

# Republic of Nauru



## INFORMATION, COMMUNICATIONS & TECHNOLOGY POLICY

SIM CARD POLICY

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## Scope

The Department of ICT policy under the Government of Nauru aims to provide guidance and aid in managing all Government issued sim cards and data-internet usage and to ensure that all employees assigned to government official numbers are to use these resources appropriately and to comply with this policy statement.

Anyone that uses Government IT resources from here on will be referred to as users including staff (either temporary, trainee or permanent), consultants and contractors must adhere to this policy. In addition, this policy makes reference to other specific policies that require further elaborations.

## Purpose

The purpose of this ICT policy as a whole is to:

- Provide guidance and management of all sim cards' utilization
- Ensure that all employees assigned to official Government numbers are to use these resources appropriately
- Protect the Government from any possible litigation

## Government Use

The Government sim cards including data sims are to be used solely for official purposes of the Government and not for personal purposes of the employees.

## Ownership

All information and messages that are created, sent, received or stored on the sim cards are the assigned users' responsibility and that the assign user should take liability if information and messages are considered inappropriate.

## Sim Card Review

All official numbers under the Government Bann is subject to the right of the Department of ICT to monitor, access, read, disclose upon request by HOD and endorsed by the Minister of both departments involved.

## Prohibited Content

- ❖ Government official numbers may not send SMS or through social media registered under official number that contain statements or content that are libelous, offensive, harassing, illegal, derogatory, or discriminatory.
- ❖ Foul, inappropriate or offensive messages such as racial, sexual, or religious slurs or jokes are prohibited.
- ❖ Sexually explicit messages or images, cartoons or jokes are also prohibited. Any Government assigned user SIM found obtaining such content may result in being disciplined, suspended or even terminated.

### Assigned Users

- ❖ The official numbers will only be assigned to Cabinet Ministers, Members of Parliament, Head of Department, Directors, Managers, Personal Assistants, Administrative Officers, Customer Services personal positions.
- ❖ Other positions that request to have an official Government number would have to go through process.
- ❖ This process should include proposed numbers existing in the current budget or proposed numbers being provisioned in the budget.
  
- ❖ Plan allocations and data usage will be based on budget approval. Although, any changes in the assigning of users can happen internally until next financial year and should inform ICT department of the changes.
  
- ❖ Assigned users must understand that the sim number belongs to the position and not the user. Users must not retain sim number upon leaving the department or the Government service.

### Assigned users for contractors

Any official Government numbers that are assigned to contractors should follow process if departments have;

- provisioned budget for the particular contractor to be assigned to a government sim card with allocations, request will be based on the budget approval for further process
- NOT provisioned in the budget – department are to process budget in order to meet their request financially where Department of ICT will not proceed with assigning a sim unless a budgeted is provisioned for the particular request

### Caller User Group (CUG)

Departments within the Government of Nauru are allowed to provide authorised public servants' personal numbers to be added on the Bann list and be a part of the caller user group making free voice and text interactions between government official numbers.

To add an employee to the Bann list for CUG:

- This would require a written memo endorsed by the respective Head of Department to the Head of ICT Department.

### Sim Replacement

- ❖ Employees that are assigned with official numbers will be responsible for paying the penalty fee of \$100.00 if seeking for SIM replacement.
- ❖ The Department will only give a 20 days waiver for SIMs to be replaced or SIMs will be deactivated.
- ❖ Assigned users shall to obtain invoice from Department of ICT Administration staff and

make payment at Nauru Revenue Office.

- ❖ Assigned Users must provide receipt upon collection of sim replacement.

#### **Data sim cards**

- ❖ The official sim cards for data usage alone will only be assigned to Cabinet Ministers, Members of Parliament, Head of Department, Directors, Managers, Personal Assistants, Administrative Officers, Customer Services personal.
- ❖ Other positions will need to provide a letter endorsed by the HOD and approved by Secretary for ICT.
- ❖ Requestor will have to comply with the Plan assigned by the Department of ICT.

