

# Republic of Nauru



## INFORMATION, COMMUNICATIONS & TECHNOLOGY POLICY SIM CARD POLICY

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## Scope

This Department of Information, Communications and Technology ('ICT') Policy aims to provide guidance and aid in managing all Government issued SIM cards and data-internet usage. This is to also ensure that all employees assigned with official Government numbers, use these resources appropriately and comply with this Policy.

Any person who uses or is authorized to use Government ICT resources from here on will be referred to as 'assigned user' inclusive of public service employees who are either temporary, trainees, permanent staff or contract employees, consultants shall adhere to this Policy.

## Purpose

The purpose of this ICT policy is to:

- provide guidance and management of the utilization of all Government issued SIM cards;
- ensure that all employees assigned official Government numbers are to use these resources appropriately; and
- protect the Government from any possible litigation.

## Government Use

The Government SIM cards including data SIMs issued by the Department of ICT are to be used solely for the official purposes of the Government and not specifically for the personal purposes of the assigned users.

## Responsibility for information

- ❖ All information and messages that are created, sent, received or stored on the SIM cards are the assigned users' responsibility.
- ❖ The assigned user shall be responsible for any liability issue if the information and messages stored on the SIM card are considered inappropriate.

## Sim Card Review

Subject to the provisions of the *Communications and Broadcasting Act 2018* and any relevant written law, where there is an incident involving an official number under the Government Bann, such official number may be monitored, accessed, read or disclosed by the Secretary of ICT, upon request by a Head of Department and endorsed by the Minister of both departments involved.

## Prohibited Content

- ❖ An assigned user shall not send any SMS, post or send through social media any message, statement or content that is libelous, offensive, harassing, illegal, derogatory or discriminatory.
- ❖ The following type of messages, statements or content are prohibited from being sent by SMS or sent or posted on social media through an official number or Government issued SIM:
  - foul, inappropriate or offensive messages such as racial, sexual, religious slurs or jokes;
  - sexually explicit messages, images, memes, cartoons or jokes; and
  - political, misleading or false information or any information which is likely to bring disrepute to the Government, President, Ministers or other employees.
- ❖ An assigned user found to be circulating, sending or posting such content shall be subject to disciplinary proceedings under the *Public Service (Disciplinary) Regulations 2020*.

## Assigned Users

- ❖ The official Government numbers (557) shall only be assigned to:
  - Cabinet Ministers;
  - Members of Parliament;
  - Heads of Departments; and
  - the following positions:
    - Directors,
    - Managers,
    - Personal Assistants,
    - Administrative Officers, and
    - Customer Services personnel.
- ❖ In case of any other position which the respective Head of Department requires to be provided with an official Government number, the respective Head of Department shall seek approval from the Secretary for ICT and follow the required financial process.
- ❖ This process shall include the relevant Department including the proposed existing numbers in the current budget or proposed numbers being provisioned in the subsequent budget.
- ❖ Plan allocations and data usage will be based on budget approval. While any change in the assigning of users may be done internally until the next financial year, the relevant Department shall inform the Department of ICT of the change in the assigned user.

- ❖ An assigned user shall be made to understand that the SIM number belongs to the position and not personal to the user. A user shall not retain the SIM number upon leaving the Department or the public service.

### **Assigned users for contractors**

- ❖ Any official Government number that is assigned to a contract employee shall follow the required financial process.
- ❖ Where a Department has:
  - made provision in its budget for the particular contract employee to be assigned a Government SIM card with an allocation, a request shall be based on the budget approval for further processing; or
  - NOT made provision in its budget – the Department shall make provision in its budget in order to meet its request financially. The Department of ICT shall not assign a SIM card unless the particular request is provisioned in the relevant Department's budget.

### **Caller User Group (CUG)**

- ❖ The Government Departments are permitted to provide authorised public servants' personal numbers to be added on the Bann list and be a part of the Caller User Group (CUG) making free voice and text interactions between official Government numbers.
- ❖ To add an employee to the Bann list for CUG, the respective Head of Department shall write to the Secretary for ICT to include such employee to the CUG.
- ❖ All users under the CUG list are responsible for notifying the Department of ICT when they are no longer working in the Public Service. This would allow the Administration of the Department of ICT to remove the user from the CUG.

## **SIM Replacement**

- ❖ Where a SIM card has been misplaced or damaged the user who is assigned the official number shall be responsible for paying the fee of \$100.00 to replace the SIM card.
- ❖ The assigned user who misplaced or damaged the SIM card shall obtain an invoice from the Administration Section of the Department of ICT and make payment at the Nauru Revenue Office.
- ❖ The assigned user shall provide the receipt of payment from the Nauru Revenue Office in order to collect the replacement SIM card.
- ❖ A grace period of 20 days for the payment of the \$100 to replace the SIM card shall be granted by the Department of ICT. When the 20-day period lapses, the SIM card shall be deactivated.

## **Data SIM cards**

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

**Category A** – Cabinet Ministers, Speaker of Parliament;

**Category B** – Chief Secretary, Members of Parliament, Chief Justice, Judge of the Supreme Court, Resident Magistrate;

**Category C** – Heads of Departments, Registrar of Court, Clerk of Parliament;

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

**Category E** – Senior level, 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),	\$15.70

	unlimited talk time including SMS	
<b>Off net Credit (Monthly)</b>		<b>Price</b>
\$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
<b>Data (Bundle Name)</b>		<b>Price</b>
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 the availability of internet access in each Department, the Data Plan will be allocated by the Department of ICT according to each category.
- ❖ The assigned users are to access their email and carry out work-related research ONLY on their personal computer or devices provided in their respective departments where unlimited data access is provided.

### 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

- ❖ For *data SIM*, the additional rates are as follows:

<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
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### **Authorized personnel for top up request through agent representative**

- ❖ Only authorized personnel from the Department of ICT can request for additional top up and is responsible for replacement, barring of SIM cards and allocating SIM numbers.

### **Personal Additional top up of official numbers**

- ❖ 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.

### **Return of official numbers**

- ❖ Where an employee has vacated his or her position in the public service or in a specific department, the employee must return the SIM card allocated to him or her to the Department of ICT through the administration section of the relevant department.
- ❖ The Administrative section in the respective department must ensure the SIM card is returned by the employee so that the SIM card is returned to the Department of ICT.
- ❖ Failure to comply with this requirement shall result in the cost of replacing such SIM card being deducted from the employee's entitlements. Alternatively, if the cost is not deducted from the employee's entitlement, the respective department will be charged for the replacement cost.

### **Information where official number involved in criminal or court proceeding**

- ❖ Where an official number is involved in any criminal or court proceeding, any information relating to such number may only be provided by the Secretary for ICT when required by a court order or by any written law.

## Compliance

- ❖ The Department of ICT shall monitor and report breaches 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.
- ❖ The Department of ICT shall also conduct quarterly IT Audits for inventory purposes and check compliance with this Policy.
- ❖ An assigned user who breaches this Policy shall have their network account suspended for a minimum period of 7 days and be referred to the Department of Chief Secretary for disciplinary action in accordance with the *Public Service (Disciplinary) Regulations 2020*. The Secretary for ICT may recommend the penalty for breach of this policy depending on the nature and extent of such breach.