

# MobiFone requires subscribers to submit portraits if they do not want to be locked out of mobile subscribers

During the time of receiving the message, if the airline does not implement additional information and genuine portrait as required, the network operator will proceed to lock out the mobile subscription.

In order to prevent the situation of garbage sim and protect the interests of customers, operators are tightening the management of mobile subscribers according to Decree 49 issued on April 24, 2017 of the Ministry of Information and Communications. Accordingly, during the time of receiving the message, if the airline does not carry out additional information and genuine portrait as required, the operator will proceed to lock the mobile subscriber.

Customers who need additional information and genuine portraits will be notified by Vinaphone, Mobifone SMS within 5 consecutive days, requesting to come to the transaction store to supplement.

Within 15 days from the time of receiving the required message, if the customer does not come to the store for additional information, the operator will proceed with one-way lock. In the next 15 days, if customers still do not add information, mobile subscribers will be locked in two directions. At that time, customers cannot listen, call, text or use 3G Mobifone or 3G Vinaphone.



According to operators, all mobile subscribers, whether prepaid or postpaid, whether the information registered on the system is correct or not, must submit portraits.

Currently, operators only text messages that require additional information and portraits for subscribers with inaccurate personal information. With the subscriber's number registered by another person or by a representative of the company, the person who signed up must provide a portrait.

See more:

1. Instructions for adding Viettel prepaid subscription information right at home
2. Guide to check and supplement VinaPhone subscriber information in order not to be locked in one direction
3. Instructions for updating information and supplementing photos for VinaPhone and Mobifone subscribers

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