

## **Number Transfer Policy**

To prevent unauthorized ports, we will employ an additional identity verification process that will be used to verify the identity of the person making a porting request before your service number is ported.

If you as a customer suspect that your mobile service number has been fraudulently ported, the legislation recommends that you immediately report the activity to either the Australia Federal Police or the relevant State or Territory Police and any government services that support you.

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.

Once your OLD SIM Card will be stopped at the same time you need to insert the NEW SIM Card in your handset to start using your service with your same existing number.

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