



# TANZANIA COMMUNICATIONS REGULATORY AUTHORITY

## Guidelines for Mobile Device Detections

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# GUIDELINES FOR MOBILE DETECTIONS, 2024

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## PART I PRELIMINARY PROVISIONS

### 1. Citation

These Guidelines may be cited as the Mobile Devices Detection Guidelines, 2024.

### 2. Application

These Guidelines apply to network service licensees who offer mobile communication services in the United Republic.

### 3. Interpretations

In these guidelines, unless the context requires otherwise: -

“**Authority**” means the Tanzania Communications Regulatory Authority established under the Tanzania Communications Regulatory Authority Act No. 12 of 2003;

“**Blacklists**” means all IMEI numbers reported as lost, stolen or destroyed;

“**Central Equipment Identification Register**” in its acronym CEIR means an electronic database which holds unique pairs of phone numbers and IMEIs in the form of three lists, which are white list, black list and grey list;

“**Cloned IMEI**” means IMEI codes in the mobile devices that have been changed or copied;

“**Clone IMEI Analysis**” means the process carried out in order to identify the cloned IMEI codes in the mobile devices;

“**Counterfeit**” means a mobile device whose IMEI(s) are not in the list of approved GSMA type allocation code list;

“**Duplicate IMEI**” means an IMEI which is used by more than one mobile device simultaneously on any given network, regardless of whether or not the relevant IMEI is genuine (original) or not genuine;

“**Equipment Identification Register**” in its acronym EIR means an electronic database which holds unique pairs of phone numbers and IMEIs or ESNs in the form of three colour lists as available within the infrastructure of the network service licensee;

“**Electronic Serial Numbers**” means a unique code or number used by an electronic communication network to identify an individual electronic communications equipment;

“**Grey list**” means entries that are temporarily blocked or temporarily allowed;

“**Global System for Mobile Communications**” means a digital mobile telephone technology for provisioning of voice and data services;

“**Global System for Mobile Communications Association**” in its acronym GSMA means an international association of GSM mobile telecommunication operators;

“**International Mobile Equipment Identification**” in its acronym IMEI” means a unique code used to identify an individual mobile telephone in Global Systems for Mobile communications networks;

**“International Mobile Subscriber Identity”** means a unique identification used by mobile operators to identify a subscriber in their networks;

**“Mobile device”** means a handheld device uniquely identified by its IMEI or ESNs and used by subscribers for communications;

**“Mobile Station International Subscriber Directory Number”** also abbreviated as MSISDN means a number that is assigned to a subscriber;

**“Network Service”** means a service for the carrying of information in the form of speech or other sound, data, text or images by means of guided or unguided electromagnetic energy but does not include services provided solely on the customer side of the network boundary;

**“Network Service Licence”** means an electronic communications licence entitling the holder to provide one or more network services;

**“Non-compliant IMEIs”** means IMEI codes that fall outside the approved GSMA TACs codes;

**“Report Book”** in its acronym RB means the report as applied to the procedures of the Tanzania Police Force which includes the reference number for reported lost, found or damaged telephone;

**“Network Service Licensee”** means a holder of a network service licence;

**“Subscriber”** means a person who receives a network service under an agreement with or pursuant to terms and conditions established by a network service licensee;

**“Subscriber Identity Module (SIM)”** means an integrated circuit that is intended to securely store the international mobile subscriber identity (IMSI) and the related key used to identify and authenticate subscribers on mobile telephony devices;

**“Type Allocation Codes (TAC)”** means the initial eight-digit portion of the 15-digit IMEI used to uniquely identify the mobile devices;

**“White list”** means any unique pairs of subscriber numbers and IMEI numbers as captured by a licensee of an electronic communication service where IME or ESN is not on the blacklist;

**“whitelisting”** means the process of activating a new or re-activate a once stolen or lost mobile telephone for accessing network services of the network services licensees after the said mobile the telephone has been recovered.

#### 4. Objectives of the Guidelines

As part of addressing challenges associated with uneven distribution of mobile device populations between urban and rural areas, there is a need to track and keep records of device population, growth and penetrations of devices in order to understand the ability of consumers in consuming information and communication technology (ICT) services including government services.

