

# ID authentication for mobile porting and fraud awareness

## 1. Background

In April 2020 the Australian Communications and Media Authority introduced a new Standard under subsection 125AA(1) of the Telecommunications Act 1997. This was the *'Telecommunications (Mobile Number Pre-Porting Additional Identity Verification) Industry Standard 2020'*. It was introduced to prevent the un-authorized porting of mobile service numbers.

### 1.1 What this means to you

If you wish to port a mobile service number to More, More and its representatives will take the necessary steps to ensure that your identification is checked in accordance with the *'Telecommunications (Mobile Number Pre-Porting Additional Identity Verification) Industry Standard 2020'*.

This additional identity check is undertaken to protect customers from unauthorised ports and will verify the identity of the person making the porting request prior to the mobile service number being ported.

### 1.2 Additional Pre-Porting Identity Verification Requirements

Our team will ensure that the person requesting the mobile service number port has direct and immediate access to the mobile service number that they wish to port. This will be done using one of the following methods:

- a. A unique verification code will be sent to the mobile service number and this will need to be verified by the person requesting the port either over the phone or via our website.

- b. A callback to the mobile service number will be undertaken by our team prior to submittal of a port. This allows the identify the person requesting the port to be confirmed as the rights of use holder or an authorised representative of the customer.

If neither of the above steps are fulfilled, we will not proceed with the porting of the mobile service number.

In the event of trying to port to More and a mobile service number is not available (ie. lost or stolen mobile handset), we recommend speaking to your current (losing) mobile service provider to obtain a replacement SIM card prior to porting to us. After receipt of replacement SIM card the above steps can then be undertaken to meet the pre-porting identity verification requirements.

### 1.3 What if you can't receive a unique verification code or call-back?

If your circumstances mean you can't receive a unique verification code or call-back in accordance with the above process, we may instead allow you to verify your identity using a government online verification service. You must contact us for further instructions about how to access and use this service.

To use this service, you will be required to provide at least two unique government issued ID documents, which will be used to match against the information contained in government

databases. You may also be required to consent to the capture of images and/or video of your face for identity verification purposes.

We may use a third party service provider to collect this information and perform the identity matching process on our behalf. If you do not consent to the collection and use of your personal information by us or our service providers for this purpose, you will not be able to verify your identity using this process.

If you are a person in vulnerable circumstances (including if you are experiencing domestic or family violence) and you are therefore unable to receive a unique verification code or call-back, or you are unable to provide at least two unique government ID documents to verify your identity, please contact us so that we can discuss other options to assist and support you.

#### **1.4 What to you do if you suspect fraud on your account**

You must contact us straight away if you believe there has been any fraudulent activity on your account, including if you suspect your mobile number has been fraudulently ported. We will also contact you if we believe your account has been subject to fraud.

If your account is at risk of fraud, the following additional protections are available:

- where possible, we will prevent or reverse any fraudulent transactions identified on your account;
- you will have the option of changing your account number; and
- you will be asked to set up additional security questions on your account, and you will need to confirm the answers to these questions when

you call us to discuss or make changes to your account.

If you suspect fraud on your account, you should immediately report the activity to the Australia Federal Police or relevant State or Territory Police.

We also recommend taking immediate steps to protect your identity, bank and other accounts that may be accessible through your mobile number or using your personal information. This includes changing the username and password used to access your self-care portal.

The following government support agencies also offer advice and support in these matters:

[Scamwatch](#)

[IDCARE](#) | 1800 595 160

#### **1.5 Complaints Handling**

If you are unhappy with a product or service that you have with us, or are unhappy with the process described in this document we urge you to follow our complaints handling process. A copy of this can be found on the Policies page of our website:

<https://www.moretelecom.com.au/policies>