



Media Release

SIM REGISTRATION PERIOD ENDS

For immediate release
02 April 2024 – Windhoek

As prescribed by the Authority in terms of Part 6 of the Communications Act, 2009 the mandatory Subscriber Identification Module (SIM) registration exercise came to an end on the 31st of March 2024.

MTC has managed to register **1, 613, 893**, whilst unregistered customers are now standing at **323,236**. This represents an **83.3%** registration rate.

MTC Chief Human Capital, Corporate Affairs and Marketing Officer, Tim Ekandjo highlighted “As per the Authority’s directive the registration process ended on the 31st of March 2024 following the extension from the initial deadline of 31st December 2023. In that sense, it now means that the unregistered customers will unfortunately be suspended from the network. The suspension, however, does not mean that their numbers are de -activated.

On the contrary, suspension simply means that a suspended number will not be able to utilize any services for the interim, until one complies to the SIM registration process. This process is to last for 90 days effective 01 – April until 01 July 2024, or as otherwise decided for by Authority. The period of 01 April until 01 July 2024 is referred to as “grace period”.

Should the “grace period” lapse, and with no action having been taken by a SIM owner, the number will be de-activated/deleted from the network – permanently.

The unregistered customers (323 236) contribute approximately 3.1% of Revenue, translating to an average of NAD 8.1 million revenue per month.

MTC have always maintained that it would require 24 months to successfully finalize the sim registration process. Despite our best efforts, we have encountered challenges in finalizing the registration process for all customers, as previously communicated to the Authority – such as the geographical vastness of our country amongst other socio-economic conditions which made it impossible for some members of public to register on time.

Expressed Ekandjo “MTC would have welcomed an extended time to be able to register all our customers. Although it is not an ideal situation, the reality of the matter is that MTC must act accordingly and follow the directive to suspend numbers – as stipulated by the Authority. Should any new development arise pertaining SIM registration, we will inform our consumers accordingly.”

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