



TAARIFA YA MAKAMPUNI YA SIMU KWA UMMA KUHUSU USAJILI WA KADI ZA SIMU KWA ALAMA ZA VIDOLE.

Makampuni ya simu za mkononi ya Airtel, Halotel, Tigo, TTCL, Smile, Vodacom na Zantel tunapenda kuwakumbusha wateja wetu kusajili kadi za simu kwa mfumo wa Biometria (alama za vidole) kwa mujibu wa matakwa ya Sheria ya Mawasiliano na Posta ya mwaka 2010 na Kanuni za Mawasiliano ya Kielektroniki na Posta (Usajili wa Laini za Simu) za mwaka 2020. Huduma za usajili wa kadi za simu kwa mfumo wa alama za vidole zinapatikana katika ofisi zetu za huduma kwa wateja na kupitia kwa mawakala wetu wa usajili.

Kwanza, Wakati unapofanya usajili wa kadi yako ya simu unatakiwa kutoa na kutumia kitambulisho cha NIDA au Namba ya Utambulisho ya NIDA (NIN) ambayo ni yako mwenyewe. Kutumia kadi ya simu iliyosajiliwa kwa majina ya mtu mwingine ni kosa la jinai ambapo adhabu yake ni Shilingi Milioni Tatu (3,000,000) au Kifungo cha Miezi 12 au vyote kwa pamoja.

Ili kufahamu kadi za simu zilizosajiliwa kwa namba yako ya utambulisho ya NIDA (NIN) tafadhali piga namba *106# kisha chagua namba 3. Ikiwa huitambui namba kati ya zilizosajiliwa tafadhali tembelea ofisi ya kampuni yako ya simu iliyo karibu nawe au mawakala wake wa usajili kupata msaada wa kuiondoa namba hiyo. Unakumbushwa kufanya uhakiki wa namba zako kabla ya tarehe 31 Julai 2020.

Pili, Tunawakumbusha wateja wetu kutotoa namba zao za siri (Passwords) wanazotumia katika huduma za fedha kwa mtu yeyote (ikiwemo wafanyakazi wa kampuni za simu). Watoa huduma hawaruhusiwi kuomba wateja wao kutoa namba za siri pale wanapowahudumia. Mbali na hilo unakumbushwa kujiepusha kutuma fedha kwenye namba ambayo hujathibitisha kuwa mtu unayemtumia fedha ndiye mpokeaji sahihi uliyekusudia.

Tatu, Taarifa hii inawakumbusha pia mawakala wetu kuhakikisha wanafuata sheria, kanuni na vigezo na masharti vilivyopo katika mikataba yao na makampuni ya simu kila wanapofanya zoezi la kusajili wateja. Mawakala wote wanakumbushwa kuwa kutoa taarifa za mteja ambazo ni za uongo, zisizosahihi na za kupotosha ni kosa la jinai ambapo adhabu yake ni Shilingi Milioni Tatu (3,000,000) au Kifungo cha Miezi 12 au vyote kwa pamoja.

Nne, Wateja na mawakala wa usajili mnaombwa mara tu mnapopata taarifa za udanganyifu/utapeli kutoa taarifa mara moja kwa kampuni yako ya simu kwa kupiga simu kwenda kitengo cha Huduma kwa Wateja kupitia namba 100 au kwa kutuma ujumbe mfupi (SMS) kwenda kwenye namba ambayo utajulishwa na mtoa huduma wako.

Mwisho, Tunapenda kuufahamisha umma kuwa makampuni yote ya simu yameungana ili kuendelea kupambana na udanganyifu/utapeli unaosababishwa na mawakala wa usajili au wateja wasiokuwa waaminifu. Juhudi hizi za pamoja zinalenga kuchukua hatua ikiwa ni pamoja na kufungia vifaa vya mawasiliano, Namba ya utambulisho wa simu (IMEI) na Namba ya utambulisho wa NIDA (NIN) endapo vitagundulika kuwa visababishi vya udanganyifu au kuhusika katika shunguli za udanganyifu/utapeli mpaka tutakapopata mwongozo mwingine kutoka Mamlaka ya Mawasiliano. Pamoja na makampuni yote ya simu kuchukua hatua za kusitisha shughuli za usajili wa kadi za simu kwa mawakala waliofanya udanganyifu, watu wote watakaogundulika kuhusika katika mtandao huo wa udanganyifu watafunguliwa kesi za jinai.

Imetolewa kwa pamoja na:





MOBILE OPERATORS PUBLIC NOTICE ON BIOMETRIC SIMCARD REGISTRATION

Mobile Network Operators (Airtel, Halotel, Tigo, TTCL, Smile, Vodacom and Zantel) wish to remind our esteemed customers, to register SIM card(s) biometrically in accordance to the Electronic and Postal Communications Act (EPOCA) of 2010, and the EPOCA (SIM Card Registration) Regulations, 2020. Biometric SIM Card Registration services are available through our customer care shops and mobile operators' registration agents.

First, you are required to provide your own NIDA ID or National Identification Number (NIN) during registration of SIM card. The use of SIM card registered in another person's name is an offence leading to a fine of 3,000,000 Tanzania Shillings or imprisonment of 12 months or both.

In order to verify all SIM Cards registered on your NIN please dial *106# choose option number 3. If you do not recognize any of the SIM Cards visit your nearest shop or agent to deregister such SIM Card(s). Please ensure you have completed verification of all your SIM Cards with your operator before 31 July 2020.

Second, customers are reminded not to give the password of their mobile money account to any person (including staff of operators). Operators are not mandated to request customers to share passwords when assisting them. Further please refrain from sending any money to any mobile number that you have not verified the identity of the recipient.

Third, this notice also serves as a reminder to all our agents to ensure they abide to the laws, regulations and terms and conditions of their contracts with respective operators when registering customers. To ensure proper record of the particulars of a customer is obtained when registering a SIM Card. Please be further reminded that providing false, incorrect and misleading customer information, leads to fines of 3,000,000 Tanzania Shillings or imprisonment of 12 months or both.

Fourth, in the event any customer or agent receives information of fraud, to please report this to the respective mobile operator either through the call centre services number (100) or by short message (SMS) through a dedicated short code number to be communicated by your operator.

Last, we wish to notify the public that Mobile Network Operators have entered into collaborative agreement to jointly fight fraud caused by unfaithful agents or customers. This joint initiative include taking actions such as blacklisting devices, IMEI and NIN that have been identified as posing a fraud risk or have been linked to fraudulent activities. All operators will blacklist these devices, IMEI and NIN numbers unless advised otherwise by the TCRA. Along with termination of the respective agents from providing services to any operator, all individuals involved in fraudulent acts shall also face criminal prosecution.

Issued Jointly by:

