
Annex (4)

of the Regulatory Policy on Registration Requirements for Mobile Consumers "Registration of Mobile SIM Cards Points of Sale (PoS)"

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1. Definitions

The terms, words and phrases used in this Annex shall have the same meanings given to them in the “Registration Requirements for Mobile Consumers” regulatory policy. The terms, words and phrases used in this Annex shall have the same meanings ascribed to them in the Telecom Law, unless this Annex or the context of those terms, words and phrases expressly require otherwise. For the purposes of this Annex, the following terms shall have the following meanings respectively:

- 1.1 **Mobile SIM Cards Points of Sale (PoS):** economic entities authorized to practice the economic activity of selling and activating mobile SIM cards.
- 1.2 **Mobile SIM Cards PoS Registration Certificate:** the certificate issued by TDRA regarding the registration of SIM Card PoS in the UAE.
- 1.3 **Economic Licensing Entities:** government entities responsible for regulating the practice of economic activities in the Emirates, such as the Ministry of Economy and Departments of Economic Development in the UAE.
- 1.4 **Trade License:** the official document issued by a UAE-accredited Economic Licensing Entity that allows engaging in a specific economic activity.
- 1.5 **Geographical Location:** the specific location of the economic entity, according to the Trade License and the Mobile SIM Card PoS Registration Certificate.
- 1.6 **Seller(s):** the natural person(s) registered and approved in TDRA’s systems and authorized to sell and activate mobile SIM cards in accordance with the laws and legislation issued by TDRA.
- 1.7 **Enabler(s):** the device(s) or system(s) that are used in registering or activating mobile SIM cards.
- 1.8 **Non-Licensee Mobile SIM Cards PoS:** outlets that are allowed to practice the commercial activity of selling mobile SIM cards in accordance with the Trade License issued by Economic Licensing Entities. They are outlets with independent Trade License and not belong to any licensee.

- 1.9 **Licensee Mobile SIM Cards PoS:** outlets that sell and activate SIM cards belonging to a licensee. They are allowed to practice the commercial activity of selling mobile SIM cards in accordance with the Trade License issued by Economic Licensing Entities. Trade License of such outlets belong to licensee.
- 1.10 **Commercial Permit:** the official document issued by an Economic Licensing Entity in the country, and it follows an effective Trade License. It allows practicing a specific economic activity that is identical to the main Trade Licenses with a change in the geographical location or permit validity.
- 1.11 **TDRA’s “Erteqaa” Program:** a program that evaluates service centers of the licensees and mobile SIM cards PoS within standards and a regulatory framework approved by TDRA.

2. Legal Framework

- 2.1 Pursuant to Article (1) of Resolution No. (44) of 2009 Regulating the Sale of SIM and Recharge Cards in the UAE, the selling of SIM and Recharge Cards in the UAE is considered a regulated activity under Article (1) of Federal Law by Decree No. (3) of 2003 regarding the Organization of the Telecommunications Sector, as amended.
- 2.2 The sale of mobile SIM cards without being licensed by TDRA is a violation of Federal Law by Decree No. (3) of 2003 regarding the Organization of the Telecommunications Sector as amended. Penalties and provisions contained therein shall apply.

3. Objectives and Scope

- 3.1 Establishing regulatory procedures for registering mobile SIM card PoS and associated operations, such as selling and activating mobile SIM cards, building an innovative, integrated and harmonized system of procedures, controls and obligations, raising the customer happiness and preserving customer rights to achieve the vision of the UAE Government.
- 3.2 Developing a fair regulatory environment for UAE’s ICT sector to enhance competitiveness and effective sustainability, and improve the quality of

services provided by UAE's ICT sector to ensure keeping up with technological developments of the telecommunications sector.

3.3 Establishing a series of procedures that reflect the customer's journey, starting from obtaining all information required for work, and ending with the final approvals and relevant documents from the competent entities, to start the activity of selling and activating mobile SIM cards in the country.

