



# Mobile Number Pre-porting Additional Identity Verification Policy

Updated: September 3, 2024

## 1. Purpose of this policy

Following “Telecommunications (Mobile Number Pre-porting Additional Identity Verification) Industry Standard 2020” published by the Australian Communications and Media Authority, to protect you from unauthorised ports, an additional identification process will be used to verify your identity prior to your mobile service number being ported to us. You consent to follow our Mobile Number Pre-Porting Additional Identity Verification process and agree to provide all necessary information required for verification.

In the event you suspect that your mobile service number has been fraudulently ported, you should immediately report the activity to:

- (i) The Australian Federal Police or the relevant State or Territory Police; and
- (ii) Government services that support customers whose mobile service number is the subject of an unauthorised port.