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ISLAMABAD, **DDMMYYYY**

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PART II

**Statutory Notifications (S.R.O.)**

GOVERNMENT OF PAKISTAN

**PAKISTAN TELECOMMUNICATION AUTHORITY**

NOTIFICATION

*Islamabad, **DDMMYYYY***

**S.R.O No.....** . — Pursuant to clause 9.6 of the Telecommunications Policy,2015 issued by the Government of Pakistan i.e Ministry of Information Technology (IT& Telecom Division) on the Type Approval regime for telecommunications terminal equipment, the Pakistan Telecommunication Authority under sub-section (2) of section 29 of the Pakistan Telecommunication (Re-organization) Act, 1996 (XVII of 1996) hereby makes the following regulations, namely:

**PART- I**

**PRELIMINARY**

**1. Short title and commencement.** —(1) These regulations shall be called the "Mobile Devices Identification, Registration and Blocking Regulations,2017" (2) They shall come into force from the date of gazette notification.

**Definitions.** — In these regulations, unless there is anything repugnant in the subject or context, —

- (a) **"Authority"** means Pakistan Telecommunication Authority established under section 3 of the Pakistan Telecommunication (Re-organization) Act, 1996;
- (b) **"Authorized Distributer"** means an entity holding a valid type approval certificate issued by the Authority under the Type Approval Regulations for distribution and sale of terminal equipment/mobile devices for connection to a public switched network; .
- (c) **"Black List"** means a list of IMEIs that are associated with mobile devices that have been denied service on mobile networks because they have been reported as lost, stolen, , , having an invalid IMEI number(s) having duplicate IMEIs or not having certification of compliance to technical standards for IMEI devices issued by the PTA.
- (d) **"Blocking Intimation"** means an alert to subscribers that their mobile devices will be blocked with reasons for the said blocking.
- (e) **"Compliant Mobile Device"** A device fulfilling the following requirements;
  - i. Devices with valid IMEIs (IMEIs assigned by GSMA).
  - ii. Devices with unique IMEIs (per SIM slot) in a mobile device.
  - iii. Devices not in the stolen/lost lists (reported locally to the PTA and globally to GSMA).
  - iv. Devices type approved/having Certification of Compliance to Technical Standards for IMEI devices issued by the PTA.
- (f) **"Mobile Device"** means a communicating device that uses SIM(s) (subscriber identity module) such as mobile phone, SIM based tablet, SIM Based Router etc.
- (g) **"Device Blocking"** means-denial of telecommunication service to a device by the MNOs.

- (h) **“Device Import System”** means a web interface to Authorized Distributors/OEMs/Individuals to apply for Certification of Compliance to Technical Standards for IMEI devices on line for commercial import/personal use by adding the data in the prescribed format by the Authority from time to time.
- (i) **“Mobile Device Identification Registration Blocking System”**“DIRBS” means a system and service which is capable of identification, registration and blocking of non-compliant SIM based mobile devices in the prescribed manner.
- (j) **“Duplicate IMEI”** means IMEIs found with two or more mobile devices. It includes same IMEI on a dual or more SIM device for each SIM slot.
- (k) **“Exception List”** means a list containing specific IMEI-subscription pairings that are allowed to continue receiving service even if their IMEI appears on the blacklist.
- (l) **“Equivalent Identifier”** means a unique device identifier, which may be issued by any other entity and accepted by PTA
- (m) **“Field Verification Interface”** means a web interface and application for stakeholders to verify mobile device status.
- (n) **“IMEI-Subscription Pairing”** means pairing of a particular IMEI with subscriber’s SIM.
- (o) **“IMEI”** means an international mobile equipment identity by GSMA and it comprises of unique 15 digit decimal numbers required to identify mobile devices on mobile networks
- (p) **“IMSI”** means the International Mobile Subscriber Identity is used to identify the user of a particular mobile network operator and is unique with all the cellular networks. IMSI consists of mobile country code, mobile network code etc.