3.4 This Regulatory Policy Addendum shall be applied to every economic establishment and every natural or legal person who practice or intend to start practicing the activity of selling and activating mobile SIM cards in the country.

3.5 This Regulatory Policy Addendum shall apply to the Licensees Mobile SIM Cards PoS.

4. Regulatory Procedures for Registering Mobile SIM Cards PoS

The process of registering mobile SIM cards PoS consists of three main stages: Firstly: Registration procedures of Mobile SIM Cards PoS, secondly: procedures for registering sellers, thirdly: procedures for registering enablers.

4.1 First Stage: Registration Procedures of Mobile SIM Cards PoS

4.1.1 Licensee Mobile SIM Cards PoS or the economic establishment that intends to register as a mobile SIM Cards PoS shall submit a PoS registration application to TDRA, containing the following information and supporting documents:

4.1.1.1 Application form (as determined by TDRA and includes the following: PoS name, owners of the license, economic establishment and their IDs, PoS location, contact number, e-mail etc.)

4.1.1.2 A Trade License issued by Economic Licensing Entities in UAE, including the commercial activity of selling mobile SIM cards and the license holders' names.

4.1.1.3 An establishment card issued by the Federal Authority for Identity and Citizenship (ICA).

4.1.1.4 A no-objection certificate (NOC) from the concerned licensee (to add the PoS, license holders, and authorized person to the list of SIM card PoS).

4.1.1.5 A certificate of guarantee and commitment from the concerned licensee to take the necessary measures to monitor, audit, and ensure the compliance of

the PoS, license holders and the authorized person, with TDRA's procedures and policies related to registering mobile phone subscribers. The concerned licensee undertakes to take the necessary measures in the event of PoS non-compliance with the mobile subscriber registration policy procedures.

4.1.1.6 List and data of license holders, establishment card and their IDs.

4.1.1.7 Data and ID of the authorized person based on the establishment card or an authorization letter approved by the competent authorities (notary public) issued by the authorized signatory on behalf of the establishment as specified in the establishment card.

4.1.1.8 Signing an undertaking by the authorized signatory on behalf of the establishment as specified in the establishment card or by the authorized person from the economic establishment, to abide by TDRA's procedures and policies related to registering mobile phone subscribers.

4.1.1.9 Data and Emirates ID of the person authorized by the licensee to oversee procedures for registering mobile subscribers within the PoS operations.

4.1.1.10 Data and Emirates ID of the person authorized by the PoS to oversee procedures for registering mobile subscribers within the PoS operations.

4.1.1.11 Identification number of the PoS location according to the identification mechanisms used by competent authorities.

4.1.1.12 Determining the type of PoS according to the types of mobile SIM card PoS specified in this Regulatory Policy Addendum.

4.1.2 TDRA shall study the application and the documents submitted, and based on the outcomes, TDRA has the right to approve or reject the application. The applicant shall be informed of the status of the application accordingly. In the event that the application is approved, TDRA shall issue a certificate of registration of the mobile SIM cards PoS with an indication to the licensee concerned.

4.2 Second Stage: Sellers' Registration Procedures

4.2.1 Licensee or Non-Licensee Mobile SIM Cards PoS having a Mobile SIM Cards PoS Registration Certificate issued by TDRA, must ensure that the first stage has been completed before initiating the procedures of this stage.

4.2.2 Licensee or Non-Licensee Mobile SIM Cards PoS having a Mobile SIM Cards PoS Registration Certificate issued by TDRA, may submit a request to TDRA to register sellers to work at the PoS. Such request must include the following information and supporting documents:

- 4.2.2.1 No-objection certificate (NOC) from the concerned licensee to register the seller with TDRA.
- 4.2.2.2 Seller's Emirates ID card.
- 4.2.2.3 In relation to Non-Licensee PoS; providing supporting documents and copies stating that the seller is under the guarantee of the PoS.
- 4.2.2.4 Certificate of training completion issued by the licensee indicating that the seller has completed training on all procedures for registering mobile subscribers.
- 4.2.2.5 Seller registration certificate issued by the licensee.
- 4.2.2.6 The Seller must sign an undertaking to abide by TDRA procedures and policies for registering mobile subscribers (signed between the Seller and the licensee).
- 4.2.2.7 The Seller must sign an undertaking to abide by TDRA procedures and policies for registering mobile subscribers (signed between the Seller and TDRA).
- 4.2.2.8 Certificate of good conduct issued by the competent authorities.

