

## **Additional Verification Process for Porting of Mobile Numbers**

### **April 2020**

#### 1. Background

In February 2020, the Australian Communications and Media Authority made the Telecommunications (Mobile Number Pre-Porting Additional Identity Verification) Industry Standard 2020 (the **Standard**).

The Standard requires gaining carriage service providers to implement specified additional customer identity verification processes before proceeding with a port of a mobile service number.

The additional identity verification processes are intended to ensure that the person requesting a port is the rights of use holder to the mobile service number to be ported and that the person has direct and immediate access to a mobile device associated with that mobile service number.

#### 2. Verification process to be adopted by Macquarie Telecom Group

In compliance with the Standard, prior to accepting the port of a mobile service number, we will use the following additional identification verification process to confirm that the person who requests a port of a mobile number is the rights of use holder of the mobile number.

- a. We will send the customer requesting a port a unique verification code. This will be sent via SMS to the mobile service to be ported;
- b. The customer must send us an immediate response by SMS stating that it has received the verification code and quoting it back to us.

For our large business customers, we will send the SMS to the authorised representative of the business as long as that person has access to a primary number for the business.

#### 3. Next steps

If we are unable to confirm that the requesting person is the rights of use holder of the mobile service number to be ported through the process described above, we may undertake an identity verification by sighting identification documents or by using a government online verification process.

We cannot proceed with the port of a mobile number unless we are satisfied that the person requesting the port is the customer (or the customer's representative) in relation to the mobile number.

#### 4. What to do if you suspect fraud

If you receive a SMS from us and you have not requested that your mobile number is ported or you have suspect your phone number may have been fraudulently ported, you must contact Macquarie Telecom on 1800 789 999 as soon as possible.

You must also immediately report this to the Australia Federal Policy or relevant State/Territory Policy and report it to the relevant government support services (eg Scamwatch and IDCARE).

Scamwatch is run by the Australian Competition and Consumer Commission. It provides information to consumers and small businesses about how to recognise, avoid and report scams. <https://www.scamwatch.gov.au/get-help>

IDCARE is Australia and New Zealand's national identity and cyber support service—formed to address a critical support gap for individuals confronting identity and cyber security concerns. <https://www.idcare.org/contact/contact-us>

If you have been the victim of mobile porting fraud, IDCARE will be able to give you advice for re-establishing your identity with government services or financial institutions.

We also recommend that you immediately contact your existing mobile carriage service for assistance and contact your financial institutions.