## Prices

The following are the price rates that includes international and local offnet credit and roaming.

### International call rates

The international call rates are categorized in bands 1, 2 and 3. Satellite rate is also different than the listed band rates.

Band 1 \$0.75					Band 3 \$2.60
Alaska	Czech Republic	Indonesia Jakarta	Netherlands Mobile	Tajikistan	Afghanistan
Albania	Denmark	Indonesia Mobile	New Caledonia	Tanzania	Ascension
Algeria	Denmark Mobile	Ireland	New Zealand	Thailand	Australian Antarctic Bases
American Samoa	Djibouti	Ireland Mobile	New Zealand Mobile	Thailand Bangkok	Cape Verde
American Samoa Mobile	Dominica	Israel	Nicaragua	Thailand Mobile	Congo
Andorra	Dominican Republic	Israel Mobile	Norway	Tonga	Diego Garcia
Angola	Dominican Republic Mobile	Italy	Norway Mobile	Trinidad	Djibouti
Angola Mobile	Ecuador	Italy Mobile	Oman	Tunisia	East Timor
Anguilla	Ecuador Mobile	Ivory Coast	Pakistan	Turkey	Ethiopia
Argentina	Egypt	Ivory Coast Mobile	Pakistan Mobile	Turkey Mobile	Guinea Bissau
Armenia	Egypt Mobile	Jamaica	Palau	Turkmenistan	Liberia
Aruba	El Salvador	Jamaica Mobile	Palestine	Turks And Caicos Islands	Mayotte Fixed
Australia	El Salvador Mobile	Japan	Panama	U.S.A.	Niger
Austria	Equatorial Guinea	Japan Mobile	Panama Mobile	Ukraine	Nigeria
Austria Mobile	Eritrea	Jordan	Paraguay	United Arab Emirates	San Marino
Azerbaijan	Estonia	Kazakhstan	Paraguay Mobile	United Arab Emirates Mobile	Sao Tome And Principe
Bahamas	Estonia Mobile	Korea Rep	Peru	United Kingdom	Seychelles
Bahrain	Faroe Isl	Korea Rep Mobile	Peru Mobile	United Kingdom Mobile	Somalia
Bahrain Mobile	Federation Of Micronesia	Kuwait	Philippines	Uruguay	St Helena
Bangladesh	Fiji	Kuwait Mobile	Philippines Mobile	US Virgin Islands	Thuraya
Barbados	Fiji Mobile	Kyrgyzstan	Poland	Uzbekistan	Tokelau Islands
Barbados Mobile	Finland	Laos	Poland Mobile	Venezuela	Wallis And Futuna Islands
Belgium	Finland Mobile	Lesotho	Portugal	Venezuela Mobile	
Belgium Mobile	France	Libya	Portugal Mobile	Vietnam	
Belize	France Mobile	Libya Mobile	Puerto Rico	Vietnam Mobile	Satellite \$3.75
Benin	French Guiana	Liechtenstein Fixed	Qatar	Western Samoa	Australia Mobile Optus Satellite
Bermuda	French Polynesia	Lithuania	Reunion	Western Samoa Mobile	Inmarsat/Maritime
