer/Company* name
(Please provide a copy of Certificate of Incorporation)

Registered address
(Please provide a copy of a recent utility bill/proof of address*)

Contact details

Telephone no. Mobile no.....

Email address Fax no.

Representative details

Title Mr/Mrs/Miss*

Surname

First name

Other name(s) (if applicable)

Maiden name (where applicable)

Copy of National Identity Card no./Passport no.
(Please provide a copy)

Copy of authorisation letter.....

Contact no. (where applicable)

Email Address (where applicable)

No. of M2M SIM registered

Mobile Station International Subscriber Directory Number(s) (MSISDN)

Date of sale

Date of activation

Customer declaration

Name of shop/retailer

Name of salesperson

National Identity Card no. of salesperson
