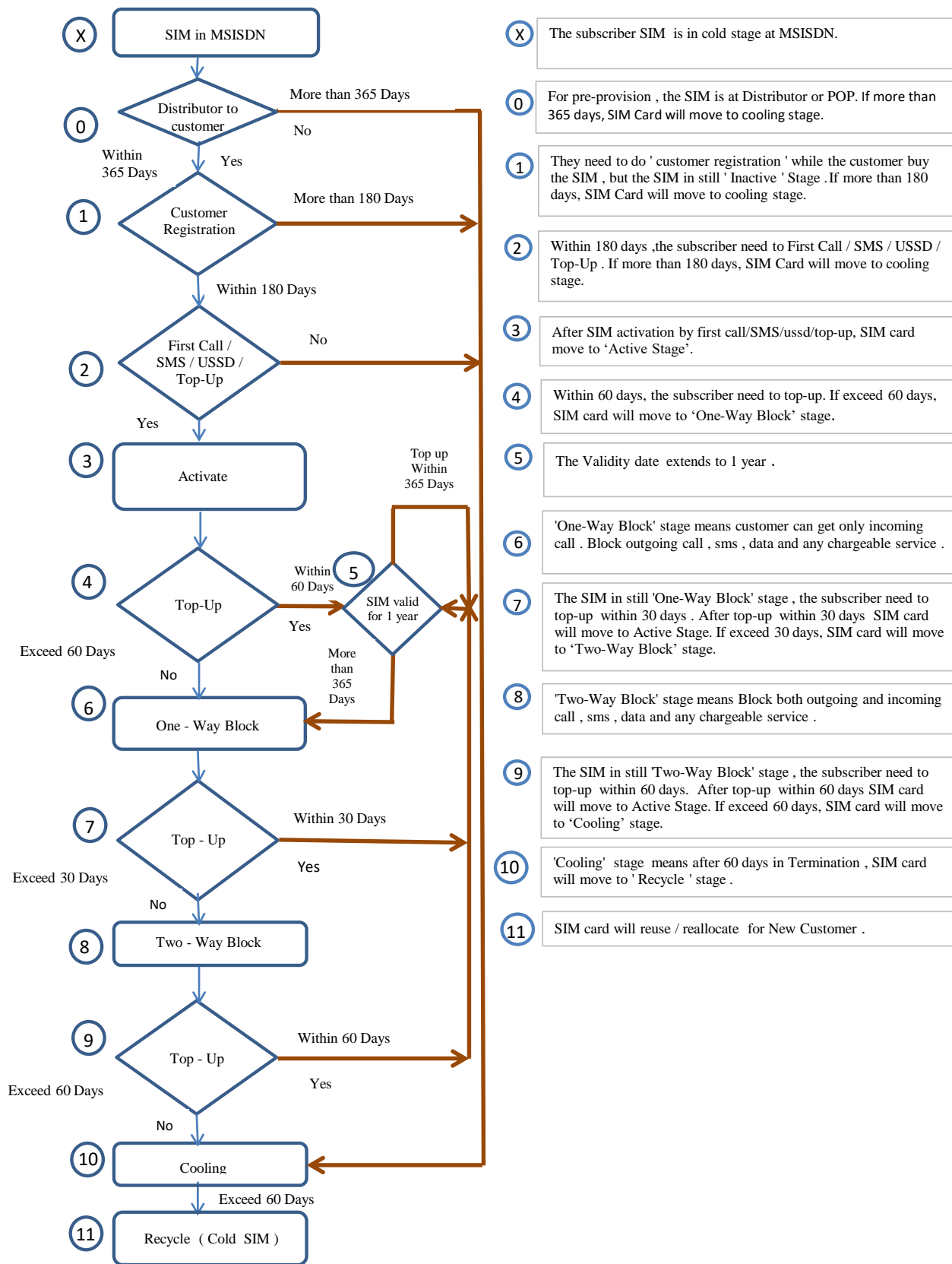


## SIM Lifecycle Flow Diagram



**X** The subscriber SIM is in cold stage at MSISDN.

**0** For pre-provision , the SIM is at Distributor or POP. If more than 365 days, SIM Card will move to cooling stage.

**1** They need to do ' customer registration ' while the customer buy the SIM , but the SIM in still ' Inactive ' Stage .If more than 180 days, SIM Card will move to cooling stage.

**2** Within 180 days ,the subscriber need to First Call / SMS / USSD / Top-Up . If more than 180 days, SIM Card will move to cooling stage.

**3** After SIM activation by first call/SMS/ussd/top-up, SIM card move to 'Active Stage' .

**4** Within 60 days, the subscriber need to top-up. If exceed 60 days, SIM card will move to 'One-Way Block' stage.

**5** The Validity date extends to 1 year .

**6** 'One-Way Block' stage means customer can get only incoming call . Block outgoing call , sms , data and any chargeable service .

**7** The SIM in still 'One-Way Block' stage , the subscriber need to top-up within 30 days . After top-up within 30 days SIM card will move to Active Stage. If exceed 30 days, SIM card will move to 'Two-Way Block' stage.

**8** 'Two-Way Block' stage means Block both outgoing and incoming call , sms , data and any chargeable service .

**9** The SIM in still 'Two-Way Block' stage , the subscriber need to top-up within 60 days . After top-up within 60 days SIM card will move to Active Stage. If exceed 60 days, SIM card will move to 'Cooling' stage.

**10** 'Cooling' stage means after 60 days in Termination , SIM card will move to 'Recycle ' stage .

**11** SIM card will reuse / reallocate for New Customer .