

# GUIDELINES TO CONSUMERS TO PROTECT THEIR MOBILE PHONE

## AT PURCHASE:

- a. Purchase mobile handsets from dealers duly licensed by the Information and Communication Technologies Authority (ICTA). A list of those dealers will be published on newspapers and will be made available on the website of the Authority.
- b. Always request for a receipt when purchasing a mobile phone.
- c. Ask for proof of ownership when you purchase a second-hand mobile phone.
- d. Keep the receipt in a safe place for presentation to Police in case of theft.
- e. Make sure your SIM card is registered as required by law.
- f. Make sure that your phone has an IMEI. You can read the IMEI (a 15-digit number) from the back of your phone under the battery or simply dial \*#06# to display the IMEI on your phone screen.

## PRECAUTIONS WHEN USING PHONE:

- Treat your phone as you would treat any other valuable item:  
Always keep your mobile phone on you. Don't leave your phone on display in crowded or insecure areas. Switch to vibrate mode in circumstances where a ring tone might attract the attention of a thief.
- Use your phone's security features:  
Your phone has security features which you can use to stop others using your phone – for example, you can set a Personal Identification Number (PIN) number which must be entered before anyone can use the phone. Read your handset User Guide to find out what features your phone has and use them. Even if your phone isn't stolen, someone might be tempted to "borrow" your phone and make a few expensive calls without your knowledge.
- Name your phone  
Some form of personal identification on your phone can deter the would-be thief. Consider engraving your initials on your phone and the battery, and – if you have one – also including your driver's licence number.
- Know your IMEI  
Every mobile phone has a unique 15-digit electronic serial number, known as the International Mobile Equipment Identity (IMEI). You can read the IMEI from the back of your phone under the battery or simply dial \*#06# to display the IMEI on your phone screen. Record your phone's IMEI and keep it in a safe place in case your phone is lost or stolen.

## **IN CASE OF LOSS/THEFT**

1. Report the case to the Police. Tell them your phone number (i.e. the SIM card used at the time of loss/theft) or your IMEI number and any other identifying features on your phone (e.g. engraved initials). Show your receipt if available.
2. In your declaration, you would be requested to consent that your phone IMEI will be communicated to all mobile service providers and your phone will be blocked on all networks.
3. The Police will provide you with a memo to be presented to your service provider.
4. The service provider will request you to fill in a form where you will again have to consent that your phone be blocked and that your IMEI will be communicated to other mobile service providers for blocking.
5. The service provider will, upon satisfaction of the information you provide, block the phone and communicate that information to other service providers for blocking on their networks.
6. Your phone will then be of no use. By making the lost mobile phone valueless, you would have helped to reduce mobile phone theft in Mauritius.