

Frequently Asked Questions -SIM Registration Exercise 2021 - 2022

BACKGROUND

1. What is this SIM registration exercise about?

Ans: it is a national exercise led by the Ministry of Communication and Digitalization and the regulator, National Communication Authority (NCA) to register all SIM cards using the Ghana Card.

2. Why do I have to register my SIM Card?

Ans: In accordance with the law, the Ministry of Communications and Digitalization has directed all subscribers in Ghana to register their SIMs with the Ghana Card by 31st of July 2022.

3. When does this exercise begin and end?

Ans: From 1st of October 2021 to 31st July, 2022.

4. I have already registered my SIM with my Ghana Card; do I have to register again?

Ans: Yes. This new registration process involves the verification of the Ghana Card as well as the capturing of your biometric information.

SIM REGISTRATION PROCESS

5. What do I need for this registration?

Ans: Your Ghana card and your residential digital address.

6. How do I register my SIM card(s)?

Ans: Dial *404# and follow the prompt to link your Ghana card to your SIM number before you proceed to the MTN office or agent to have your biometric information (facials and fingerprints) captured.

7. Can I use any ID Card to register my SIM Card?

Ans: No, you can only register with the Ghana Card.

8. What happens if I am out of the country within the period of re-registration?

Ans: The regulator is yet to provide clarity on how subscribers who are roaming or outside the country can participate in the process. Customers outside Ghana, however, can use the USSD channel *404# or the MTN SIM Registration portal [<https://simregistrationportal.mtn.com.gh/>] to link their Ghana Cards to their SIMs in the meantime.

9. I am using a pre-registered SIM. Can I go ahead and register it in my name?

Ans: Yes, if you can answer authentication questions on the SIM via *404#. Alternatively, you can use the MTN SIM Registration portal [simregistrationportal.mtn.com.gh] to upload proof of ownership documents.

Internal

10. Can I use the online channels to register the SIM card?

Ans: For now, you can start the process by using the self-service step via USSD *404# or alternatively, you can use the MTN SIM Registration portal [simregistrationportal.mtn.com.gh] to link your Ghana Card and then visit MTN Service Center or agent to have your biometric information captured. You must go through both processes to complete the exercise.

11. Is there a limit to the number of sim cards I can register for?

Ans: Yes, all qualified Ghanaians can register a maximum of 10 SIMs across all networks.

12. What happens if I do not register my SIM(s) within the period of re-registration?

Ans: According to the Regulator (NCA), all SIMs which are not registered with the Ghana Card by 31st July 2022 will be deactivated.

13. How can Corporate organizations register their business sim cards?

Ans: A Director or an associated individual of the business will be required to link one of the business's numbers with his/her Ghana Card through the MTN SIM Registration portal simregistrationportal.mtn.com.gh. An MTN staff would later contact the director at a convenient date to capture his/her bio-metrics. Successfully captured bio-data would then be transferred to all numbers owned by the business.

14. Can I use any ID Card to register my SIM Card?

Ans: No, you can only register with the Ghana Card.

15. I don't have a Ghana Card. What do I do?

Ans: Visit the nearest National Identification Authority (NIA) office to acquire your Ghana Card.

16. Will customers be charged for registering their Sim Cards?

Ans: No. The registration is FREE.

17. How long will it take for one to register?

Ans: For each of the two (2) steps, the process should not take more than 5 minutes to complete.

18. How do I register a new SIM?

Ans: You will have to visit an MTN branch or approved agent with your Ghana Card who will register the SIM with your KYC and capture your biometric information.

MOMO & EVD REGISTRATIONS

19. Will EVD SIM cards require registration?

Ans: Yes, all SIMs must be registered

20. Will MoMo agent and Merchant SIM cards require registration?

Internal

Ans: Yes, all SIMs will be registered

21. Will this registration update my MoMo registration?

Ans: Yes. Your MoMo KYC information will be enhanced with the verified information on your Ghana Card.

22. If my number is terminated after July 31st, 2022, will I be able to access my MoMo wallet?

Ans: No. MoMo service resides on the GSM service so it will be deactivated together with the SIM and customers cannot transact subsequently. Customers can however have access to their funds per process.

GENERAL INFORMATION

23. Can children also register their SIMs?

Ans: Only persons 15 years and above who have Ghana Cards can register.

24. How can children under 15 years be registered?

Ans: Parents will have to register for their wards.

25. Will the registration enable me to keep my number for life?

Ans: No, registration does not guarantee access for life rule.

26. What happens to customers who miss the registration deadline?

Ans: According to the Regulator (NCA), all SIMs which are not registered with the Ghana Card by 31st July 2022 will be deactivated.