4.2.3 TDRA shall study the application and the documents submitted, and based on the outcomes, TDRA has the right to approve or reject the application. The applicant shall be informed of the status of the application accordingly. In the event that the application is approved, TDRA shall issue a SIM card PoS seller registration certificate, specifying the PoS, licensee concerned and the geographical location of the Seller's work.

4.3 Third Stage: Enablers' Registration Procedures

- 4.3.1 The licensee concerned with the PoS registered with TDRA shall ensure that the second stage has been completed before initiating the procedures of this stage.
- 4.3.2 The licensee concerned with the PoS registered with TDRA may submit a request to TDRA to register PoS Enablers, with attaching the following supporting documents:
 - 4.3.2.1 Enablers' data
 - 4.3.2.2 Data and documents of mobile SIM cards PoS in which Enablers will be used (PoS registration certificate with TDRA, Trade License, establishment card, license holder registration certificate, authorized person registration certificate).

4.3.2.3 List of sellers, their Emirates IDs, their TDRA registration certificate, and the Enablers they are authorized to use.

4.3.2.4 A checklist issued by the licensee concerned with abiding by TDRA's standards to identify and record the number of Enablers as specified in article 4.3.3 of this Regulatory Policy Addendum.

4.3.3 TDRA studies the application based on the following criteria to determine and register the number of devices at a PoS:

4.3.3.1 Enabler is used at one PoS.

4.3.3.2 Enabler is used in the PoS location specified and approved by TDRA.

4.3.3.3 Enabler is used and programmed for sellers registered at the PoS with TDRA and the licensee.

4.3.3.4 Seller is restricted to one PoS only.

4.3.3.5 No. of enablers that are registered under the PoS is determined according to the following table (for Non-Licensee Mobile SIMs Card PoS):

Criteria	Small PoS	Medium PoS	Large PoS
No. of Sellers registered with TDRA	1 – 3	4 – 8	9 and above
No. of Enablers	max. 1 Enabler	up to half the number of sellers max. If the PoS is evaluated within TDRA's "Erteqaa" Program for evaluating service centers, the number of enablers allowed is up to the number of sellers max.	up to the number of sellers max.

4.3.4 Based on the study outcomes, TDRA has the right to approve or reject the application, and the applicant shall be informed of the status of the application

accordingly. In the event that the application is approved, TDRA shall issue a certificate of Enabler registration at mobile SIM card PoS.

5. Types of Mobile SIM Cards Points of Sale

Mobile SIM cards PoS are divided into two main types, according to their affiliation to the licensees, as follows:

5.1 Type 1: Licensee Mobile SIM Card PoS: PoS that are fully owned by the licensees according to the Trade License or Commercial Permit. The licensees are obligated to register and update their PoS data under TDRA's systems. It may include one of the following types:

5.1.1 Fixed PoS: PoS in a specific geographical location according to the Trade License or Commercial Permit.

5.1.2 Mobile PoS: PoS related to a geographical area according to the Trade License or Commercial Permit.

5.1.3 Temporary PoS: PoS in a specific geographical location for a specific period of time, according to the Trade License or Commercial Permit (such as: exhibitions, events, conferences etc.)

5.1.4 Subscriber Mobile SIM Cards Delivery Outlets: PoS that are not related to a geographical location or area, and they deliver mobile SIM cards to the location specified by the subscriber.

5.2 Second Type: Non-Licensee Mobile SIM Cards PoS: PoS that have independent ownership from the licensee according to the Trade License or Commercial Permit. Such PoS are to register and update their data in TDRA's systems. It may include one of the following types:

5.2.1 Fixed PoS: PoS in a specific geographical location according to the Trade License or Commercial Permit.

5.2.2 Temporary PoS: PoS in a specific geographical location for a specific period of time, according to the Trade License or Commercial Permit (such as: exhibitions, events, conferences etc.)

