



Protecting your Identity

To help protect and ensure the safety of your private information we have implemented a new form of protection.

To protect your private information from unauthorised high risk customer activity, identity authentication processes will be used to authenticate your identity prior to certain transactions proceeding. These transactions involve what Government regulations classify as high risk transactions. These include but are not limited to the following:

1. Changing or cancelling a service.
2. Adding additional services or products to an account.
3. Address changes, modifications, alterations, relocating or moving.
4. Amending or cancelling pending orders.
5. Simcard changes and replacements
6. Any other transaction that is deemed a high risk interaction.

Before we undertake any high risk transaction we will confirm at least two (2) forms of identification and send a verification code to you via SMS or email for you to confirm.

In the event you suspect that your service or account has been subject to fraud you should immediately report the activity to us on 1300 354 788 and your financial provider.