RWANDA UTILITIES REGULATORY AUTHORITY

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PUBLIC NOTICE

The Rwanda Utilities Regulatory Authority (RURA) has identified some cases of fraudulent activities involving SIM Cards. To address this issue, the general public is informed of the following measures:

1. SIM card registration or swaps are to be conducted ONLY at permanent premises designated by mobile telecom companies;

2. Any SIM card involved in fraudulent activities will be immediately blocked, along with any other SIM cards registered to the ID of the suspected fraudulent individual;

3. Any telecom personnel/agents involved in fraudulent activities will have their business credentials revoked and their SIM cards deactivated;

4. Issuing or lending a SIM card registered under your ID to another person is prohibited as it may be used in fraudulent activities;

5. Bulk Short Message Services (SMS) have been reviewed to improve service delivery. Only telecom companies and licensed companies (aggregators) are allowed to send bulk SMS;

6. Be vigilant against unsolicited messages, calls requesting money or pretending to be from telecom or government personnel, especially those instructing you to dial certain phone numbers to avoid blocking your phone;

7. RURA reminds the general public to regularly check the SIM cards registered under their IDs by dialing *125# and following the instructions to self-deregister any unrecognized or undesired SIM cards.

In the event of any fraudulent activity, please contact your service provider by dialing the toll-free number 100, which is available for both MTN and Airtel. Alternatively, you may visit their respective service centers for further assistance.

For additional support, please contact RURA at the toll-free numbers 3988 or 2222.

RWANDA UTILITIES REGULATORY AUTHORITY
REPUBLIKA Y'U RWANDA

Done at Kigali, on 20/08/2024

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ITANGAZO

Mu rwego rwo gukumira no kurwanya ubujura n'ibindi byaha bikorwa hifashishijwe ikoranabuhanga, by'umwihariko ibikorerwa kuri telefone, Urwego Ngenzuramikorere (RURA) ruramenyesha Abaturarwanda bose ibi bikurikira:

1. Serivisi zo kwibaruzaho simukadi cyangwa gukora "SIM swap" zizajya zitangirwa GUSA mu nyubako zagenwe n'ibigo by'itumanaho; ahandi nko ku mihanda, kuri za kiyosike no mu ngo ntibyemewe;

2. Simukadi izajya igaragara mu bikorwa by'ubujura, cyangwa mu bindi byaha izajya ivanwa ku murongo, hamwe n'izindi simukadi zose zibaruye ku ndangamuntu ya nyirayo;

3. Kwibutsa ko umukozi wese w'ikigo cy'itumanaho cyangwa ugihagarariye (agent) ugaragaweho ibikorwa by'ubujura cyangwa ibindi byaha bikorerwa kuri telefone abihanirwa;

4. Kwirinda gutiza cyangwa gutanga simukadi ikubaruweho, mu rwego rwo kwirinda ko ishobora gukoreshwa mu bikorwa by'ubujura, cyangwa ibindi byaha bikorwa hifashishijwe simukadi;

5. Kumenyesha ko ibigo by'itumanaho n'ababifitiye ibyangombwa bitangwa n'Urwego Ngenzuramikorere (RURA) aribo bonyine bemerewe gutanga serivisi yo kohereza ubutumwa bugufi ku bantu benshi (bulk sms);

6. Gushishoza mu gihe muhamagawe cyangwa mwakiriye ubutumwa bubasaba amafaranga ndetse n'ubundi bushukanyi bwiyitirira ibigo by'itumanaho n'izindi nzego zitandukanye;

7. RURA iributsa abantu bose kujya bagenzura cyangwa biyandukuzaho simukadi zibaruye ku ndagamuntu zabo, bakanda *125# hanyuma bagakurikiza amabwiriza.

Mu gihe ugize ikibazo kijyanye n'ubujura bukorerwa kuri telefone, urasabwa kubimenyesha ikigo cy'itumanaho ubereye umufatabuguzi, uhamagara kuri nomero itishyurwa 100, yaba MTN cyangwa Airtel. Ushobora no kujya ku ishami rikwegereye ry'ikigo cy'itumanaho ubereye umufatabuguzi bakagufasha.

Ku bindi bisobanuro, wahamagara imirongo ya telefone ya RURA itishyurwa 3988 cyangwa 2222.

Bikorewe i Kigali, ku wa 20 Kanama 2024

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