

Mobile Number Pre-Porting Additional Identity Verification

About Mobile Number Pre-Porting Additional Identity Verification

This document outlines what we are doing to protect a customer's mobile number.

The Telecommunications (Mobile Number Pre-Porting Additional Identity Verification) Industry Standard 2020 was recently introduced to protect a customer's mobile number and ensure telecommunication providers comply with new legislation. Information regarding this new legislation can be found [here](#)

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| <p>Telephone:</p> | <p>1665 from your Woolworths Mobile (it's a free call) or 1300 10 1234 from any phone (normal charges apply) You can contact us from 9am to 5pm on Monday to Friday and 10am to 4pm on Saturday.</p> |
| <p>Email:</p> | <p>mobilecare@woolworths.com.au</p> |
| <p>Non-English speaking enquiries</p> | <p>1665 from your Woolworths Mobile (it's a free call) or 1300 10 1234 from any phone (normal charges apply) and advise Woolworths Mobile Customer Care if an interpreter is required. This will be arranged as soon as possible</p> |
| <p>People with disabilities</p> | <p>Customers with a hearing or speech impairment can call through the National Relay Service. See http://relayservice.gov.au/support/training/nrs-callnumbers for information about placing a call using this service. Alternatively, see http://accan.org.au/disability for more information.</p> |

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Objective

The new industry standard was created 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) require gaining carriage service providers 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

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What is Woolworths Mobile doing to protect a customer's mobile number and security?

Woolworths Mobile has introduced new identity verifications measures to verify the identity of the person making a porting request, prior to the mobile service number being ported.

During our signup and activation process, we will send you a 6 digit code to the mobile number you want to port to Woolworths Mobile. You will only be able to proceed if you can successfully validate that 6 digit code.

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What if a customer is unable to validate the 6 digit code?

If a customer is not able to receive and successfully validate the 6 digit code, we will require 2 forms of primary Government Issued Identification in order to review your request to port your number to Woolworths Mobile.

Woolworths Mobile will then review your identification and either approve or decline your request to port your number.

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What do I do if my number is being ported to Woolworths Mobile without my authorisation?

In the event that you suspect your mobile service number has been fraudulently ported you should immediately report the activity to the Australian Federal Police or the relevant State or Territory Police; and government services that support customers whose mobile service number is the subject of an unauthorised port. You should also contact your previous service provider and advise your mobile number has been ported without your authorisation and to request a port reversal.

The meaning of terms used

The meaning of certain words and abbreviations used are set out below.

access-controlled defence site means defence premises which can only be accessed through a defence access control point.

Act means the *Telecommunications Act 1997*.

additional identity verification process means a process described in subsections 8(2) or 8(3).

authorised representative means the person who has authority from a customer to deal with a mobile carriage service provider on behalf of that customer as their authorised agent.

biometric data means information about any measurable biological or behavioural characteristics of an individual that can be used to verify the identity of the individual, such as their face, fingerprints and voice.

category A document means a document mentioned in Table 1 in Schedule 1.

category B document means a document mentioned in Table 2 in Schedule 1.

customer means a person with a contractual relationship with a carriage service provider and to whom the carriage service provider has issued a mobile service number.

customer contract means an arrangement or agreement between a mobile carriage service provider and a customer for the supply of a mobile service number to that customer, and includes a standard form of agreement formulated by a mobile carriage service provider for the purposes of section 479 of the Act.

defence access control point and **defence premises** have the same meanings as in section 71A of the *Defence Act 1903*.

digital mobile number means a special services number specified in Schedule 5 of the *Telecommunications Numbering Plan 2015* for use with a digital mobile service.

digital mobile service means a public mobile telecommunications service supplied by a network using digital modulation techniques.

gaining carriage service provider means the mobile carriage service provider to which a mobile service number has been or is to be ported.

government document means a document that is issued by the Commonwealth or a State or Territory that is evidence of the person's identity in Australia or use of that identity in Australia.

government online verification service means an online service which allows users of that service to confirm the validity of information recorded on certain identification documents against the databases of the government agency that issued the relevant identification documents, in a manner authorised by that government agency or its representatives.

foreign military ID card means an identification card:

- (a) issued in the name of an individual by a foreign government;
- (b) showing a picture of the individual; and
- (c) identifying the individual as a current member of the defence forces of that government.

large business customer means an entity who acquires or may acquire a mobile service number:

- (a) for the primary purpose of a business, not-for-profit or government organisation; and
 - (b) which is not for resale; and
- which at the time it enters into the customer contract:
- (c) has a genuine and reasonable opportunity to negotiate the terms of the customer contract; and
 - (d) has or will have an annual spend with the mobile carriage service provider which is or is estimated on reasonable grounds by the provider to be greater than \$40,000.

A reference to a large business customer includes a reference to their authorised representative.

losing carriage service provider means the mobile carriage service provider from which a mobile service number has been or is to be ported.

mobile carriage service provider means a carriage service provider who supplies or arranges for the supply of a public mobile telecommunications service.

mobile carrier means a carrier that operates a mobile network.

mobile network means the facilities operated by a carrier for the purposes of providing a public mobile telecommunications service.

mobile number portability means the porting of mobile service numbers from a losing carriage service provider to a gaining carriage service provider:

- (a) on the same mobile network; or
- (b) on a different mobile network.

mobile service number means a digital mobile number issued by a mobile carriage service provider to a customer in connection with the supply of a public mobile telecommunications service (other than a satellite telephone service).

port means the movement of a mobile service number between mobile carriage service providers, or mobile carrier networks, using mobile number portability processes. The words *porting* and *ported* have corresponding meanings.

primary number means the phone number that is nominated by a large business customer to be associated with their authorised representative.

requesting person means the person requesting the port of a mobile service number.

rights of use holder has the meaning given by the *Rights of Use of Numbers Industry Code (ACIF C566:2005)*.

satellite telephone service means a carriage service with which end-users make calls via a satellite-based facility.

SMS message means a message or series of messages sent using a short message service.

special services number has the same meaning as in section 31 of the *Telecommunications Numbering Plan 2015*.