

Mobile Number Pre-porting Additional Identity Verification process

To ensure that Smartalk adhere to the New Telecommunications (Mobile Number Pre porting Additional Identity Verification) Industry Standard. We have compiled this information sheet for your reference.

The objective of this information sheet is to:

- (a) prevent the unauthorised porting of mobile service numbers;
- (b) reduce harm to customers from the unauthorised porting of mobile service numbers; and
- (c) inform you that Smartalk is now required to take reasonable steps to confirm that the person requesting a port:
 - (i) is the rights of use holder of the mobile service number to be ported; and
 - (ii) has direct and immediate access to a mobile device associated with that mobile service number.

To do this, Smartalk will set up an OTP to ensure the customer requesting the port is with their device at the time of the port. A recent invoice (if applicable), drivers' licence and application form will also be required before a port can be submitted. Failure to present any of the above will result in a rejection.

This information is required:

- (a) to protect customers from unauthorised ports, an additional identity verification process will be used to verify the identity of the person making a porting request, prior to the mobile service number being ported; and
- (b) in the event a customer suspects that their mobile service number has been fraudulently ported they 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.

Should you have any questions or queries regarding the above, please call us on **1300 680 215** or email us at info@smartalk.com.au