- (q) **“Lost/Stolen Devices”** Devices reported as lost or stolen to PTA
- (r) **“MSISDN” means the** Mobile Station International Subscribers Directory Number is a number uniquely identifying a subscription in a GSM or a UMTS mobile network.
- (s) **“Notification List”** means a list of mobile Devices with certain authentication issues such as having actual IMEI numbers but not been type approved by PTA, not having certification of compliance to technical standards for IMEI devices issued by PTA or duplicate IMEI.
- (t) **“OEM”** means an Original Equipment Manufacturer, who can be type approval holder, to market and sell devices in the territory of Pakistan.
- (u) **“Secure File Interface” means the** secure interface for Mobile Network Operators to upload mobile device data in the PTA predefined format.
- (v) **“Subscriber/Consumer”** means any natural person who enters into a contract with an MNO for acquiring mobile communication service. **“Terminal Equipment”** means any apparatus directly or indirectly connected to any network termination point and used for sending, processing or receiving intelligence;

2. **Scope and Applicability.-** These Regulations shall apply to all mobile communications service licensees for the registration and maintenance of accurate data of their subscribers mobile devices and registered IMEI through for verification through the DIRBS system in accordance with the procedure specified in these Regulations.

(w) **PART- II**

3. **Provision of Mobile Communication Services** — (1) Mobile Communication Service shall be provided by MNO(s) compliant mobile devices.

(2) All mobile operators and type approval holders shall ensure that non-compliant mobile devices shall not be imported, sold, marketed or connected with the mobile operators' networks.

(3) Stolen phones, blocked phones, and phones with duplicate or non-standard identifiers shall be blocked by MNO(s) from use in Pakistan.

(4) Mobile terminal equipment/devices must have a valid and unique IMEI issued by GSMA or equivalent identifier for connection to a public switched network in the manner set out in these regulations

4. Establishment of Device **Identification of Non-Compliant Mobile Devices**. —(1) The Authority shall establish DIRBS and prescribe Standard Operating Procedures for its implementation on technical, management and operational matters ..

(2) The DIRBS system shall be installed having the necessary hardware and software to implement DIRBS for analysis. The analysis will be capable of identification of non-compliant mobile devices

(3) It will comprise a core analysis system combined with subsystems to support verification of IMEIs by stakeholders, registration of IMEI paired exceptions, and import of various inputs including operator device data dumps, GSMA device database, importer device lists, and stolen device lists. Analysis will be performed to allow the identification and tracking of non-compliant devices in accordance with these Regulations

5. **Registration of Mobile Devices**. — (1) A Device Verification System Interface will be provided by PTA to type approval holders/Authorized Distributors for registration /identification of IMEI displayed on the mobile device to verify whether the said device is a compliant mobile device or not issued certification of compliance to technical standards for IMEI devices issued by PTA.

(2) The format of the system specified in sub-regulation (1) above shall be in accordance with an SOP to be issued by PTA on notification of these regulations

(2) Authorized distributors and OEMs who are type approval certificate holders will be required to apply for certification of compliance to technical standards for IMEI devices to PTA before import or shipment to market respectively as per the prescribed format by PTA as well as PTA type approval regulations.

(3) Devices imported/shipped in accordance with sub-regulation (2) above will be eligible for registration.

(4) Individuals importing/carrying device(s) for personal use will be required to apply for certification of compliance to technical standards for IMEI devices issued by PTA as per PTA guidelines/SOPs issued from time to time as well as PTA type approval regulations to become eligible for registration of the device(s).

(5) Un-registered devices will be denied mobile communication service by the MNO (s) and will be included in the Black list by the MNOs if found operational on the public switched network.

