Administration Agencies Service Identification Form — Annex 1
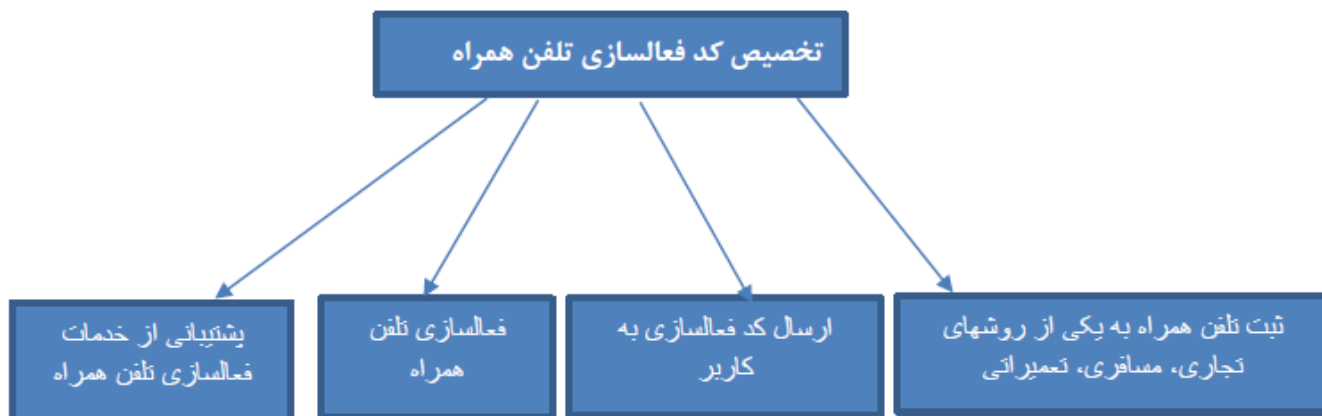
1. Service title: Identity activation of SIM card enabled equipment	**2. Service ID:**13071972100 (To be filled by the Planning and Budget Organization)

<table>
<tr><td rowspan="2">3. Service provider</td><td colspan="2">Name of the agency: Iran Center for e-Commerce Development</td></tr>
<tr><td colspan="2">Name of the parent organization: Ministry of Industry, Mine and Trade</td></tr>
<tr><td rowspan="10">4. Service specifications</td><td>Service description</td><td></td></tr>
<tr><td>Type of service</td><td>Government to Citizen (G2C) ■
Government to Business (G2B) ■
Government to Government (G2G) ■   Client Type   Merchants, business owners, regulatory agencies, public</td></tr>
<tr><td>Nature of service</td><td>Public ■   Private ☐</td></tr>
<tr><td>Scope of service</td><td>National ■ Regional ☐ Provincial ☐ Urban ☐ Rural ☐</td></tr>
<tr><td>Related events:</td><td>Birth ☐ Education ☐ Healthcare ☐ Tax ☐ Business ■ Social security ☐ Property registration ■ Urban installations ☐ Insurance ☐ Marriage ☐ Retirements ☐ Licenses and certificates ☐ Death ☐ Other ☐</td></tr>
<tr><td>Start of service</td><td>Application by the receiver ■ Due date ☐ Occurrence of event ☐ Discretion of the agency ☐ Other ☐</td></tr>
<tr><td>Documents required for the service</td><td>International Mobile Equipment Identity (IMEI)</td></tr>
<tr><td>Upstream rules and regulations</td><td></td></tr>
</table>

<table>
<tr><td rowspan="6">5. Service details</td><td>Statistics of service receivers</td><td colspan="3">…. of services receivers in month ☐ season ☐ year ■</td></tr>
<tr><td>Service average time</td><td colspan="3"></td></tr>
<tr><td>Frequency</td><td colspan="3">Once ■   …. in month ☐ season ☐ year ☐</td></tr>
<tr><td>Number of physical reference</td><td colspan="3"></td></tr>
<tr><td rowspan="4">Cost of service for the receiver (IRR)</td><td>Price(s)</td><td>Bank Account(s)</td><td>E-payment</td></tr>
<tr><td></td><td></td><td>☐</td></tr>
<tr><td></td><td></td><td>☐</td></tr>
<tr><td>. . .</td><td></td><td>☐</td></tr>
</table>

