



ESWATINI COMMUNICATIONS COMMISSION

NOTICE 03/2023

DIRECTIVE ON THE REVIEW OF SUBSCRIBER REGISTRATION (VELA) REQUIREMENTS

The Eswatini Communications Commission is the regulatory authority established by the Eswatini Communications Commission (ESCCOM) Act of 2013, and is responsible for the regulation and oversight of electronic communications networks and the provision of electronic communications services in Eswatini, including the regulation of data protection in electronic communications.

The Eswatini Communications Commission (Subscriber Registration) Regulations, 2016 provide for the registration of all mobile subscribers in Eswatini and the protection of the subscriber information collected. The Regulations apply to all electronic communications service licensees and the registration of individual and corporate mobile subscribers in Eswatini.

In April 2018 the Commission, published requirements for registration of subscriber information. The dynamic nature of the sector and the current landscape has however called for a review of the requirements in order to facilitate an efficient process of collection of subscriber information and activation of the Mobile Subscriber Integrated Service Digital Network (MSISDN) number.

The Commission, in consultation with all relevant stakeholders, has reviewed the requirements as fully appears hereunder and determined the revised requirements.

Eswatini Nationals: Prepaid/Post-paid customers	Non-Eswatini Nationals: Prepaid/ Post-paid customers	Juristic Persons (Company or organisation)	Revised requirements
I. IDENTITY DOCUMENT REQUIREMENTS			
Proof of Identity: <ul style="list-style-type: none"> ▪ ID of subscriber ▪ Valid passport ▪ Declaration by person verified/ subscriber. 	Proof of Identity: <ul style="list-style-type: none"> ▪ Valid passport from country of origin or ID issued by Eswatini Government ▪ Declaration by person verified/ subscriber. 	Proof of Identity: <ul style="list-style-type: none"> ▪ Same requirements as for individual customers ▪ National ID of authorized representatives ▪ Proof of authorization ▪ Certificate of incorporation and first 2 pages of articles with endorsements by Registrar of companies. 	<ul style="list-style-type: none"> ▪ All SIM cards belonging to a company should be registered in the user's/number holder's name. SIM cards assigned to machines e.g. car trackers shall be registered in the company's name. ▪ For all SIM cards registered in the company name – Vela

			<p>requirements should be satisfied once company registration documents and proof of address of the company has been filed.</p> <ul style="list-style-type: none"> Foreign Nationals shall only provide their ID/Passport to register their SIM cards.
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2. DECLARATION OF RESIDENCE BY SUBSCRIBER

OPERATIONAL REQUIREMENTS

Minors under 18 years of age.	Minors shall use their Personal Identity Number (PIN) to register, and must be accompanied by a parent or guardian. A declaration by the minor's <i>umphakatsi/school principal/Social Welfare Officer</i> , or any adult responsible for the minor child is required.
Total number of Sim Cards that may be registered in the name of one individual	Individuals may register up to ten (10) SIM cards, inclusive of those used by minors.
Registration of Refugees	Official registration document confirming refugee/foreigner status from the relevant Ministry or Identity document of the subscriber
Lost proof of identification documents, e.g. ID or passport	A subscriber shall submit an affidavit confirming ID details, subject to filing of a copy of the ID within sixty (60) days to attain full registration status, failing which the SIM shall be blocked and churned.
Transfer of MSISDN from one individual to another upon death	The applicant intending to use a deceased's SIM shall be required to fill the following documents for the transfer of the SIM: - <ul style="list-style-type: none"> Death certificate of the original SIM Card holder. Letter from the Executor consenting to the transfer of the SIM. Applicant's ID. Proof of address.
Change of particulars captured by a subscriber	Operator systems should allow for update of details in the case of a change in personal details.
Know Your Client	Operators shall require subscribers to resubmit documents used in registration every two (years) to ensure the captured data is accurate.

The documentary requirements for registration, for the different categories of subscribers remain as follows:

I. Swazi Nationals

- Lease agreement/letter from employer/owner of premises;
- Municipal Rates Certificate;
- Utility bill (SWSC, EEC, EPTC), not older than three (3) months;
- Declaration from person with whom subscriber shares residential address, in whose name the utility bill is registered
- Letter from Chief/*Inkhundla*;
- Declaration by person verified/ subscriber.

2. Non-Swati Nationals

- Lease agreement/letter from employer/owner of premises
- Municipal Rates Certificate;
- Utility bill (SWSC, EEC, EPTC) not older than three (3) months;
- Hotel confirmation of accommodation;
- Declaration from person with whom subscriber shares residential address, in whose name the utility bill is registered;
- Letter from Chief/*Inkhundla*.
- Declaration by person verified/ subscriber.

The directive on the amended VELA requirements shall come into effect on the 1st May 2023.

Dated 20 April 2023

Chief Executive