5.2.3 Subscriber Mobile SIM Card Delivery Outlets: PoS that are not related to a geographical location or area, and they deliver mobile SIM cards to the location specified by the subscriber.

6. General Governance Procedure

- 6.1 Licensees and mobile SIM cards PoS must register all types of PoS outlined in this Regulatory Policy Addendum.
- 6.2 The licensee must restrict the registration and business of a Seller to the TDRA-registered PoS and within a specific geographical location (as per the Trade License, Commercial Permit, or location approved by the licensee and TDRA).
- 6.3 It is permissible to register a SIM cards PoS within a geographical location or a specific geographical area as per the Trade License or Commercial Permit or a location approved by the licensee and TDRA. It is not permitted to register another SIM cards PoS within the same geographical location or geographical area.
- 6.4 Mobile SIM cards PoS must comply with registering all types of PoS set out in this Regulatory Policy Addendum.
- 6.5 Mobile SIM cards PoS must install surveillance cameras to monitor compliance with the registration of mobile SIM cards according to the procedures and requirements of competent authorities.

7. Governance Procedures for Licensees

- 7.1 The licensee must register or activate any PoS only after ensuring that it has a Mobile SIM Cards PoS Registration Certificate issued by TDRA to the concerned licensee.
- 7.2 The licensee must register or activate a Seller at a PoS only after ensuring that they have a Seller's registration certificate at the relevant licensee's PoS issued by TDRA.
- 7.3 The licensee must register or activate an Enabler at a PoS only after ensuring availability of the Enabler's registration certificate at the PoS of the relevant licensee issued by TDRA.
- 7.4 In the event that there is a need for the licensee to add or amend the Enabler's data at the PoS, the licensee must submit a request for addition or amendment to TDRA along with the information and supporting documents. Such addition or amendment will only be activated after TDRA's approval.

- 7.5 The licensee has the right to exclude or suspend any PoS, Seller or Enabler therein if the PoS has been detected to be in breach of or in association with any action violating the telecom law and policies applicable in UAE, or the Registration Requirements for Mobile Consumers Policy, or the regulatory action defined in this Regulatory Policy Addendum for the Registration of Mobile SIM Cards PoS or any related policies or instructions. The licensee must also inform TDRA in the event of exclusion or suspension of any PoS, Seller or Enabler therein, with an explanation to TDRA of the reasons for the exclusion or suspension.
- 7.6 In the event that the licensee detects a change or expiration of a Seller's Emirates ID document or any information related to the Seller, the licensee must not allow the Seller to continue the sale process until the Seller's data is changed or amended by submitting a request to change or amend data to TDRA via the PoS and obtaining TDRA's approval thereto.
- 7.7 The licensee must specify the registration channel that will be used to receive requests to connect/deliver subscriber mobile SIM card, and approval must be taken from TDRA on that channel.
- 7.8 The licensee must sign a contract/agreement with the PoS to comply with TDRA's procedures and policies related to registering mobile subscribers.
- 7.9 The relevant licensee must specify the type of registration services and powers to be granted to the PoS: (e.g. registration, registration renewal, registration verification, transferring mobile phone subscription contracts, porting numbers, issuing lost SIM cards, issuing multiple mobile SIM cards, issuing SIM cards using passports, issuing SIM cards using a passport for GCC citizens, issuing SIM cards using a GCC ID document for GCC citizens, issuing SIM cards using Emirates ID, bypassing the fingerprint, issuing mobile SIM cards to companies, connecting mobile SIM cards to the subscriber.. etc.) The concerned licensee shall incorporate such services and powers in the NOC issued by the relevant licensee to TDRA regarding the PoS. The concerned licensee must ensure that these services that will be granted to the PoS are in line with TDRA directives, instructions and policies as well as with internal governance procedures of the licensee.
- 7.10 The relevant licensee must specify the type of registration services and powers to be granted to Sellers: (e.g. registration, registration renewal, registration verification, transferring mobile phone subscription contracts,

