

FREQUENTLY ASKED QUESTIONS ON SIM REGISTRATION

ECONET TELECOM LESOTHO

What is SIM Registration?

This is a process of recording details of a SIM card

Why do I have to register my SIM card?

- To secure your SIM card and stay connected to the network
- To curb fraudulent and criminal activities

How much does it cost to register a SIM card?

SIM card registration is FREE

What documents should I bring to register my SIM card as an individual?

Valid Identity (ID)

What documents should I bring to register my SIM card as a diplomat/foreigner to Lesotho?

- SIM card
- Valid Passport or ID
- Valid diplomatic identity
- Proof of residence in Lesotho (Owner of the residence utility bill)

What documents should I bring to register SIM cards for my company?

- Valid trader's license & incorporation certificate
- National ID of company representative
- An authorization letter bearing the company's letterhead

Can I register more than one SIM card in my names using the same documents?

One person can register an unlimited number of SIM cards

Can I register a SIM card on behalf of another person when I have their documents?

This will be done as a proxy which means you will have to bring proof that you have been appointed as proxy.

How long does it take to register a SIM card?

Approximately 3 minutes

Do children under 18 years also have to register their SIM cards?

Yes, they need to come with their legal guardians or parents and bring the following:

- Child's birth certificate
- Valid guardian or parent's Identity Document (The guardian/parent has to be registered)

How do I register my SIM card if I live in another country and roaming?

This scenario is not applicable. The SIM card owner has to be present for the registration

Where do I go to register my SIM card?

- The nearest Econet shop,
- Econet branded kiosk or
- Econet authorized agent

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What will happen if I don't register my SIMcard?

Unregistered SIM cards will be inactive, implying:

- Loss of contact number
- Loss of EcoCash wallet
- Loss of EcoSure cover

Who will have access to my personal information upon SIM registration?

Access to the SIM Register will be highly restricted and limited to ETL only.

Where do I go to register my SIM card?

Your details will be stored in a SIM Registry and will not be used for any other purpose unless ETL receives a court order to aid law enforcement prevent, detect, investigate, and prosecute fraud and other criminal activities.

What happens when the documents I used to register my SIM card expire?

You are required to resubmit the valid documents verifying your identity. Failing which, the SIM card owner may not be able to access some services provided by ETL.

What number can I call when I need more information on SIM registration?

Call 100 toll-free, send a WhatsApp text to **66100100**, or visit www.etl.co.ls