



Regulatory Policy

Registration Requirements for Mobile Consumers

Version 1.0

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Telecommunications Regulatory Authority (TRA)
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1. Definitions

The terms, words, and phrases used in this Regulatory Policy shall have the same meaning as are ascribed to them in the Telecommunications Law unless this Regulatory Policy expressly provides for otherwise, or the context in which those terms, words and phrases are used in this Regulatory Policy requires otherwise. For the purposes of this Regulatory Policy, the following terms and words shall have the meanings ascribed to them below:

- 1.1. **Type 1 Identification Document** (for UAE's nationals only) means any of the following documents:
 - 1.1.1. valid UAE national ID issued from the UAE's Emirates Identity Authority; or
 - 1.1.2. valid UAE passport, in addition to the person's unified number issued from the UAE's Ministry of Interior.
- 1.2. **Type 2 Identification Document** (for GCC's nationals only) means any of the following documents:
 - 1.2.1. valid UAE national ID issued from the UAE's Emirates Identity Authority;
 - 1.2.2. valid GCC passport, in addition to the person's unified number issued from the UAE's Ministry of Interior; or
 - 1.2.3. valid GCC national ID, in addition to the person's unified number issued from the UAE's Ministry of Interior.
- 1.3. **Type 3 Identification Document** (for non-UAE's and non-GCC's nationals) means any of the following documents:
 - 1.3.1. valid UAE national ID issued from the UAE's Emirates Identity Authority; or
 - 1.3.2. valid foreign passport and valid UAE visa or residence, in addition to the person's unified number issued from the UAE's Ministry of Interior;
- 1.4. **Type 4 Identification Document** (for business or government establishment) means a valid establishment card issued from the UAE's Ministry of Interior.
- 1.5. **Deactivate** means to disable all the mobile services of the Mobile Consumer such that the Mobile Consumer cannot access any mobile services such as but not limited to making outgoing and receiving incoming calls, or sending or receiving SMS messages, and **Deactivated** has a corresponding meaning;

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- 1.6. **Existing Mobile Consumer** means a Mobile Consumer who has an existing Mobile Subscription Contract as at the date which is nine (9) months after of issuance of this Regulatory Policy;
- 1.7. **GCC** means Gulf Cooperation Council;
- 1.8. **Identification Document** means a document which establishes the identity of a Mobile Consumer and is described in Articles 1.1, 1.2, 1.3, and 1.4;
- 1.9. **Mobile Consumer** means an individual who, a business establishment which or a Government Entity which has a Mobile Subscription Contract;
- 1.10. **Mobile Consumers Database** means a database created and maintained by a Licensee containing registers of the verified Registration Information for that Licensees' Mobile Consumers;
- 1.11. **Mobile SIM Card** means a Mobile Subscriber Identity Module smart card containing, but not limited to: the mobile telephone number of a consumer, encoded network identification information, the personal identification number, and user data such as contacts and telephone numbers;
- 1.12. **Mobile Subscription Contract** means a subscription contract between a Mobile Consumer and a Licensee to use that Licensee's Mobile SIM Card and mobile services, and includes contracts for both post-paid and pre-paid mobile services;
- 1.13. **New Mobile Consumer** means any Mobile Consumer who enters into a Mobile Subscription Contract more than nine (9) months after the date of issuance of this Regulatory Policy;
- 1.14. **Registration** means the successful outcome of the Registration Process, being the creation of a record of a Mobile Consumer's Registration Information, and **Register** and **Registered** have corresponding meanings;
- 1.15. **Registration Information** means all information and documentation, as described in Article 5.4, submitted by a Mobile Consumer during the Registration Process, or in updating his or her Registration Information;
- 1.16. **Registration Renewal** means the process by which the Mobile Consumers' Registration Information is updated;
- 1.17. **Registration Process** means the process and steps described in Article 4.2;
- 1.18. **Regulatory Framework** means the licenses, policies, directions, instructions, orders, decisions, procedures, guidelines or other regulatory instruments which have been issued by the Supreme Committee, the TRA's Board of Directors, or the TRA, and any amendments thereto;

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- 1.19. **SMS** means the short messaging service provided by the Licensees as a mobile service and is used to transmit and receive short text messages to and from SMS enabled devices;
- 1.20. **Subscription Period** means the period of validity of a Mobile Subscription Contract;
- 1.21. **Suspend** means to disable the mobile services of the Mobile Consumer such that the Mobile Consumer cannot make outgoing calls (except to Emergency Numbers or the Licensee with whom the Mobile Consumer has entered into that Mobile Subscription Contract), or send SMS messages, and **Suspended** has a corresponding meaning. For clarification, the Mobile Consumer whose mobile services have been Suspended may receive calls and receive SMS messages;
- 1.22. **Telecommunications Law** means the Federal Law by Decree No 3 of 2003 Regarding the Organisation of the Telecommunications Sector, as amended; and
- 1.23. **UAE** means the United Arab Emirates.

2. Legal References

Article 14(3) of the Telecommunications Law grants the TRA the authority to issue policies with respect to *“the terms and level of services provided by the Licensees to users, including the standards and quality of service provided, the terms and conditions of supply of such services, the handling and resolution of user complaints and disputes, the provision of information to users, the use of user information and the rendering of bills to users”*.

3. Scope and Purpose

- 3.1. The purpose of this Regulatory Policy is to:
 - 3.1.1. set out the duties and obligations of the Licensees with respect to the Registration of Mobile Consumers;
 - 3.1.2. regulate and control Registration Process and requirements of Mobile Consumers; and
 - 3.1.3. achieve the accuracy of received and entered Mobile Consumers Registration Information in Licensees' Mobile Consumers Databases.
- 3.2. This Regulatory Policy applies to all Licensees who enter into Mobile Subscription Contracts with Mobile Consumers.

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- 3.3. No Licensee shall provide Mobile SIM Cards or mobile services to a Mobile Consumer who is not Registered in accordance with the provisions of this Regulatory Policy.
- 3.4. Notwithstanding Article 3.3, a Licensee may continue to provide Mobile SIM Cards and mobile services to an Existing Mobile Consumer during the nine (9) months after the issuance of this Regulatory Policy and during the registration period described in Article 12.3 even though such Existing Mobile Consumer may not yet have been Registered.
- 3.5. The Licensees shall be responsible for ensuring that persons acting as their agents or subcontractors for the purpose of entering into Mobile Subscription Contracts with Mobile Consumers comply with the provisions of this Regulatory Policy, where applicable. For clarity, this Article shall not act as an approval or authorization of the TRA for any person to act as the agent or subcontractor of a Licensee.
- 3.6. Nothing in this Regulatory Policy shall serve to release the Licensees from any of their obligations pursuant to the Regulatory Framework.

4. Registration

- 4.1. The Mobile Consumer shall not be deemed to be Registered until the Registration Process is successfully completed.
- 4.2. The Registration Process shall consist of the following steps:
 - 4.2.1. the Licensee ensuring that each Mobile Consumer has submitted the required Registration Information as required by Article 5;
 - 4.2.2. the Licensee verifying the Registration Information as required by Article 6; and
 - 4.2.3. the Licensee entering the Registration Information into or updating the Registration Information in its Mobile Consumers Database in accordance with Article 7.
- 4.3. The Registration Process shall also apply to Registration Renewals in accordance with Article 9. The TRA has the right to amend the Registration Renewal Process from time to time.
- 4.4. The Licensees shall not impose any new or additional charges on Mobile Consumers for Registrations or Registration Renewals.
- 4.5. Each Licensee shall ensure that each Mobile Consumer is not Registered for more than the maximum number of Mobile SIM Cards with that Licensee, as that maximum number is determined by the TRA from time to time.