porting numbers, issuing lost SIM cards, issuing multiple mobile SIM cards, issuing SIM cards using passports, issuing SIM cards using a passport for GCC citizens, issuing SIM cards using a GCC ID document for GCC citizens, issuing SIM cards using Emirates ID, bypassing the fingerprint, issuing mobile SIM cards to companies, connecting mobile SIM cards to the subscriber.. etc.) The concerned licensee shall incorporate such services and powers in the NOC issued by the relevant licensee to TDRA regarding the Sellers. The concerned licensee must ensure that services to be granted to the PoS are in line with TDRA directives, instructions and policies as well as with internal governance procedures of the licensee.

- 7.11 The licensee must register Non-Licensee PoS (including the registration mechanism of mobile subscribers via delivering SIM cards to location specified by the subscriber), through a direct contract between the licensee and the Non-Licensee PoS, noting that it is prohibited to use intermediaries agents.
- 7.12 The licensee must submit monthly reports to TDRA that include each PoS and every transaction that was performed on SIM cards, including all details of the PoS, Sellers and Enablers used.
- 7.13 The licensee must establish the procedures, controls, and governing systems so that the Enablers of SIM card activation are restricted to the premises of the SIM card PoS specified in the given geographical location, in accordance with the Trade License or Commercial Permit and the PoS Registration Certificate. An approval must be obtained from TDRA to use Enablers outside the premises of the PoS.
- 7.14 The licensee must specify a unique account number for each Seller in the related PoS. This account must be linked only to Enablers of the related PoS. The Seller or the Seller's account number must not be allowed to work in any other unrelated PoS or work on Enablers of other PoS.
- 7.15 The licensee must ensure that the PoS are equipped with Enablers and electronic readers of ID documents, and that the mobile SIM cards are not provided through any unequipped PoS. The Enabler and e-reader referenced here and elsewhere in this Regulatory Policy Addendum shall, as a minimum, be able to:

7.15.1 Verifying the authenticity of the ID document based on the available authentication features found in the ID documents, where applicable.

- 7.15.2 Reading all required fields of the registration process electronically from the ID document, in addition to reading all information and fields available for electronic reading in the ID document.
- 7.15.3 Obtaining a scanned electronic copy of the ID document.
- 7.15.4 Transferring the captured information directly to the licensee's mobile subscriber database without any modification.
- 7.15.5 Manual data entry for electronic readable fields is not allowed.
- 7.16 If the licensee is unable to e-read the electronically readable ID document for any reason, the process shall not be completed and the registration is not considered successful, except for special cases approved by TDRA.
- 7.17 The licensee shall develop and configure systems to prevent manual entry of information into the database in relation to electronically readable information.
- 7.18 The licensee shall set up a mechanism to ensure the governance and control of distribution, tracking and retrieval of mobile SIM cards at all PoS, provided that it includes the following:
- 7.18.1 Mobile SIM cards designated for a PoS must be linked to that PoS. It must be ensured that they are not used in any other PoS to which they have not been assigned.
- 7.18.2 The licensee must put in place a mechanism to ensure that licensee's mobile SIM cards are recovered, to be re-distributed by the licensee to other PoS.
- 7.19 The concerned licensee must periodically audit the PoS registered with TDRA and take necessary and immediate measures in the event of identifying any violation of laws and legislation in force in the UAE, and notify TDRA on a monthly basis of the results of the periodic audit.
- 7.20 The concerned licensee is responsible for monitoring SIM card sales and activations made through PoS, according to the applicable laws in UAE.
- 7.21 The concerned licensee must put in place procedures that ensure that relevant PoS registered with TDRA adhere to the approved geographical location and ensure installing a poster showing the PoS Registration Certificate inside the PoS.

