

ADDITIONAL IDENTITY VERIFICATION PROCESS & CUSTOMER AWARENESS FOR MOBILE PORTING & SIM SWAPS



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 Tangerine Telecom, Tangerine Telecom 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 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.

- b. 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.

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 Tangerine Telecom 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 Additional Identity Verification Requirements for SIM Swaps

If you already have your mobile service number with Tangerine Telecom and require a SIM swap (ie. lost or stolen handset) we will undertake an identity verification. This will be done in accordance with the Telecommunications (Mobile Number Pre-Porting Additional Identity Verification) Industry Standard 2020 legislation to confirm that the requesting person is the rights of use holder of the mobile service number. We will use one of the following methods of verification:

- a. The rights of use holder must produce documentation, in person to our office for verification and sighting purposes. The legislation outlines the documents that are permitted for this verification process and these are detailed in Table 1 and Table 2. 2 category A documents or 1 category A document and 2 category B documents are required to identify the rights of use holder.
- b. Using government online verification service Equifax. In this instance you will need to provide us the identifying number of at least two unique government documents as detailed in Table 3.

1.4 Identification in Person

If you need to supply documentation in person in events outlined in section 1.3, A our office address and opening times are details below:

**Level 6. 132 Albert Road
South Melbourne, VIC, 3205
8.30am – 7pm Monday to Fridays.**

1.5 What to do if your number has been ported without your knowledge

In the event that you suspect your mobile service number has been fraudulently ported you should immediately report the activity to the Australia Federal Police or relevant State or Territory Police.

We recommend taking immediate steps to protect your identity, bank accounts and other assets that may be accessible through your mobile number.

In addition, the following government support agencies offer advice and support in these matters:

Scamwatch

<https://www.scamwatch.gov.au>

ID Care

<https://www.idcare.org/>

[1800 595 160](tel:1800595160)

1.6 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.tangerinetelecom.com.au/policies>

Table 1.0 – Category A documents for verification in events outlined in 1.3, A.

| Item | Description of document |
|-----------|--|
| 1 | Australian State or Territory Driver’s Licence issued in the name of the customer by a Commonwealth, State or Territory Department or agency. |
| 2 | Australian Passport with an expiry date in the future or no more than 2 years in the past. |
| 3 | A birth certificate issued by an Australian State or Territory government. |
| 4 | A foreign military ID card. |
| 5 | A current foreign passport issued by a foreign government which contains a valid entry stamp or visa issued by the Australian government. |
| 6 | Australian citizenship certificate issued by the Commonwealth government. |
| 7 | Certificate of identity or Document of identity issued by the Department of Foreign Affairs and Trade (or by any subsequent Commonwealth Department responsible for issuing a like Certificate of identity or Document of identity at the relevant time). |
| 8 | Immicard issued by the Department of Home Affairs (or the Commonwealth Government Department responsible for issuing Immicards at the relevant time). |
| 9 | Indigenous Community Card issued by Services Australia (or the Commonwealth Government agency or department responsible for issuing Indigenous Community Cards at the relevant time). |
| 10 | Firearms licence issued by an Australian State or Territory Police force and which includes the customer’s photo. |
| 11 | Aviation Security Identity Card issued by a body which is authorised by the Commonwealth government agency or department responsible for giving an entity authorisation to issue an Aviation Security Identity Card and which includes the customer’s photo. |

| Item | Description of document |
|-----------|---|
| 12 | Maritime Security Identity Card issued by a body which is authorised by the Commonwealth government agency or department responsible for giving an entity authorisation to issue a Maritime Security Identity Card and which includes the customer's photo. |
| 13 | Australian Government Issued Photo ID card (employee ID) issued by the relevant Commonwealth, State or Territory government and which includes the customer's photo. |
| 14 | Defence Highly Trusted Token issued by the Australian Department of Defence (or the Commonwealth Government Department responsible for issuing Highly Trusted Tokens at the relevant time). |
| 15 | Defence Force identity card issued by the Australian Defence Force and which includes the customer's photo. |
| 16 | Police identity card issued by an Australian State or Territory Police Force and which includes the customer's photo. |
| 17 | Prisoner identity card issued by the relevant Australian State or Territory prison authority and which includes the customer's photo. |
| 18 | A trade (work or business) licence issued by an Australian State or Territory government and which includes the customer's photo (e.g. trade licences, real estate agents, security agents etc.). |
| 19 | Tangentyere Community ID card issued by the Tangentyere Council (or an organisation which replaces the Tangentyere Council) and which includes the customer's photo. |
| 20 | Proof-of-Age card issued by an Australian State or Territory government and which includes the customer's photo. |
| 21 | Australia Post Key Pass issued by Australia Post and which includes the customer's photo. |
| 22 | Working with Children/Vulnerable card issued by a State or Territory government and which includes the customer's photo. |

Table 2.0 – Category B documents for verification in events outlined in 1.3, A.

| Item | Description of document |
|------|--|
| 1 | Bank or financial institution card, passbook or statement issued by a bank, credit union or building society. Card statements or passbooks must cover at least 6 months of financial transactions and be in the individual's name. The individual's signature must be on the card and their current address on the statement or passbook. Documents from foreign banks or institutions are not acceptable. |
| 2 | Medicare Card. |
| 3 | Post-Paid Telecommunications Billing Record issued by an Australian telecommunications company, which must be a statement of account for a post-paid carriage service issued in the previous 12 months, showing the same name and address given by the customer to the gaining carriage service provider prior to a port occurring. |
| 4 | Rates Notice issued by an Australian local government council issued in the previous 12 months, showing the same name and address given by the customer to the gaining carriage service provider prior to a port occurring. |
| 5 | Student ID card issued by an Australian tertiary education institution, Australian secondary school, TAFE or registered training organisation. |
| 6 | Concession and health care card issued by Services Australia or the subsequent agency or Department responsible for issuing concession and health care cards. |
| 7 | Veterans affairs card issued by the Department of Veterans' Affairs. |
| 8 | Tenancy agreement or lease being a current formal agreement or lease showing the same name and address given by the customer to the gaining carriage service provider prior to a port occurring. |
| 9 | Motor vehicle registration for a vehicle registered in an Australian State or Territory, being current registration papers with the individual's name, address and proof of payment, showing the same name and address given by the customer to the gaining carriage service provider prior to a port occurring. |
| 10 | Electoral enrolment, being proof of electoral enrolment showing the same name and address given by the customer to the gaining carriage service provider prior to a port occurring. |
| 11 | Seniors card issued by a State or Territory government to a resident in that State or Territory who is 60 years of age or over. |
| 12 | A utility account showing the same name and address given by the customer to the gaining carriage service provider prior to a port occurring. |

Table 3.0 – Valid Government documents for verification in events outlined in 1.3, B.

| Item | Description of document |
|------|---|
| 1 | Australian State or Territory Driver's Licence issued in the name of the customer by a Commonwealth, State or Territory Department or agency. |
| 2 | Australian Passport with an expiry date in the future or no more than 2 years in the past. |
| 3 | Medicare Card. |
| 4 | Australian citizenship certificate issued by the Commonwealth government. |
| 5 | A current foreign passport issued by a foreign government which contains a valid entry stamp or visa issued by the Australian government. |
| 6 | Immicard issued by the Department of Home Affairs (or the Commonwealth Government Department responsible for issuing Immicards at the relevant time). |