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5. Information and Documentation

- 5.1. The Licensees are required to obtain Registration Information from Mobile Consumers in accordance with Article 5.4 prior to Registering a Mobile Consumer and prior to renewing a Mobile Consumer's Registration.
- 5.2. For clarification, the Registration Information described in Article 5.4 is the minimum Registration Information requirement for Registration, and the Licensees may, in their discretion, require Mobile Consumers to provide information or documentation (other than the Identification Document) in addition to that described in Article 5.4.
- 5.3. This Regulatory Policy is without any prejudice to any other requirements imposed by federal or local law.
- 5.4. The Licensees (and only through authorised persons from Licensees) are required to obtain the following Registration Information from Mobile Consumers and enter the following fields in the relevant Licensee's Mobile Consumers Database:
 - 5.4.1. Where the Mobile Consumer is an individual:
 - 5.4.1.1. the full name of the Mobile Consumer as shown in the Identification Document;
 - 5.4.1.2. the mailing address of the Mobile Consumer in the UAE, if available. Where such a mailing address is not available, a contact address in the UAE;
 - 5.4.1.3. the nationality of the Mobile Consumer;
 - 5.4.1.4. confirmation of the reception of the original and a copy of one Identification Document. The Identification Document may be one of the following:
 - (a) a Type 1 Identification Document if the Mobile Consumer is a UAE citizen;
 - (b) a Type 2 Identification Document if the Mobile Consumer is a GCC citizen; or
 - (c) a Type 3 Identification Document if the Mobile Consumer is neither a UAE citizen nor a GCC citizen;
 - 5.4.1.5. the Identification Document type;
 - 5.4.1.6. the Identification Document number;

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- 5.4.1.7. the issuance date of the Identification Document;
 - 5.4.1.8. the expiry date of the Identification Document. Where the individual is neither a UAE citizen nor a GCC citizen, the expiry date is deemed to be the expiry date of the individual's visa or residence, or the expiry date of the passport, whichever comes sooner;
 - 5.4.1.9. the expiry date of the Registration of the Mobile Consumers. Where the information in this field is the same as the information mentioned in Article 5.4.1.8 taking into consideration the exceptional case when the expiry date of the submitted Identification Document is less than one year from the date of the Registration Process, then in this exceptional case the Licensees is allowed to extend the expiry date of the Registration to one year from the successful Registration Process;
 - 5.4.1.10. the unified number issued from the UAE's Ministry of Interior (in case the submitted Identification Document submitted are not the UAE national ID issued from the UAE's Emirates Identity Authority); and
 - 5.4.1.11. the full name of the Licensee's authorised person who has received the Identification Document and entered the information of the Mobile Consumer in the Licensee's Mobile Consumers Database.
- 5.4.2. Where the Mobile Consumer is a business establishment:
- 5.4.2.1. confirmation of the reception of the original and a copy of a Type 4 Identification Document.;
 - 5.4.2.2. the legal and trade name of the business establishment;
 - 5.4.2.3. the mailing address of the business establishment;
 - 5.4.2.4. the business establishment's number;
 - 5.4.2.5. the business establishment's commercial activity type;
 - 5.4.2.6. the issuance date of the Identification Document;

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- 5.4.2.7. the expiry date of the Identification Document which will represent the expiry date of the Registration of the Mobile Consumer;
 - 5.4.2.8. the name of the person acting on behalf of the business establishment to Register the business, and evidence in the form of the original and a copy of the power of attorney granting that person the authority to act on behalf of the business establishment for that purpose;
 - 5.4.2.9. the Licensee should obtain the information of the person acting on behalf of the business establishment to Register the business establishment in order to register him/her as per Article 5.4.1; and
 - 5.4.2.10. the full name of the Licensee's authorised person who will receive the Identification Document, enter the information of the Mobile Consumer (in the Licensee's Mobile Consumers Database) and will verify the Registration Information and documents.
- 5.4.3. Where the Mobile Consumer is a Government Entity:
- 5.4.3.1. confirmation of the reception of the original and a copy of a Type 4 Identification Document.;
 - 5.4.3.2. the legal name of the Government Entity establishment;
 - 5.4.3.3. the mailing address of the Government Entity establishment;
 - 5.4.3.4. the establishment's number the Government Entity;
 - 5.4.3.5. the issuance date of the Identification Document;
 - 5.4.3.6. the expiry date of the Identification Document which will represent the expiry date of the Registration of the Mobile Consumer;
 - 5.4.3.7. the name of the person acting on behalf of the Government Entity to Register the Government Entity, and evidence in the form of the original and a copy of the power of attorney granting that person the authority to act on behalf of the Government Entity for that purpose;

