

Mobile Number Transfer (Pre-Porting) Verification Policy

Services are provided by Australian Postal Corporation trading as Australia Post Mobile.

“Porting” is defined as the transfer of a service from one carrier network to another carrier network.

1. About the Policy

Australia Post Mobile use identity verification processes that are used to verify the identity of the person making a porting (transfer) request prior to the mobile service number being ported.

Mobile porting fraud has become a bigger issue in recent years. In line with the new Telecommunications (Mobile Number Pre-Porting Additional Identity Verification) Industry Standard 2020 that came into effect on 30 April 2020, we have introduced extra checks to safeguard your mobile number.

You can view the full legislation at: legislation.gov.au/Details/F2020L00179

1.1 What verification is required?

If you are transferring a number, you will receive a verification code via SMS to the mobile number that you have requested the transfer for. You will have to reply to this SMS with the code we send you to commence the transfer process. During the transfer, you can continue to use your current provider's SIM.

Alternatively, we may elect to call you on the mobile number you have requested the transfer for and verify that you have authorised the transfer.

1.2 What should I do if I suspect my number has been fraudulently ported?

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

- Australian Federal Police or your relevant State or Territory Police.
- Government services that may assist you such as scamwatch.gov.au or idcare.org

1.2.1 Additional precautions you should take

- Contact your bank to see if someone has accessed your account. Any verification codes sent to your mobile phone by your bank for things such as login attempts may be accessible by the scammer.
- The scammer may have access to your social media profiles, email accounts and banking details. You should change the passwords for all your important online accounts.