



Pre-Port Identification Policy

Updated: 8 May 2026

Pennytel may update this document from time to time. The current version is published on our website.
Where a change materially affects your rights or obligations, we will provide any notice required by your agreement or applicable law.

1. Purpose of this policy

Pennytel takes steps to protect customers from unauthorised mobile number ports.

Before Pennytel initiates the port of a mobile service number to Pennytel, we complete an additional identity verification process to help confirm that the person requesting the port is authorised to do so.

This process is required under the Telecommunications (Mobile Number Pre-Porting Additional Identity Verification) Industry Standard 2020 and is designed to reduce the risk of mobile number porting fraud.

2. When this policy applies

This policy applies when a person requests that an existing Australian mobile service number be ported to Pennytel.

It applies whether the port request is made by:

- the customer who holds the mobile service number; or
- an authorised representative of that customer.

3. What Pennytel must confirm before a port proceeds

For online mobile number port requests, Pennytel's standard verification process is:

Pennytel sends a unique verification code by SMS to the mobile service number that is being ported.

The customer, or their authorised representative, must complete the verification step as instructed.

Pennytel must receive the required confirmation that the verification code has been received before the port request proceeds.

Pennytel will not initiate the port unless the required additional identity verification process has been successfully completed and Pennytel is satisfied that the port request is authorised.

4. If you receive a port verification SMS you did not request

If you receive an SMS from Pennytel about porting your mobile number and you did **not** request that port:

- do **not** complete the verification step;
- contact your current mobile provider immediately; and
- contact Pennytel so we can review the attempted port request.

5. If you suspect that your mobile service number has been fraudulently ported

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

- the Australian Federal Police or the relevant State or Territory Police; and
- government services that support customers whose mobile service number may be the subject of an unauthorised port.

Pennytel will assist with enquiries relating to any suspected unauthorised port request involving Pennytel.

6. If SMS verification cannot be completed

In some circumstances, Pennytel may be unable to complete the standard SMS verification process. For example, this may occur where the mobile device or SIM associated with the number is lost, stolen or damaged.

Where the standard SMS verification process cannot be completed, Pennytel may use an alternative identity verification process permitted by the Pre-Port Standard, such as:

- identity verification using approved identity documents; or
- a government online verification service.

Pennytel will tell you what additional information or verification is required based on the circumstances of your request.

Pennytel will not proceed with the mobile number port until the required verification has been completed and we are satisfied that the port request is authorised.

7. Additional fraud prevention controls

Pennytel may apply additional fraud prevention checks where a mobile number port request appears unusual, inconsistent or higher risk.

These additional checks may include:

- pausing the port request;
- requesting further information;
- referring the request for manual review; or
- declining to proceed where Pennytel is not satisfied that the request is authorised.

These additional safeguards do not replace the identity verification process required under the Pre-Port Standard.

8. Fees

Pennytel will not charge a fee for an SMS message used to complete the additional pre-port identity verification process.

9. Porting timeframes

Once the required verification and other porting requirements have been completed, Pennytel will submit the port request for processing in accordance with applicable industry porting rules and carrier processes.

10. How to contact Pennytel

You can contact Pennytel in the following ways:

- **Phone:** 1300 232 888 Monday to Friday, 9:00am to 5:00pm AET
- **Email:** support@pennytel.com.au
- **Website chatbot:** Penny is available on the Pennytel website
- **Customer Portal:** Existing customers may also contact us directly through the Pennytel Customer Portal.

11. Complaints

If you have a complaint about billing, payment, a refund request or how Pennytel has applied this information, please contact us:

- **Email:** complaints@pennytel.com.au
- **Phone:** 1300 232 888

Pennytel will handle complaints in accordance with its **Complaints Handling Process** and applicable telecommunications complaints-handling requirements.

If you are not satisfied with how we have handled your complaint, you may contact the **Telecommunications Industry Ombudsman**, which is a free and independent dispute-resolution service for residential and small business customers:

- **Phone:** 1800 062 058
- **Online:** tio.com.au
- **Post:** PO Box 276, Collins Street West, VIC 8007

12. Australian Consumer Law

Our services come with guarantees under the **Australian Consumer Law** that cannot be excluded. Nothing in this document excludes, restricts or modifies your rights under the Australian Consumer Law.