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- 5.4.3.8. the Licensee should obtain the information of the person acting on behalf of the Government Entity to Register the Government Entity in order to register him/her as per Article 5.4.1; and
 - 5.4.3.9. the full name of the Licensee's authorised person who will receive the Identification Document, enter the information of the Mobile Consumer (in the Licensee's Mobile Consumers Database) and will verify the Registration Information and documents.
- 5.5. If the Mobile Consumer fails or refuses to submit the necessary Registration Information required for the Registration, then the Registration is deemed to have failed.

6. Verification

- 6.1. The Licensees (and only through authorised persons from Licensees) must verify the Registration Information submitted by the Mobile Consumer during the Registration Process by:
- 6.1.1. verifying the Registration Information against the information contained in the Identification Documents or in other documents submitted during the Registration Process, where possible; and
 - 6.1.2. comparing each original Identification Document against the copy submitted during the Registration Process to verify that the copy provided is a true copy of the original Identification Document
- 6.2. After the verification of the Registration Information in accordance with Article 6.1, the Licensee shall return the original Identification Documents and the originals of any other documents to the Mobile Consumer and shall retain clear and true copies of such documents.
- 6.3. If the Licensee cannot verify the Registration Information submitted by the Mobile Consumer for Registration in accordance with the steps described in Article 6.1, then the Registration is deemed to have failed.
- 6.4. The TRA has the right to amend the process, procedures and requirements of verification process from time to time.

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7. Mobile Consumers Database

Each Licensee shall create and maintain a Mobile Consumers Database that contains all verified Registration Information and Mobile Subscription Contract information for each Mobile Consumer of that Licensee. For clarification, the Mobile Consumers Database shall contain all the Registration Information related to the Mobile Consumer and in all status (such as during service activation, suspension, deactivation, transfer of Mobile Subscription Contracts, replacement, or .. etc).

8. Service Activation

- 8.1. The Licensee shall not activate the service to the Mobile SIM Card of any New Mobile Consumer until the Mobile Consumer has been Registered.
- 8.2. The Licensee shall notify the Mobile Consumer of the success or failure of his or her Registration and service activation of the Mobile SIM Card (if applicable) within forty-eight (48) hours from the date of completion of the Registration Process.

9. Registration Renewal

- 9.1. The Licensees shall update the Registration Information for all Mobile Consumers upon:
 - 9.1.1. the expiry of the Registration's expiry date of the Mobile Consumer which is entered in the Licensee's Mobile Consumers Database during the last successful Registration or Registration Renewal; or
 - 9.1.2. a request from the Mobile Consumer at any time after the date of the last successful Registration or Registration Renewal.
- 9.2. The Licensees shall follow the Registration Process when updating Registration Information. The TRA has the right to amend the Registration Renewal process from time to time.
- 9.3. Once the Mobile Consumer's Registration Information has been successfully updated in accordance with the Registration Process, the Mobile Consumer's Registration is deemed to have been renewed successfully.
- 9.4. The Licensee shall notify the Mobile Consumer of his or her successful Registration Renewal within forty-eight (48) hours from the date of renewal.