6. **Blocking/Un-Blocking of Devices.** — (1) Cellular mobile operator shall provide the data dumps in the prescribed format by PTA from time to time. The DIRBS system shall generate black list, exceptions list and notification list, which will be forwarded to the MNOs for implementation on their networks for blocking and unblocking of devices and intimation to the Subscribers wherever required:

- (a) **Black List.** Black list will be sent to all MNOs periodically through DIRBS interface. All devices whose IMEIs are included in the latest black list will be denied mobile communication service by the MNO.
- (b) **Exceptions List.** An operator specific exceptions list containing specific IMEI-Subscription pairings, as per clause 7 of these regulations, will be sent to each operator periodically. MNOs will allow the pairings in the latest list to continue receiving service even if their IMEIs appear on the blacklist.
- (c) **Notification List.** Operator specific notification lists will be used to indicate mobile devices with certain issue(s). IMEIs on a notification list will be provided along with the subscription they were observed with, so that the relevant MNOs may communicate with such devices and help resolve the issues. If the issues with a device remain unresolved for a period specified by PTA, its IMEI will be sent to the blacklist.

(2) The lists at sub-regulation (1) above will be generated and provided to MNOs at regular intervals based to PTA in accordance with the manner prescribed by PTA through a standard operating procedure.

(3) Any blacklisted mobile device will be not be activated except for lost/stolen and type approved devices which are verified by the MNO and DIRBS in accordance with the SOP approved by the Authority.

7. **Device-Subscription Pairing.** —(1) A pairing system will be part of DIRBS which will pair devices with subscriptions based on criteria to be provided by the Authority.

(2) Paired devices will remain in exception list for a time period specified by PTA.

7. **Roamers.**— (1) These Regulations shall also apply on mobile devices while roaming in Pakistan with the exception that these device will not be placed in the category of devices not type approved/not having Certification of Compliance to Technical Standards for IMEI devices issued by the PTA.

Provided that in case roamers stay more than 6 months in Pakistan then such roamer shall be required to apply to PTA for issuance of certification of compliance to technical standards for IMEI devices.

### PART- III

## RIGHTS & OBLIGATIONS

8. **Obligations of MNOs.** — (1) All MNOs shall ensure implementation of Equipment Identity Register (EIR) or related module in their networks or as directed by the Authority.

(2) MNOs shall ensure that their system is capable to facilitate the implementation and smooth functioning of DIRBS.

(3) MNOs shall not install or permit the installation or connection of, any terminal equipment unless the terminal equipment is (a) type approved, or otherwise permitted by the Authority, (b) type approved by a recognized telecommunications equipment type approval agency or a recognized telecommunication equipment testing laboratory in a member country or the organization of economic cooperation and development (OECD). The licensee shall not install or connect, or permit the installation or connection of, any terminal equipment or type of terminal equipment prohibited by the Authority

(4) All MNOs shall upgrade their EIRs/systems in terms of hardware and software at their own cost in order to support blocking the mobile devices placed in the Black List, allow the IMEI-Subscription pairings that are listed in the Exceptions List to continue receiving mobile

communication service even if their IMEIs appear on the blacklist and update these lists on a daily basis and whenever new/updated lists are provided by PTA.

(5) All MNOs shall provide mobile device data dumps in the given timeframe and format as specified by the Authority from time to time.

(6) All MNOs shall setup, operate and maintain a Secure File Interface to the DIRBS core system as well as provide secure connectivity between DIRBS' SMS gateway and their SMSC at their own cost as specified by the Authority from time to time.

(7) Mobile licensees will actively identify Stolen phones, blocked phones, and phones with duplicate or non-standard identifiers on their networks and will maintain and report to DIRBS and update database with information about such phones for the benefit of the mobile services sector worldwide.

(8) Mobile licensees will become members of the International Mobile Equipment Identity Database (IMEI DB, formerly the CEIR) operated by the GSMA, or others as applicable.

(9) Mobile licensees will include countries that are the source of a large number of stolen devices to Pakistan in their IMEI DB notification profile.

(10) Mobile licensees will not allow the registration of new terminal equipment/mobile devices with invalid identifiers on their networks.

9. **Rights of MNOs.** — (1) Each MNO shall be provided analysis report generated by DIRBS specific to it in the standard operating procedures prescribed by the Authority from time to time

10. **Obligations of Authorized Distributor/OEMs.** —All type approval holders/Authorized Distributors/ OEMs shall provide accurate information of type approved devices for issuance of certification of compliance to technical standards for IMEI devices by PTA in order to maintain the updated list of IMEI numbers of devices in the DIRBS as per Regulation 5 above.

