

REGULATION OF MINISTER OF COMMUNICATIONS AND INFORMATICS  
OF THE REPUBLIC OF INDONESIA

NUMBER 14 OF 2017

ON

AMENDMENT TO REGULATION OF MINISTER OF COMMUNICATIONS AND  
INFORMATICS NUMBER 12 OF 2016 ON REGISTRATION OF TELECOMMUNICATIONS SERVICE SUBSCRIBERS

BY THE GRACE OF THE ONE AND ALMIGHTY GOD

MINISTER OF COMMUNICATIONS AND INFORMATICS  
OF THE REPUBLIC OF INDONESIA,

- Considering
- a. that in consideration of the readiness and reliability of the system for validating data of telecommunications service pre-subscribers and/or Telecommunications Service Subscribers, as well as the protection of the interests of telecommunications service subscribers, it is deemed necessary to extend the adjustment period for registration of Telecommunications Service Subscribers, to adjust the period for Re-registration completion of prepaid subscribers whose data is not yet validated, and to adjust several provisions in Regulation of Minister of Communications and Informatics Number 12 of 2016 on Registration of Telecommunications Service Subscribers;
  - b. that based on the considerations as referred to in letter a, it is necessary to establish a Regulation of Minister of Communications and Informatics on Amendment to Regulation of Minister of Communications and Informatics Number 12 of 2016 on Registration of Telecommunications Service Subscribers;

- Noting
- : 1. Law Number 36 of 1999 on Telecommunications (State Gazette of the Republic of Indonesia Year 1999 Number 154, Supplement to State Gazette of the Republic of Indonesia Number 3881);
  2. Law Number 23 of 2006 on Population Administration as amended by Law Number 24 of 2013 on Amendment to Law Number 23 of 2006 on Population Administration (State Gazette of the Republic of Indonesia Year 2013 Number 232, Supplement to State Gazette of the Republic Indonesia Number 5475);
  3. Law Number 39 of 2008 on State Ministry (State Gazette of the Republic of Indonesia Year 2008 Number 166, Supplement to State Gazette of the Republic of Indonesia Number 4916);
  4. Law Number 30 of 2014 on Government Administration (State Gazette of the Republic of Indonesia Year 2014 Number 292, Supplement to State Gazette of the Republic of Indonesia Number 5601);
  5. Government Regulation Number 52 of 2000 on Telecommunications Operations (State Gazette of the Republic of Indonesia Year 2000 Number 107, Supplement to State Gazette of the Republic of Indonesia Number 3980);
  6. Presidential Regulation Number 7 of 2015 on State Ministry Organization (State Gazette of the Republic of Indonesia Year 2015 Number 8);
  7. Presidential Regulation Number 54 of 2015 on Ministry of Communications and Informatics (State Gazette of the Republic of Indonesia Year 2015 Number 96);
  8. Regulation of Minister of Communications and Informatics Number: 01/PER/M.KOM-INFO/01/2010 on Telecommunications Network Operations as has been amended several times, and was last amended by Regulation of Minister of Communications and Informatics Number 7 of 2015 on the Second Amendment to Regulation of Minister of Communications and Informatics Number: 01/PER/M.KOMINFO/01/2010 on

Telecommunications Network Operations (Official Gazette of the Republic of Indonesia Year 2015 Number 250);

9. Decision of Minister of Transportation Number: KM.21 of 2001 on Telecommunications Service Operations as has been amended several times, and was last amended by Regulation of Minister of Communications and Informatics Number 8 of 2015 on the Fourth Amendment to Decision of Minister of Transportation Number: KM.21 of 2001 on Telecommunications Service Operations (Official Gazette of the Republic of Indonesia Year 2015 Number 251);
10. Regulation of Minister of Communications and Informatics Number 1 of 2016 on Organization and Work Procedure of Ministry of Communications and Informatics (Official Gazette of the Republic of Indonesia Year 2016 Number 103);
11. Regulation of Minister of Communications and Informatics Number 12 of 2016 on Registration of Telecommunications Service Subscribers (Official Gazette of the Republic of Indonesia Year 2016 Number 1135);

HAS DECIDED:

To establish : REGULATION OF MINISTER OF COMMUNICATIONS AND INFORMATICS ON AMENDMENT TO REGULATION OF MINISTER OF COMMUNICATIONS AND INFORMATICS NUMBER 12 OF 2016 ON REGISTRATION OF TELECOMMUNICATIONS SERVICE SUBSCRIBERS.