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10. Suspension and Deactivation

- 10.1. No less than one (1) calendar month prior to the date that a Mobile Consumer's Registration will expire, the Licensee shall:
- 10.1.1. advise the Mobile Consumer that his or her Registration will expire, and the date of that expiry;
 - 10.1.2. advise the Mobile Consumer that his or her Mobile SIM Card and mobile services will be Suspended unless the Mobile Consumer submits the required and verifiable Registration Information for Registration Renewal prior to the date of expiry.
- 10.2. If the Mobile Consumer submits the required and verifiable Registration Information prior to the date of expiry, the Licensee shall renew the Mobile Consumer's Registration.
- 10.3. If the Mobile Consumer does not submit the required and verifiable Registration Information prior to the date of expiry, the Licensee shall Suspend the Mobile Consumer's Mobile SIM Card and mobile services, and give the Mobile Consumer notice of the Suspension within twenty-four (24) hours.
- 10.4. Where the Licensee at any time determines that the Mobile Consumer has submitted false Registration Information, the Licensee shall, at its discretion, either:
- 10.4.1. immediately Suspend the Mobile Consumer's Mobile SIM Card and mobile services, in which case the Mobile Consumer's Registration is deemed to have expired; or
 - 10.4.2. immediately Deactivate the Mobile Consumer's Mobile SIM Card and mobile services,
- and give the Mobile Consumer notice of the Suspension or Deactivation and the reason for same within twenty-four (24) hours.
- 10.5. Every notice of Suspension given to the Mobile Consumer in accordance with Articles 10.3, 10.4, or 10.7 shall state that unless the Mobile Consumer submits the required and verifiable Registration Information prior to the expiry of three (3) months from the date of the Suspension, his or her Mobile SIM Card and mobile services will be Deactivated.
- 10.6. If, after Suspension, the Mobile Consumer submits the required and verifiable Registration Information prior to the expiry of three (3) months from the date of the Suspension, the Licensee shall revoke the Suspension, reinstate the Mobile Consumer's Mobile SIM Card and mobile services, and renew the Mobile Consumer's Registration.

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- 10.7. If, two (2) weeks prior to the expiry of three (3) months from the date of the Suspension, the Mobile Consumer has not yet submitted the required and verifiable Registration Information, the Licensee shall give the Mobile Consumer another notice of Suspension.
- 10.8. If the Mobile Consumer does not submit the required and verifiable Registration Information prior to the expiry of the three (3) months from the date of the Suspension, the Licensee shall Deactivate the Mobile Consumer's Mobile SIM Card and mobile services, and give the Mobile Consumer notice of the Deactivation within twenty-four (24) hours.
- 10.9. Once a Mobile Consumer's Mobile SIM Card and mobile services have been Deactivated, the Licensee is under no obligation to accept any additional Registration Information from that person.
- 10.10. Once a person's Mobile SIM Card and mobile services have been Deactivated, the Licensee is entitled to reuse the number associated with that person's Deactivated Mobile SIM Card without further notice to him/her.
- 10.11. Once a person's Mobile SIM Card and mobile services have been Deactivated, the Licensee is under no obligation to reissue the number associated with the person's Deactivated Mobile SIM Card to him/her.
- 10.12. Reuse and reissuance of the numbers associated with Deactivated Mobile SIM Cards shall be governed by the TRA's Regulatory Framework (as may be amended from time-to-time) and in particular with the provisions of TRA's National Numbering Plan Policy in effect and amended from time to time.

11. Transfer of Mobile Subscription Contracts

- 11.1. The Licensees shall consent to and allow the transfer of a Mobile Subscription Contract from one Mobile Consumer to another, on the condition that:
 - 11.1.1. the request to transfer is made by the transferor Mobile Consumer and consented to by the transferee Mobile Consumer, in writing;
 - 11.1.2. the request to transfer is made during the Subscription Period;
 - 11.1.3. the transferee Mobile Consumer is successfully Registered;
 - 11.1.4. all obligations imposed pursuant to this Regulatory Policy are satisfied, and
 - 11.1.5. the Licensees' rules and regulations with respect to the transfer of Mobile Subscription Contracts are satisfied.
- 11.2. The Licensees shall comply with all obligations and conditions imposed pursuant to the Regulatory Framework, including any applicable mobile number

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portability policies, regulations or instructions in effect from time to time with respect to the transfer of Mobile Subscription Contracts.