- 7.22 The licensee shall carry out periodic media campaigns to raise the level of public awareness regarding mobile SIM card PoS, twice a year at least.
- 7.23 Restricting mobile SIM cards transactions (selling, issuing, renewing or activating SIM cards ... etc.) of the category of visitors to the country who are citizens of GCC countries using the second type of ID documents, or foreign visitors to the country using the third type of ID documents, or economic establishments using the fourth type of ID documents, to the following PoS:
- 7.23.1 Licensee Mobile SIM Cards PoS.
- 7.23.2. Non-licensee Mobile SIM Card PoS that have a commercial franchise contract/agreement with the licensee, provided that they complete the evaluation process and install rating panels of TDRA's "Erteqaa" Program for evaluating service centers that fully adhere to the Registration Requirements for Mobile Consumers Policy and to relevant legislation and directives of TDRA.
- 7.24 Mobile SIM card PoS located at the country's airports are excluded from Article 7.23 on mobile SIM cards for the category of visitors to the country who are citizens of GCC countries using the second type of ID documents or the category of foreign visitors to the country using the third type of ID documents.
- 7.25 If the licensee wishes to allow another Non-Licensee PoS not specified under Article 7.23 or Article 7.24 to practice the activity of selling mobile SIM cards, then the PoS must have a contract/concession agreement with the licensee and must be included in TDRA's "Erteqaa" Program for assessing service centers. The licensee must submit a formal request to TDRA for that matter and obtain TDRA's prior written approval.
- 7.26 The licensee may choose 100 PoS other than the ones referred to in Article 7.23 and 7.24, to be allowed to practice the activity of selling mobile SIM cards to the category of citizens of GCC countries using an ID card issued by the competent authorities of any of the GCC countries, provided that an official request is submitted to TDRA for study and approval. The licensee must also establish strict auditing procedures at these PoS and certify all their special operations for the category of citizens of GCC countries using GCC ID.
- 7.27 The licensee must suspend all registration processes, services, Sellers, and Enablers registered under the SIM card PoS when the validity of the PoS

Registration Certificate expires, and the same can only be re-activated after renewing the PoS Registration Certificate.

7.28 The licensee must suspend the Seller registered under the SIM Card PoS upon the expiration of the Seller's Registration Certificate at the PoS, and the same can only be re-activated after renewing the Seller's Registration Certificate at the PoS.

7.29 The licensee must suspend the Enabler registered under the SIM Card PoS when the Enabler's Registration Certificate at the PoS expires, and the same can only be re-activated after renewing the Enabler's Registration Certificate at the PoS.

8. Governance Procedures for Mobile SIM Cards PoS

8.1 A PoS can add or cancel a PoS Seller by submitting a request for addition or cancellation to TDRA, along with the supporting information and documentation.

8.2 In the event of amendment or change in information, data, or documents of a PoS or Sellers listed under a PoS, the Mobile SIM Card PoS must amend or change the information, data or documents of the PoS or Sellers listed under the PoS, by submitting a request to TDRA to amend or change, along with providing evidence and supporting documents.

8.3 Mobile SIM Card PoS must adhere to installing informative materials and posters specified by TDRA with respect to the PoS Registration Certificate issued by TDRA.

