



European  
Joint  
Support Unit

# Mobile Phones

Izmir





## Mobile Phones.

It is recommended to keep your UK phone with sim card and buy a cheap Turkish phone. This saves you the hassle to register your phone with the Turkish system.

You can also apply for Vodafone UK pay monthly or pay as you go contract, which will give you free roaming in European countries including Turkey. This can be useful as you may need to travel to various European countries on TDYs. Also, this negates the requirement to buy a Turkish sim card henceforth saving you the registration of your UK phone with the Turkish system. (Please be aware the Vodafone roaming policy may be subject to change)

Dated 21 Jun 20: Any phone purchased outside of Turkey must be registered. That means both Turks and foreigners must register foreign phones. You must register within 120 days of entering Türkiye. The law currently states one phone registered per person per two “calendar years.” Please do not try to register 2 as this will only result in you losing money and having one (perhaps even both) contracts cancelled and having to start again.

### STEPS FOR REGISTRATION:

Go to the Zirat Bank to Pay Tax First: You must pay a fee (tax) at a Zirat bank branch. At the bank, they will need your passport, your kimlik number, and the IMEI number for your phone. They are not concerned about the date of entry at the bank. But make sure it is legible and the correct number of days. You will need that in the next step. The kimlik number is the number in your residence permit book (starts with 99).

If you don't know your kimlik, you can find it using this website:  
<https://tckimlik.nvi.gov.tr/YabanciKimlikNo/KisiBilgileriSorguModul.aspx>.

Be very careful when filling out the form for your kimlik number (and any other form). Names must be exactly as registered. If you don't know how to find the IMEI number, google it. It's very easy. For most phones you simply dial \*#06# and it will appear. The fee/tax will be paid at the bank. Currently around 2,732 TL. Be sure to get a receipt and check the IMEI number, kimlik number, and name are correct before you leave the bank.

Go to the PTT to get a E Devlet (E-Government Gateway) password: Go to any PTT. Get a number for the counter at the machine. Wait for your number to show up and go to that counter. At the counter, say, “E-Devlet Şifresi almak istiyorum.” E-Devlet is the keyword for the portal where you can do several government processes. Şifre is password. Almak istiyorum is I would like to get/purchase. You will need your kimlik number (see #2 above), your passport, and your residence card/permit. They must type in everything to their system exactly as it appears on your documents. They will need your place of birth. This must be taken from the resident permit and typed in exactly. For example, mine was “A. B. D.” They had to type it with the periods and spaces for the system to accept it. Password is sent to your phone as a text message.

## Online Registration

You will need the PTT password, and all of the above listed documents, including the bank receipt.

You will need a Turkish speaker to help you manoeuvre the website, HNLO Muhsin is always happy to help but please ring first to confirm his availability.

Go to this website: <https://www.turkiye.gov.tr/btk-imei-kaydet>

Click on “Kimligini Simdi Dogrula” and enter your TC No (kimlik) and the PTT password. It will take you to a page to register. First, it will ask you to set up a new password. Then you will easily register using your passport, kimlik, and paid tax receipt. This process takes about 15 minutes.

## Check the Registration:

*After registering the phone, your phone is actually only “temporarily” registered until the proper authorities (BTK) review it. You can **check the status** by plugging your IMEI number into this website: <https://www.turkiye.gov.tr/imei-sorgulama>*

*If you get the **following message**, it means that the phone is temporarily registered, and you should check back for the final determination: **IMEI numarası abone kayıt merkezince geçici olarak kayıt altına alınmış olup Kurum tarafından evrakları kontrol aşamasındadır.***

This message means the system is temporarily out of order:

**Sistemde yaşanan bir teknik aksaklık nedeni ile işleminiz tamamlanamadı**

This message means it is not registered: **KAYITDIŞI OLDUGU TESPİT EDİLEN IMEI**

If your phone was not registered, the most likely reason is that there was a typo in your name or IMEI number during registration. My registration was final in less than 30 minutes after registering online!

**“IMEI NUMARASI KAYITLI” – The cell phone is REGISTERED!**

## Alternatively

If arriving from the UK - consider keeping your UK phone registered to the UK and buy a cheap Turkish handset from one of the many mobile phone shops in Izmir. It is a lot less work and will save you having to cancel your UK mobile phone contract / number.