



Customer Identity Authorisation & Reporting Fraud

(Residential and Small Business Customers)

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Identity Authentication in high-risk customer transactions

To help protect your accounts and services from unauthorised access, transactions and use, we will use multi-factor authentication processes to authenticate the identity of the people in contact with us.

This may include having a One-Time-Passcode sent to a mobile contact. We do this to help protect you against the risk of identity theft and fraud and will always do this before undertaking any high-risk interaction.

To protect mobile service customers from unauthorised ports, an additional identity verification process will be used to verify the identity of the person making a porting request, prior to the mobile service number being ported.

Why are we taking these steps?

Identity theft and fraud has become a bigger issue in recent years. In line with the new Telecommunications (Customer Identity Authentication) Determination 2022 that came into effect on 30 June 2022, we have introduced these extra checks to safeguard your account.

What should I do if I suspect my account has been subject to fraud?

If you suspect that your telecommunications service or account has been subject to fraud you should immediately report the activity to your financial service provider and us as well as the Australian Federal Police or relevant State or Territory Police.

To learn more about scams, fraud and identity theft we recommend the following resources:

- Scamwatch www.scamwatch.gov.au
- IDCARE www.idcare.org