12. Implementation

- 12.1. Upon the expiry of nine (9) months from the date of issuance of this Regulatory Policy, the Licensees shall ensure that any New Mobile Consumer is Registered prior to activation of that New Mobile Consumer's Mobile SIM card or the provision of mobile services to that New Mobile Consumer.
- 12.2. Upon the expiry of nine (9) months from the date of issuance of this Regulatory Policy, the Licensees shall commence Registration of all Existing Mobile Consumers.
- 12.3. The Licensee shall complete Registration of all Existing Mobile Consumers within twenty seven (27) months from the date of issuance of this Regulatory Policy.
- 12.4. The Licensee shall divide the Registration Process of all Existing Mobile Consumers in consecutive and organised phases during the specified period in Article 12.3 in order to ensure the balance and the successfulness of this process.
- 12.5. Where an Existing Mobile Consumer cannot be successfully Registered because:
 - 12.5.1. the Existing Mobile Consumer fails or refuses to submit the necessary Registration Information required for the Registration; or
 - 12.5.2. the Licensee cannot verify the Registration Information submitted by the Existing Mobile Consumer,then the Registration shall be deemed to have failed, and the Licensee shall Suspend or Deactivate the Existing Mobile Consumer's Mobile SIM Card and mobile services in accordance with the procedures set out in Article 10, *mutatis mutandis*.
- 12.6. The Licensee shall put the required plans, processes and procedures which are realistic, efficient and effective to ensure compliance with the provisions of this Regulatory Policy.

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13. Consumer Care

- 13.1. The Licensees shall take appropriate measures and regular campaigns to educate and raise awareness amongst their Existing and New Mobile Consumers regarding the requirements and implementation of this Regulatory Policy.
- 13.2. The TRA has the right to impose measures and awareness campaigns to raise the awareness of Mobile Consumers regarding the requirements and implementation of this Regulatory policy.
- 13.3. The Licensees shall provide a free consumer care line for any person to make enquiries about the processes and requirements for Registration and renewal of Registration and to lodge any complaints arising from the implementation of this Regulatory Policy.
- 13.4. The Licensees shall provide a free confidential and secure service to its Mobile Consumers by which those Mobile Consumers may determine:
 - 13.4.1. the details of any Mobile Subscription Contract to which the Mobile Consumer is a party;
 - 13.4.2. the status of any pending Registrations or Registration Renewals for that Mobile Consumer; and
 - 13.4.3. the Registration details of any Mobile SIM Card which is Registered to that Mobile Consumer.

14. Record of Registration

- 14.1. The Licensees shall keep records of Registration Information for as long as the relevant Mobile SIM Card is active.
- 14.2. The Licensees shall keep all records of Registration Information for the relevant Deactivated Mobile SIM card for a period of at least twelve (12) months from the date of Deactivation.
- 14.3. The Licensees shall always keep all the main Registration Information (i.e. information entered in the fields specified in Article 5.4) related to all of their mobile telephone numbers and in all status (i.e. during service activation, suspension, deactivation, transfer of Mobile Subscription Contracts, replacement, or .. etc).



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15. Security and Confidentiality

- 15.1. The Licensees shall ensure that the Registration Information is kept secure and confidential.
- 15.2. The Licensees shall submit reports on steps taken and processes introduced to ensure the security and confidentiality of Registration Information to the TRA as and when requested by the TRA.
- 15.3. The Licensees shall comply with all obligations and conditions imposed pursuant to the TRA's Privacy of Consumer Information Policy, in effect and amended from time to time,

16. Audit and Compliance

- 16.1. The TRA may from time to time audit any Licensee's Mobile Consumers Database or any other related system to ensure the integrity of the Registration Information.
- 16.2. The TRA will continuously monitor the Licensees' implementation of and compliance with this Regulatory Policy and may require information and reports to be submitted by the Licensees as and when requested.

17. Effective Date

This Regulatory Policy shall be effective from the date of its issuance and shall be published in the official gazette.

18. Amendment

The TRA may, at its discretion, amend any of the provisions of this Regulatory Policy.