

Government of India
Ministry of Communications
Department of Telecommunications
(Access Services Cell)

12th Floor, Sanchar Bhawan, 20 Ashoka Road, New Delhi-110 001

File No: 800-09/2010-VAS (part)

Dated: 01.09.2016

All CMTS/UAS/UL(AS)/UL (having Access Services Authorization) Licensee(s)


Subject: Issuance of new SIM card in case of up-gradation of SIM cards -regarding.

In continuation to this office letter of even number dated 01.08.2016, the undersigned is directed to clarify that the process mentioned in instructions dated 01.08.2016 is not applicable in case of up-gradation of SIM cards. The process mentioned in subsequent paragraphs may be followed in case of up-gradation.

- i. The subscriber shall generate request for SIM up-gradation to Licensee through customer care/online via website/ Point of Sale of Licensee. Upon receiving the request, the Licensee will provide a new SIM card to the subscriber.
- ii. The subscriber will use his/her current working SIM to convey the new SIM number to Licensee either through SMS or IVR.
- iii. After a period of at least two hours from the time of conveying new SIM number by the subscriber, the Licensee will send a system generated SMS to the subscriber to provide the consent for SIM up-gradation/exchange.
- iv. On receiving affirmative confirmation from the subscriber, the Licensee may initiate the process of deactivation of the old SIM card and activation of the new SIM card. The Licensee must ensure that the process shall proceed further only after receiving affirmative confirmation from the subscriber.
- v. A confirmation SMS may be sent to the subscriber after completion of above process. For example:

"Dear Customer, We have received your request for new SIM activation on <<company name>> Mobile No. <<XXXXXXXXXX>> and will be processed shortly. Your old SIM will work till the new SIM gets activated. Please insert the new SIM in your device once the old SIM displays no network".

2. The process which was being adopted by the Licensees for issuing new SIM cards in case of up-gradation till the issuance of this letter may also be treated as valid.


(Prashant Verma) 01/09/16
ADG (AS-II)

Copy to:

1. Sr. DDG (TERM), DoT for kind information and necessary actions please.
2. All DDsG TERM Cells for kind information and necessary actions please.
3. Director (IS-I), MHA for kind information.
4. Director (IT) for uploading on DoT website.
5. COAI/ASUPI.