Additionally, mobile device theft and fraud have been a challenge and a public outcry for many consumers in the country. The Tanzania Communications Regulatory Authority (TCRA) through the Electronic and Postal Communications (Central Equipment Identification Registers) Regulations of 2018 maintains the Central Equipment Identification Register which facilitates the collection of mobile device triplets as well as blacklisting, whitelisting or greylisting of mobile devices reported stolen, lost, damaged, non-compliant or fraudulent in the market.

These Guidelines intend to provide procedures for the detection of mobile devices in telecommunication networks thus enabling the management of mobile devices in the United Republic of Tanzania.

**Specific objectives of the Guidelines include: -**

- i. providing a procedure for tracking mobile device population and penetration in the country;
- ii. facilitating the control of usage of mobile devices that are reported stolen, lost, damaged, non-compliant or fraudulent;
- iii. supporting the establishment of the usage gap and measures related to bridging the digital divide;
- iv. supporting the works geared at ensuring that quality services are provided to consumers in the telecommunication sector;
- v. providing a procedure for reporting devices that are lost, stolen, damaged, non-compliant or fraudulent at Network Service Licensees' centres for blacklisting; and
- vi. supporting the control of the importation of electronic communication equipment, type approval processes and protection of consumers.

## PART II

### CEIR OPERATIONS

#### 5. Procedures for CEIR Operations

The procedures for CEIR operations will be as follows: -

- a) The licensee should ensure that:
  - i. an internal policy to allow only authorized staff to work on their EIRs is in place;
  - ii. the EIRs are connected to the CEIR at all times by sending EIR files to the CEIR at an interval specified by the Authority;
  - iii. process for verifying the identity of the person reporting the IMEI and the ownership of the reported IMEI are in place;
  - iv. The blacklists or grey lists the reported IMEIs and submits related files in a format specified by the Authority;
  - v. Provided that, whitelisting of the IMEIs is performed by the Licensee who initiated the blacklisting or greylisting process and must be completed within one (1) hour from the time of reporting;
  - vi. a person reporting the IMEI for blacklisting, greylisting or whitelisting is provided with a reference number for follow-up;
  - vii. a procedure for checking the status of the IMEI reported for blacklisting, greylisting or whitelisting is in place;
  - viii. immediately after receiving the files from the Authority, process and submit the status of processing including the number of records processed to the Authority;

- ix. he submits triplets on daily basis for the white list, grey list and black list in a format specified by the Authority; and
  - x. all non-compliant IMEIs are denied access to their networks.
- b) The Authority will process files received from the Licensees and generate a special file for sharing with all operators at 13:00 hours and 01:00 hours every day.

### **PART III DUPLICATE IMEIs**

#### **6. Handling of Duplicate IMEIs**

In handling duplicate IMEIs, the Licensee will: -

- a) add the national identification number (NIN) to the triplets to form pairs with IMEI, IMSI, MSISDN and NIN;
- b) consider as duplicate all IMEIs paired to more than two different IMSI and different NINs;
- c) carry out analysis to identify the location of the involved IMSI;
- d) submit for blacklisting all duplicate IMEIs in different locations;
- e) issue a notification message to all IMSIs involved in the blacklisting indicating the reason for blacklisting such devices; and
- f) submit a list of IMEIs identified as duplicates in a format specified by the Authority from time to time.

### **PART IV MISCELLANEOUS MATTERS**

#### **7. Customer Complaints**

Disputes emanating from the operations of EIR will be handled in accordance with the provisions of the Electronic and Postal Communications (Consumer Protection) Regulations GN No. 61 of 2018.

#### **8. Fraud Prevention and Privacy**

- a) the licensee will cooperate in good faith to prevent, wherever possible, instances of unethical, uncompetitive and fraudulent activities;
- b) if instances of fraud are detected, the involved party will endeavour to cooperate to identify and pursue all issues involved in the fraud; and
- c) mobile device detections will be performed in cognizant of the requirement of the data protection and privacy laws.

#### **9. Amendment**

These guidelines may be reviewed from time to time by the Authority as deemed fit.

## Contact Us

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