#### Article I

Several provisions in Regulation of Minister of Communications and Informatics Number 12 of 2016 on Registration of Telecommunications Service Subscribers (Official Gazette of the Republic of Indonesia Year 2016 Number 1135), shall be amended so as to read as follows:

1. The provisions of Article 5 are amended so as to read as follows:

Article 5

The registration through outlets as referred to in Article 4 paragraph (1) letter a shall be carried out in the following stages:

- a. Registration by outlet officers appointed by Telecommunications Service Operators or Partners;
- b. Verification of the Prepaid pre-Subscribers' identity as referred to in Article 3 by outlet officers;
- c. for Registration process using NIK:
  1. after receiving data from Prepaid pre-Subscribers, Telecommunications Service Operators shall perform Validation; and
  2. in the event that the data entered by the Prepaid pre-Subscribers is validated, the Registration process is declared successful.
  3. in the event that the data entered by the Prepaid pre-Subscribers fails to be validated:
    - a) Validation process may be postponed; and
    - b) activation may still be carried out provided that the Prepaid pre-Subscribers shall do the followings:
      - 1) fill in the statement form containing at least data in the examples listed in the Appendix hereto which constitutes an integral part of this Ministerial Regulation, stating that all data submitted is true, therefore the Prepaid pre-Subscribers shall be solely responsible for all legal consequences arising therefrom; and
      - 2) periodically Re-register until the Validation is successful based on the mechanisms as referred to in Article 14, Article 15, and Article 16.
- d. for the Registration process using Passport, KITAP, or KITAS, the outlet officer shall record the data of Prepaid pre-Subscribers which comprises at least:
  1. name;
  2. identification number of the Passport, KITAP, or KITAS;
  3. citizenship; and
  4. place and date of birth.

2. The provisions of Article 8 are amended so as to read as follows:

Article 8

In the event that the Re-registration as referred to in Article 6 letter d and Article 7 letter f fails to be validated up to 5 (five) times:

- a. Validation process may be postponed; and
  - b. activation may still be carried out provided that the Prepaid pre-Subscribers shall do the followings:
    - 1) fill in the statement form containing at least data in the examples listed in the Appendix hereto which constitutes an integral part of this Ministerial Regulation, stating that all data submitted is true, therefore the Prepaid pre-Subscribers shall be solely responsible for all legal consequences arising therefrom; and
    - 2) periodically Re-register until the Validation is successful based on the mechanisms as referred to in Article 14, Article 15, and Article 16.
3. The provision of Article 9 paragraph (2) is amended, hence Article 9 shall read as follows:

Article 9

- (1) In the event that Validation fails to be performed as a result of disruption on the part of Telecommunications Service Operators, the Validation process shall be carried out immediately once the disruption is resolved.
- (2) In the event that Validation fails to be performed as a result of disruption on the part of the government institution overseeing population affairs:
  - a) Validation process may be postponed; and
  - b) activation may still be carried out provided that the Prepaid pre-Subscribers shall do the followings:
    - 1) fill in the statement form containing at least data in the examples listed in the Appendix hereto which constitutes an integral part of this Ministerial Regulation, stating that all data submitted is true, therefore the Prepaid pre-Subscribers shall be solely responsible for all legal consequences arising therefrom; and

- 2) periodically Re-register until the Validation is successful based on the mechanisms as referred to in Article 14, Article 15, and Article 16.

4. The provisions of Article 10 are amended so as to read as follows:

Article 10

- (1) Telecommunications Service Operators shall activate the MSISDN Number or Subscriber Number after the pre-Subscribers' identity is verified, ascertained its veracity based on a statement letter, and/or validated.
- (2) The MSISDN Number or Prepaid pre-Subscribers Number shall be activated within a 24-hour period from the Prepaid pre-Subscribers' identity is verified, ascertained its veracity based on a statement letter, and/or validated.

5. The provision of Article 15 paragraph (1) is amended, hence Article 15 shall read as follows:

Article 15

- (1) Telecommunications Service Operators shall complete Re-registration of Prepaid Subscribers whose data is not validated yet no later than 28 February 2018.
- (2) The Re-registration period as referred to in paragraph (1) shall not apply to the Prepaid Subscribers as referred to in Article 5, Article 8, and Article 9.
- (3) Telecommunications Service Operators shall self-determine the timeline for Re-registration of Prepaid Subscribers whose data is not validated yet in accordance with the period as referred to in paragraph (1).
- (4) Telecommunications Service Operators shall report the progress of Re-registration process of Prepaid Subscribers as referred to in paragraph (1) every 3 (three) months to the BRTI during the Re-registration period.
- (5) Taking into account the number of Telecommunications Service Subscribers and the readiness and/or reliability of the system to validate

Telecommunications Service Subscribers' data, the BRTI may extend the period as referred to in paragraph (1).