8.4 The PoS must sell mobile SIM cards of UAE-licensed telecommunications service providers only.

8.5 The Mobile SIM Card PoS must adhere to TDRA's procedures and policies related to registering mobile subscribers.

9. Governance Procedures for Registration Certificates

- 9.1 Fees for Mobile SIM Card PoS Registration Certificate are determined according to TDRA's policy on Mobile SIM Cards PoS fees in force and as amended from time to time.
- 9.2 Regulatory procedures related to fees of renewing, amending, issuing a replacement or canceling the Mobile SIM Cards PoS Registration Certificate, are determined according to the procedures under TDRA policy on Mobile SIM Cards PoS fees in force and as amended from time to time.
- 9.3 The same fees for requesting amendment of a Mobile SIM Card PoS Registration Certificate mentioned in TDRA's relevant fees policy in force and as amended from time to time, shall apply to submitting an application or renewing each Seller registration certificate at any PoS registered with TDRA.
- 9.4 No fees shall apply for issuing a Seller registration certificate at Mobile SIM Cards PoS.
- 9.5 The same regulatory procedures related to fees of requesting amendment, replacement or cancellation of a Mobile SIM Cards PoS Registration Certificate set out in TDRA's relevant fees policy in force and as amended from time to time, shall apply to the regulatory procedures related to fees of requesting amendment, replacement or cancellation of a Seller registration certificate at a PoS.
- 9.6 Mobile SIM Cards PoS Registration Certificate shall be valid for the same period provided for under the applicable SIM Card PoS fees policy of TDRA, as amended from time to time.
- 9.7 The validity of a Seller's registration certificate in a SIM cards PoS shall be a maximum of two calendar years commencing from the date of issuing the registration certificate.
- 9.8 The validity of an Enabler's registration certificate in a SIM cards PoS shall be a maximum of two calendar years commencing from the date of issuing the registration certificate.

9.9 Licensees' Mobile SIM Cards PoS shall be exempt from the PoS registration fees policy or any fees prescribed under this Regulatory Policy Addendum.

9.10 No fees shall be levied for submitting a registration application, issuing a registration certificate, renewing a registration, or requesting amendment or cancellation of an Enabler registration certificate at a PoS.

9.11 Submission fees of the registration application are non-refundable, regardless of the final outcome of the application, whether approved or rejected.

10. Auditing and Compliance for Mobile SIM Cards PoS

10.1 In the event that TDRA or any competent authorities becomes aware of or suspects that a PoS has been found to be in breach of or in association with any action violating the telecom law and policies applicable in UAE, or the Registration Requirements for Mobile Consumers Policy, or the regulatory action defined in this Regulatory Policy Addendum for the Registration of Mobile SIM Cards PoS, or any related policies or instructions, TDRA has the right to take all or one of the following measures against the PoS:

10.1.1 Suspending the sale and registration services of mobile SIM cards by the PoS.

10.1.2 Suspending the sale and registration services of mobile SIM cards by Sellers.

10.1.3 Suspending and/or seizing Enablers of the PoS.

10.1.4 Canceling and suspending the registration services by all PoS of Trade License holders and facility owners.

10.1.5 Informing authorities concerned with issuing good conduct certificates of cases of non-compliance and sharing the data of non-compliant individuals

10.2 TDRA has the right to review the aforementioned instructions issued against any PoS.

10.3 TDRA shall issue regulations and regulatory mechanisms to govern procedures that are taken by TDRA against PoS in violation or suspected of violating the telecom law and applicable policies in the country.

11. Application and Implementation

- 11.1 This Addendum to the Regulatory Policy shall apply as of the date of its issuance to new economic establishments that are not affiliated with the licensees that intend to be registered as Mobile SIM Cards PoS.
- 11.2 This Addendum to the Regulatory Policy shall be applied following 3 months from the date of its issuance to all Non-Licensee Mobile SIM Cards PoS when requesting the renewal of the PoS Registration Certificate.
- 11.3 Existing Non-Licensee Mobile SIM Cards PoS registered with TDRA prior to the date of issuing this Addendum (whose registration with TDRA has been renewed within 3 months of this Addendum, or whose registration certificate with TDRA is yet to expire) are granted a maximum period of 6 months from the date this Addendum is issued to comply with requirements of regulatory actions mentioned thereunder.
- 11.4 Licensee Mobile SIM Cards PoS are granted a maximum period of 6 months from the date of issuing this Addendum to finalize the registration of all Licensee Mobile SIM Cards PoS with TDRA and comply with the requirements of this Addendum.
- 11.5 TDRA's Director General shall determine the executive procedures to this Addendum and amend the timescales mentioned in Article 11 of this Addendum, as required.

12. Effective Date

This Annex shall come into force as of the date of its issuance.

13. Amendment

TDRA may, as it deems appropriate, amend any provision of this Annex.