27. Can I send someone with my Ghana card to register the SIM Card for me?

Ans: No. You must personally dial *404# and follow the prompt or alternatively, you can use the MTN SIM Registration portal [simregistrationportal.mtn.com.gh] to link your Ghana card to your SIM number before you proceed to the MTN office or agent to have your biometric information (facials and fingerprints) captured.

28. What happens to the aged customers who cannot come to the office with their Ghana Card to have their biometric information captured?

Ans: There are community and institutional registrations being carried out by MTN to have everyone registered. Relatives of these aged customers can take advantage of this initiative and invite the MTN agents to their community for the registration exercise. You can schedule a visit via this link <https://bit.ly/MTNGhanaSimRegistration-BiometricCapture>

29. Is there an arrangement for House-to-House registration for MTN Customers?

Ans: No.

30. Will there be a grace period if you miss the re-registration deadline?

Ans: For now, the directive from the Ministry of Communication and Digitalization is that all SIMs must be registered from 1st of October 2021 to 31st July, 2022.

Internal

31. Considering COVID-19 pandemic, how would the registration process be?

Ans: The first step of the process which is *404# is purely self-service. All COVID-19 protocols are being observed at the various MTN touch points where biometric information are captured.

32. What happens to the validity of MTN's SIM updates/registration?

Ans: This national registration takes precedence over any previous SIM updates.

33. Will this be the final registration, or do we have to register again after some years?

Ans: We are unable to determine because it is national exercise.

34. Will the registration affect tariffs?

Ans: No, current tariffs remain the same.

35. After the registration, will customers be required to present ID cards for service activations and mobile money transactions?

Ans: Yes, their Ghana cards will be required for all transactions needing verification of identity.

36. What do I do if the details on *400# are not mine? Do I proceed with the registration process?

Ans: Yes, if you can answer authentication questions on the SIM via *404#. Alternatively, you can use the MTN SIM Registration portal [simregistrationportal.mtn.com.gh] to upload proof of ownership documents. You can also visit an MTN Service Center for assistance to have your sim details updated.

37. Can I use a different SIM number to access *404# to link my number to the Ghana Card?

Ans: No. you must use the same SIM to access *404# to link your Ghana card.

38. Will I receive an SMS with my unique code after I have gone through the *404# process?

Ans: Yes. You can also get it by dialing *400# or via the MTN SIM Registration portal [simregistrationportal.mtn.com.gh]

39. If my current GPS address is different from what I used for my Ghana card registration, which should I provide for the registration?

Ans: You should provide your current GPS address.

40. After I complete the linking on *404#, do I have to visit a touch point immediately to capture my biometrics or can I do the capture by July 31st, 2022?

Ans: Yes it is required that you visit a touchpoint to enable you complete the process. You have up to July 31st, 2022, to do so.

41. After I complete the linking on *404#, can I request for network services (sim swap, pin reset) with my Ghana card if I have not completed my biometric capture?

Ans: Yes. An agent will serve you and assist to capture your biometric information at the same time.

Internal

42. How can customers roaming complete their registration?

Ans: The regulator is yet to provide clarity on how subscribers who are roaming or outside the country can participate in the process. Customers outside Ghana, however, can use the USSD channel *404# or the MTN SIM Registration portal [<https://simregistrationportal.mtn.com.gh/>] to link their Ghana Cards to their SIMs in the meantime.

43. Will MTN call me to take my personal information including my MoMo pin to complete my registration?

Ans: No. MTN will never call you for your MoMo pin, however MTN will call you with only 0244300000 in case your SIM registration does not match with the information you provided on *404#.

44. Can I access the USSD code from all types of handsets?

Ans: Yes. You can use any handset that supports USSD

45. Do I need to have a smart phone before my biometric data can be captured?

Ans: No. Your biometric information will be captured by an MTN agent in the office or on the field

46. Will the biometric capture be done only at MTN Service touch points or there would be agents on the field?

Ans: There will be MTN agent on the field

47. I have reserved my number, if I am unable to register before the deadline of 31st July 2022, will MTN terminate my number although I have paid for a year or 2 years reservation?

Ans: Everyone will be required to register their SIMs whether they have reserved their numbers or not.

48. If I require the use of another number and I have registered 10 numbers with my National ID, is there any process to add additional numbers?

Ans: No. The maximum limit of 10 SIMs per person across networks applies.

49. Is the maximum of 10 allowed numbers per each customer across networks or 10 numbers per each network?

Ans: The limit is 10 SIMs per subscribers across all networks and NOT per Network.

50. Is the capping of 10 numbers inclusive of corporate lines or fiber accounts?

Ans: No. There is no limit to the number of SIMs for Corporate organizations.

MTN SIM REGISTRATION PORTAL

51. What is MTN SIM Registration Portal?

Internal

Ans: The MTN SIM Registration Portal is the web version of *404# which can be used to link your Ghana Card to your MTN SIM(s). The portal is particularly useful in linking Data-Only SIMs to Ghana Card without having to remove the SIM from the device. You can also use the portal to check the status of the registration of your SIM or retrieve your Unique Code.

