

Amendment to the General Telecommunications Law: registration and identification of telephone service users



On February 13, 2025, Law No. 21.729 was published in the Official Gazette, introducing amendments to Law No. 18.168, the General Telecommunications Law, concerning the registration and identification of telephone service users.

This law adds three new articles to the General Telecommunications Law, addressing the following key aspects:

1. Subscriber and User Identification Registry

i. Public telephone service providers are required to keep an identification registry of subscribers and users, retaining the information for five years.

ii. The required data includes:

- Full name
- Address
- National ID or passport number
- International Mobile Equipment Identity (IMEI)
- Mobile Station ISDN Number (MSISDN)
- International Mobile Subscriber Identity (IMSI)
- Any other information determined by the Telecommunications Undersecretariat through technical regulations.

iii. Providers must comply with Law No. 19.628 on Privacy Protection, preventing the use of collected data for purposes other than those established by law.

2. Device Blocking System

i. Providers must fund a system that effectively blocks stolen, lost, or misplaced devices. The Telecommunications Undersecretariat must establish the conditions and requirements for this system through technical regulation within six months of the law's publication in the Official Gazette.

3. Penalties for IMEI Tampering

The law establishes a penalty of minimal degree minor imprisonment and a fine ranging from 11 to 15 UTM (Monthly Tax Unit) for individuals who alter or modify a device's IMEI.

To review the full text of the law, visit the official publication in the [Official Gazette](#).

contact



**Juan Enrique
Allard**

jeallard@guerrero.cl



**Eduardo
Cordero**

ecordero@guerrero.cl



**José Gabriel
Undurraga**

jgundurraga@guerrero.cl



**Roberto
Burgos**

rburgos@guerrero.cl



**Alejandra
Leiton**

aleiton@guerrero.cl



**Valentina
Mora**

vmora@guerrero.cl



**Diego
Morandé**

dmorande@guerrero.cl



**Santiago
Bustos**

sbustos@guerrero.cl



**Javiera
González**

jgonzalezn@guerrero.cl



**Antonia
Paredes**

aparedes@guerrero.cl