Bhutan	French Polynesia Mobile	Luxembourg	Reunion Mobile	Yemen	Iridium
Bolivia	Gabon	Luxembourg Mobile	Romania	Zambia	Misc Servc
Bosnia/Herz	Gambia	Macau	Romania Mobile	Zambia Mobile	
Bosnia/Herz Mobile	Georgia	Macau Mobile	Russian Federation	Zimbabwe	
Botswana	Germany	Macedonia	Russian Federation Mobile	Zimbabwe Mobile	
Botswana Mobile	Germany Mobile	Madagascar	Rwanda		
Brazil	Ghana	Malawi	Saudi Arabia	Band 2 \$1.60	
Brazil Mobile	Ghana Mobile	Malaysia	Saudi Arabia Mobile	Antigua & Barbuda	
British Virgin Islands	Gibraltar	Malaysia Kuala Lumpur	Senegal	Central African Republic	
British Virgin Islands Mobile	Gibraltar Mobile	Malaysia Mobile	Serbia And Montenegro	Comoros	
Brunei	Greece	Mali	Serbia And Montenegro Mobile	Cook Islands	
Brunei Mobile	Greece Mobile	Malta	Sierra Leone	Cuba	
Bulgaria	Grenada	Malta Mobile	Sierra Leone Mobile	Falkland Islands	
Bulgaria Mobile	Grenada Mobile	Mariana Islands	Sierra Leone Mobile	French Guiana Mobile	
Burkina	Guadeloupe	Marshall Islands	Singapore	Greenland	
Burundi	Guadeloupe Mobile	Martinique	Singapore Mobile	Iran	
Cambodia	Guam	Martinique Mobile	Slovenia	Iraq	
Cameroon	Guatemala	Mauritania	South Africa	Kenya	
Canada	Guinea Republic	Mauritius	South Africa Mobile	Kiribati	
Cayman Islands	Guyana	Mayotte	Spain	Korea Dpr	
Cayman Islands Mobile	Guyana Fixed	Mayotte Mobile	Spain Mobile	Latvia	
Central African Republic Mobile	Guyana Mobile	Mexico	Sri Lanka	Latvia Mobile	
Chad	Haiti	Moldova	Sri Lanka Mobile Mtn Dialog	Lebanon	
Chile	Haiti Mobile	Moldova Mobile	St Kitts	Liechtenstein	
Chile Mobile	Hawaii	Monaco	St Kitts	Liechtenstein Mobile	
China	Honduras	Monaco Mobile	St Lucia	Maldives	
China Mobile	Hong Kong	Mongolia	St Lucia Mobile	Niue	
Colombia	Hong Kong Mobile	Montserrat	St Vincent	Norfolk Island	
Colombia Mobile	Hungary	Morocco	Surinam	Papua New Guinea	
Costa Rica	Hungary Mobile	Mozambique	Swaziland	Papua New Guinea Mobile	
Croatia	Iceland	Myanmar	Sweden	Solomon Islands	
Croatia Mobile	Iceland Mobile	Nambiar	Sweden Mobile	Solomon Islands Mobile	
Cyprus	India	Nambiar Mobile	Switzerland	St Pierre	
Cyprus Mobile	India Mobile	Nepal	Switzerland Mobile	Syria	
	Indonesia	Netherlands	Taiwan	Togo	
			Taiwan Mobile	Tuvalu	
				Uganda	
				Vanuatu	