52. Is the portal for only data SIMs or I can link my voice SIMs as well?

Ans: The portal can be used by subscribers to register all their SIM types. E.g prepaid voice SIMs, Data SIMs, EVD SIMs, Postpaid Individual SIMs, Router SIMs, MiFi SIMs, Turbonet SIMs, SIMs in tracking devices, Security Cameras etc.

53. What do I need to register my SIM?

Ans: You will need ONLY your Ghana Card for the registration but where there's a mismatch of the names [between the SIM you are trying to register and your Ghana Card], you will need to provide additional proof of ownership.

54. Do I need to have my biometrics captured after linking my SIMs via the SIM Registration Portal?

Ans: Yes. You will use the unique code generated after successfully linking of your SIM to have your Biometrics captured.

55. If I bought a turbonet or router from another person, can I use the portal to change ownership?

Ans: No, you will need to go through transfer of turbonet ownership change process which requires the two of you to fill out a change of ownership form and sign. This can be done at any MTN service Centre or through our digital channels.

56. Can I register multiple devices at the same time on the MTN SIM Registration Portal?

Ans: No, you can register one device at a time.

57. Do I need to remove the SIM from the device to receive the unique code?

Ans: No, you will be required to provide an alternative MTN number which is registered in same name as the device to receive all SMSs relating to registration and One Time Password [OTP] for ownership verification

58. Can I use another network as an alternative number for my device?

Ans: No, you will be required to provide an alternative MTN number that is registered in your name. Ownership of another network's SIM card cannot be verified on the portal.

59. Can I use another person's number as my alternative number?

Ans: No, the alternative number should be registered in your name and should match the name on the device's SIM you wish to register.

60. Will I get a message on the alternative number after successful registration?

Ans: Yes, the alternative number will receive all SMSs and One Time Password [OTP] regarding the registration of the SIM.

Internal

61. Will I be charged for using the MTN SIM Registration Portal?

Ans: The SIM registration is FREE. However, data charges apply on the MTN SIM Registration Portal.

62. If I have the unique code already and I lost it how can I get it again without using the *404#?

Ans: The portal can also be used to view Unique Code. Enter the Registered number & provide your alternative number to view the unique code.

63. Can my alternative number be the same as the number I am trying to register?

Ans: Yes, it can. However, if you can receive and read SMS on the SIM you are trying to register, you can proceed to receive the One Time Password [OTP] on the same number you are about to register without having to provide an alternative number.

64. Who can use the MTN SIM Registration Portal to register his/her SIM?

Ans: The portal can be used by ALL subscribers to link their MTN Sim cards to their Ghana Card. E.g. prepaid voice SIMs, Data SIMs, EVD SIMs, Postpaid Individual SIMs, Router SIMs, MiFi SIMs, Turbonet SIMs, SIMs in tracking devices, Security Cameras etc.

65. What type of SIM cards cannot be linked via this portal?

Ans: Corporate SIMs, MoMo Merchant and Agent SIMs are EXEMPTED. These SIM types are regarded as business SIMs and have a different process for registering them.

66. What is the timeout session on the MTN SIM Registration Portal?

Ans: You will be timed out after 30mins of inactivity.

67. If I am not in Ghana, can I use the MTN SIM Registration Portal?

Answer: Yes. If you can log in and verify the One Time Password [OTP].

68. Should the device with the SIM to be registered be turned on before proceeding with process?

Answer: No, once you can read the One Time Password [OTP] on the alternative number, you can proceed with the linking even when the device is switched off.

***404# SECURITY QUESTIONS**

69. I realize that during card linkage process, I am asked to answer some security questions. Why is that?

Ans: These questions are part of the proof of ownership checks for your card linkage to be completed. Once you answer 3 of the 4 questions correctly, your Card details are automatically sent for verification and subsequently you will receive your Unique Code after successful verification at NIA.

70. What steps do I need to take when I receive mismatch feedback?

Internal

Ans: You will be required to answer security questions on usage to verify ownership of the SIM.

71. At what point will I be required to answer security questions?

Ans: If the details on your SIM do not match the details on your Ghana Card while using *404# to link your SIM

72. How many times will I be required to answer security questions during the card linking process?

Ans: There are three attempts to answer the security questions which need to be completed to enable you progress to the next stage.

73. Must I score all security questions before receiving my unique code?

Ans: You must answer 3 out of the 4 questions correctly before your Ghana Card is validated to receive your unique code.

74. If I am unable to answer the questions, what do I do?

Ans: After completing the 3 attempts to answer, you can then use the SIM registration portal [<https://simregistrationportal.mtn.com.gh/>] to submit proof of ownership documents.