6. The provision of Article 16 paragraph (1) is amended and paragraph (4) is added, hence Article 16 shall read as follows:

Article 16

- (1) Telecommunications Service Operators shall block the services for Prepaid Subscribers whose data is not validated yet and who fail to Re-register in accordance with the timeline as referred to in Article 15 paragraph (2).
- (2) The service blocking as referred to in paragraph (1) shall be in the forms of:
  - a. blocking of outgoing call services and outgoing SMS if the Subscribers fail to Re-register at a maximum of 30 (thirty) calendar days from the notice of Re-registration implementation by Telecommunications Service Operators;
  - b. blocking of incoming call services and incoming SMS if the Subscribers fail to Re-register at a maximum of 15 (fifteen) calendar days from the blocking of services as referred to in letter a; and
  - c. blocking of internet data services if the Subscribers fail to Re-register at a maximum of 15 (fifteen) calendar days from the blocking of services as referred to in letter b.
- (3) Prepaid Subscribers whose services are blocked as referred to in paragraph (2) may continue to use all types of Telecommunications Services for Registration purposes as referred to in Article 2 paragraph (2).
- (4) The blocking of services as referred to in paragraph (1) shall not apply to Prepaid Subscribers as referred to in Article 5, Article 8, and Article 9.

7. The provision of Article 17 paragraph (5) is amended, hence Article 17 shall read as follows:

Article 17

- (1) Telecommunications Service Operators shall store the Subscribers' data insofar as the Subscribers are still actively subscribing to the Telecommunications Services.
- (2) In the event that the Subscribers are no longer active in subscribing to the Telecommunications Services, Telecommunications Service Operators shall store the data of inactive Subscribers at a minimum of 3 (three) months from the date of inactiveness of the Subscribers.
- (3) Telecommunications Service Operators shall keep the confidentiality of data and/or identity of the Subscribers.
- (4) If necessary, Telecommunications Service Operators shall submit the Subscribers' identity as referred to in Article 3 upon request of:
  - a. Attorney General and/or Chief of the National Police of the Republic of Indonesia for certain criminal proceedings;
  - b. Investigators for the trial of other certain criminal proceedings in accordance with the provisions of laws and regulations;
  - c. Minister for policy-making purposes in the telecommunications field;
  - d. Government institution overseeing population affairs for Validation purposes; and
  - e. Other government institutions in accordance with the provisions of laws and regulations.
- (5) Telecommunications Service Operators shall have a certification of at a minimum level of ISO 27001 for information security in managing the Subscribers' data no later than 31 August 2018.

8. Between Article 21 and Article 22 is added 1 (one) Article, namely Article 21A which reads as follows:

Article 21A

In consideration of technological developments, Telecommunications Service Operators may apply the Registration and Validation mechanism for data of pre-subscribers and/or Telecommunications Service Subscribers

aside from the Registration and Validation mechanism for data of telecommunications service pre-subscribers and/or Telecommunications Service Subscribers stipulated in Article 4, Article 5, Article 6, Article 7, and Article 12 after obtaining approval from the BRTI following an evaluation by taking into account the interests of the telecommunications industry as a whole.

9. Chapter V is deleted.

Article II

1. As from the time at which this Ministerial Regulation comes into force, Registration mechanism for Prepaid Subscribers which is currently carried out by Telecommunications Service Operators may remain in place with the provision that the mechanism shall be adjusted to this Ministerial Regulation no later than 31 October 2017.
2. This Ministerial Regulation shall come into force from the date of its promulgation.

For public cognizance, it is hereby ordered that this Ministerial Regulation be promulgated in the Official Gazette of the Republic of Indonesia.

Established in Jakarta  
on 4 September 2017

MINISTER OF COMMUNICATIONS AND INFORMATICS  
OF THE REPUBLIC OF INDONESIA,

signed

RUDIANTARA

Promulgated in Jakarta  
on 5 September 2017

DIRECTOR GENERAL OF LAWS AND REGULATIONS  
MINISTRY OF LAW AND HUMAN RIGHTS OF THE REPUBLIC OF INDONESIA,

signed

WIDODO EKATJAHJANA

OFFICIAL GAZETTE OF THE REPUBLIC OF INDONESIA YEAR 2017 NUM-  
BER 1219

UNOFFICIAL ENGLISH TRANSLATION

APPENDIX OF  
REGULATION OF MINISTER OF COMMUNICATIONS AND INFORMATICS  
OF THE REPUBLIC OF INDONESIA

NUMBER 14 OF 2017

ON

AMENDMENT TO REGULATION OF MINISTER OF COMMUNICATIONS AND  
INFORMATICS NUMBER 12 OF 2016 ON REGISTRATION OF TELE-  
COMMUNICATIONS SERVICE SUBSCRIBERS

EXAMPLE OF STATEMENT LETTER FORMAT

I, the undersigned:

Full Name :  
Population Identification Number (NIK) :  
Place/Date of birth :  
Full Address :  
Name of Birth Mother or Family Card Number :

hereby declare that for purpose of registration of telecommunications service subscribers as stipulated in the provisions of laws and regulations, the abovementioned data is true and I bear the responsibility for all legal consequences and will periodically carry out re-registration to ensure that the submitted data is validated.

Manual/electronic signature or  
other forms of consent

MINISTER OF COMMUNICATIONS AND INFORMATICS  
OF THE REPUBLIC OF INDONESIA,

signed

RUDIANTARA

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