## Local call rates

During peak hours rates for calls and SMS in Nauru different compared to off-peak hours.

- Peak Hours (8am-8pm) *Local call rate: \$0.30 Local SMS rate: \$0.13*
- Off-peak Hours (8pm-8am) *Local call rate: \$0.25 Local SMS rate: \$0.13*

## Roaming

Name	Receiving calls within visited country	Calling within visited country	Calling back to Nauru
ZONE 1	\$ 0.95	\$ 0.95	\$ 3.95
ZONE 2	\$ 1.30	\$ 1.95	\$ 4.95
ZONE 3	\$ 1.60	\$ 2.95	\$ 5.95

## Data Sim Rates

The following rates are for the data sim usage only

Data Plan	Price
10GB	\$84
15GB	\$125
25GB	\$157
50GB	\$210

## Plan Allocations

The following are the different plan allocations for the different categories in the public service work field.

**Category A** – Consist of Cabinet Ministers, Speaker of Parliament.

**Category B** – Chief Secretary, Members of Parliament, Chief Justice

**Category C** – HODs, Registrar of Court, Clerk of Parliament

**Category D** – Consist of Personal Assistants, Directors, Managers, Administrators, Teachers in Charge, (these are job descriptions that requires working with Secretariats)

**Category E** – Consist of Senior levels, Administration Officers, Technicians

Plans		Price
Plan 180 (includes CUG)	180-minute talk time 42 SMS	\$31.00
CUG (Caller User Group)	Assign user under the same plan (Government Bann), unlimited talk time including SMS	\$15.70
Off net Credit (Monthly)		Price
\$500.00 – Unlimited Additional	(Category A)	\$500
\$100.00 – Unlimited Additional	(Category B)	\$100
\$100.00 – No additional	(Category C)	\$100.00
\$50.00 – No Additional	(Category D)	\$50.00
\$20.00 – No Additional	(Category E)	\$20.00
Data (Bundle Name)		Price
Explorer 500 N	Category E	\$27.00
Explorer 1GB N	Category D	\$53.00
Roaming	Category A	Refer to Zone Table under <i>Roaming</i>

### Request Allocations

- ❖ Due to availability of internet access in each Department, Data Plan will be allocated by the Department of ICT according to category provided.
- ❖ Employees are to access their email and work-related purpose ONLY in their personal computer or devices provided in their respective departments where unlimited data access is provided.

### Rollback Request

- ❖ Assigned users are not to request for rollback credit as all Government official numbers are made postpaid.
- ❖ Assigned users must avoid SIM number errors when adding additional credit to their numbers.
- ❖ To ensure additional credit, assigned users must attentively check their numbers before adding top up.



### Request of Additional

- ❖ As part of Digicel customer care business hours, late request of additional top up of the *off-net credit* will be served in the next business day.

- ❖ Below are the additional for data on mobile phones

<b>On Name</b>	<b>Price (VIP)</b>	<b>GB</b>
Mobile on Bolt S	\$12.75	1GB
Mobile on Bolt M	\$37	3GB
Mobile on Bolt L	\$58	5GB
Mobile on Bolt XL	\$111	10GB

- ❖ With the *data SIM*, these are the following additional rates.

<b>Bolt on Name</b>	<b>Price (VIP)</b>	<b>GB</b>
ISP Bolt on Bronze	\$35	4GB
ISP Bolt on Silver	\$85	10GB
ISP Bolt on Gold	\$129	20GB
ISP Bolt on Platinum	\$168	40GB

### Authorize personal for Top up request through agent representative

- ❖ ONLY AUTHORISED ICT PERSONEL can request for additional top up and is responsible for replacement, barring of SIMS and allocating SIM numbers.
- ❖ Information relating to a certain number in case involved in criminal cases can only be provided by the Secretary of ICT when required by law.

### Personal Additional top up for 557

- ❖ Employees are able to top up both their data and offnet credit with the understanding of the expense is personal or otherwise can be arrange within department responsible if in terms of reimbursements.
- ❖ Data will not be converted to bundle but will be used directly from the credit.

### Returning of Government official numbers

- ❖ It is important for employees using official numbers under the Government Bann to return SIM numbers to the Department of ICT when they are no longer working as a public servant.
- ❖ The Administrative section in the respective departments should take responsibility in

returning SIM numbers to ICT.

- ❖ Failure to comply with this statement will include deducting penalty fees from the employees' final entitlements or the department will be charged with the penalty fees.

### Compliance

- ❖ The Department of ICT will monitor and report violations of all ICT Policies. This will be done through a combination of remote monitoring and on-site visits. Whenever any authorized IT professional is on-site at a location, he or she may test compliance levels at the individual desktop level.
- ❖ In addition, the Department of ICT will also conduct quarterly IT Audits for inventory purposes and check compliance with the policy.
- ❖ Users who violate this policy will have their network account suspended for a minimum of one week and referred to HR for further disciplinary actions which will be in accordance with the Public Service (Disciplinary) Regulations 2020. The Secretary for ICT has the right to determine the penalty for violating this policy depending on nature and extent of violation.