



Unauthorised Port of Mobile Numbers

To prevent your mobile number from being ported to another service provider without your permission, all service providers must now utilise a 2-step authentication process. This means you may receive a One-Time Password (OTP) via SMS or a call from your new service provider prior to the port occurring. This was effective 1/5/2020 via the Telecommunications (Mobile Number Pre-Porting Additional Identity Verification) Industry Standard 2020.

In the event you suspect your mobile number has been fraudulently ported, or you receive a pre-porting SMS or call for a port request you are not aware of, you 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 such as ScamWatch (click [HERE](#) to report)