11. **Rights of Authorized Distributors/OEMs** – Authorized Distributors/OEMs will be allowed to get their blacklisted devices registered by submitting valid documents as per PTA type approval regulations and fulfilling requirements.

12. **Subscriber Rights** – (1) Subscribers may report their lost/stolen mobile devices blocked on the help line of MNO .

(2) Subscribers may prove the authenticity of their duplicated IMEI device(s) which have been blocked, by submitting valid documents to PTA and get services restored through pairing, if device is ascertained to be compliant as a result of scrutiny of the submitted documents to PTA.

#### PART- IV

### RELATIONSHIP BETWEEN STAKEHOLDERS

13. **MNOs & Subscribers.** – (1) MNOs will make sure that they send an intimation to all those subscribers who are using non-compliant mobile devices.

(2) Subscribers may contact the concerned MNO for guidance

(3) MNOs shall train their CSC staff to handle DIRBS/mobile device related queries received from consumers..

14. **Authorized Distributors/OEMs, & PTA.** – (1) Authorized Distributors/OEMs will ensure that they get their devices type approved from PTA as per the PTA Type Approval Regulations

(2) PTA will facilitate the type approval of compliant devices.

15. **Public Education & Awareness Campaigns.** – (1) All MNOs shall carry out extensive media campaigns through SMS broadcasts, at their own cost, to educate consumers for the requirement to verify the validity of the mobile devices in their use and the procedure for verification of mobile devices available for sale/purchase, using the field verification system of DIRBS.

(2) The SMS broadcast shall encompass the following:

(a) Subscribers desirous of getting telecommunication services shall ensure that they are using compliant mobile device(s) by checking through “Field Verification System” which could be web based, mobile app or SMS short code.

(b) Respond and take necessary actions as requested through any message delivered to them through any means regarding their device(s).

(c) All information and knowledge about DIRBS to avoid inconvenience caused due to their devices getting blocked.

(d) Buy and use only PTA type approved devices

(e) or any other notifications/information required to be sent to the customers by the Authority from time to time.

(3) MNOs will train their Customer Service and Call Centers staff to guide the customers on DIRBS. They will also design and display posters in their Customer Service Centers and provide them to their dealers for awareness of general public.

(4) PTA will organize country wide awareness campaigns in the print and electronic media

(5) Mobile Operators shall train their customer service representatives and provide brochures to its consumers educating them on how to check authenticity of a mobile device by means field verification interface.

16. **Inspection.** (1) In order to ensure compliance of these Regulations, the Authority may through its authorized officer(s) may inspect the premises and records maintained by the MNO(s) at any time at their customer services outlets or registered and authorized agents or franchisees.

(2) The concerned Operator(s) and their registered and authorized agents or franchisees shall provide all the information and shall extend all possible assistance to the authorized officer(s) or representative of the Authority to inspect the records.

17. **Complaints System.**—(1) The MNOs, Authorized Dealers and Type Approval Holders shall establish an efficient methodology promptly receive, process and respond to complaints, by subscribers regarding their devices.

(2) They shall make all reasonable efforts to resolve complaints in accordance with the Telecom Consumers Protection Regulations, 2009

18. **Privacy of data.**—(1) Mobile operators shall not disclose the contents of any data being transmitted or received from DIRBS. It must remain under their control except to the extent permitted by PTA in writing or through any regulation/instruction/directive.

(2) MNOs shall take all reasonable measures to safeguard the databases from unauthorized interception or unauthorized access.

19. **Implementation Date.**—(1) All Operators shall commence providing pairing/registration services to their Subscribers by the Implementation date as determined by the Authority.

(2) The Implementation Date shall be advertised nationwide by PTA

20. **Directions of the Authority.** (1) All directives, notifications, standard operating procedures and orders issued by the Authority from time to time on or before notification of these Regulations shall be binding and applicable on the Operators

21. **Confidentiality of Information.**—Without prejudice to the provisions of any law for the time being in force, all MNO(s) shall ensure the confidentiality of all information disclosed by the Consumers under the provisions of these Regulations.