<table>
<tr><td rowspan="6">6. Service access route</td><td colspan="4">Direct and detailed address of the service in the portal (If partially or fully electronic): www.hamta.ntsw.ir</td></tr>
<tr><td colspan="4">Name of the system (If partially or fully electronic): Hamta</td></tr>
<tr><td>Service stages</td><td>Type</td><td colspan="2">Communication media</td></tr>
<tr><td rowspan="2">Informative</td><td>Electronic ■</td><td colspan="2">Internet (website) ■   Mobile (application) ■
Email ☐   Post ☐
IVR or Call center ☐   SMS ■
Other (explain accessibility) ■: USSD code</td></tr>
<tr><td>Non-electronic ☐</td><td>Reason for physical reference</td><td>Personal authentication ☐
Document authentication ☐
Lack of proper infrastructure ☐
Other ☐ :   Agency referred to:
National ☐
Provincial ☐
Local ☐</td></tr>
</table>

Application	Electronic ■	Internet (website) ■ Mobile (application) ■ Email □ Post □ IVR or Call center □ SMS ■ Public services offices □ (outsourcing contract number:) Similar to public services offices □ Other (explain accessibility) ■: USSD code	
	Non-electronic □	Reason for physical reference: Personal authentication □ Document authentication □ Lack of proper infrastructure □ Other □:	Agency referred to: National □ Provincial □ Local □

Service generation (Inner agency process or relations to other agencies)	Electronic ■	Internet (website) ■ Intranet (local intranet or ERP) □ Email □ Other (explain accessibility) □:	
	Non-electronic □	Reason for physical reference	

Service providing	Electronic ■	Internet (website) ■ Mobile (application) ■ Email □ Post □ IVR or Call center □ SMS ■ Public services offices □ (outsourcing contract number:) Similar to public services offices □ Other (explain accessibility) ■: USSD code	
	Non-electronic □	Reason for physical reference: Personal authentication □ Document authentication □ Lack of proper infrastructure □ Other □:	Agency referred to: National □ Provincial □ Local □

7. Service relation to other systems of the agency (databanks)

Name of other systems	Exchanged fields	Electronic inquiry		Non-electronic inquiry
		Online	Batch	
		□	□	□
		□	□	□
		□	□	□
		□	□	□

8. Service relation to other agencies

Name of other agencies	Name of other systems	Exchange fields	Costs (If any)	Electronic inquiry		If inquiry is non-electronic done by:
				Online	Batch	
Customs of the IR Iran	EPL	IMEI, national number, model and brand of mobile phone, mobile number		■	■	Agency □ Client □
				□	□	Agency □ Client □
				□	□	Agency □ Client □

9. Service processes titles	1- Registering the mobile phone by one of these methods: passenger, commercial, repairs 2- Obtaining activation code for each registered IMEI 3- Activating mobile phone 4- Supporting mobile phone activation services

10. Service processes connection diagram:

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                    تخصیص کد فعالسازی تلفن همراه


   پشتیبانی از خدمات      فعالسازی تلفن        ارسال کد فعالسازی به      ثبت تلفن همراه به یکی از روشهای
   فعالسازی تلفن همراه       همراه                 کاربر                 تجاری، مسافری، تعمیراتی
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نمودار به ترتیب از بالا به پایین از چپ به راست:

Allocating mobile phone activation code

supporting mobile phone activation services - Activating mobile phone – sending activation code to the user - registering the mobile phone by one of these methods: passenger, commercial, repairs

Particulars of the person completing the form: Mansureh Sha'bani	Tel: 41031357	Email: Shabani.m@ecommerce.gov.ir	Department: Trade Facilitation Deputy