

Our emPOWER Mobile number porting process - blueAPACHE

Canonical: <https://www.blueapache.com/blog/blueapache-empower-mobile-number-porting>

Details:

May 27, 2020

In line with the Australian Government and the ACMA, we have implemented stronger pre-port identity checks to minimise instances of fraudulent mobile number porting and reduce associated financial loss and hardship to customers.

This new standard will be in effect from May 31, 2020. The Legislation can be found [here](#)

In summary, when a mobile number is to be ported to us emPOWER mobile service (or a SIM swap), we have incorporated an SMS Verification Code as part of the process. Once the porting process is started, we will generate a one-time unique SMS verification code that will be sent to the end user. The end user will need to provide this code within a few minutes to us to allow the porting process to continue. Without it, the porting process may be impacted and we will need to verify the porting of this number via other approved means.

If you have a blueAPACHE Mobile Service and have fallen victim to a mobile porting fraud, please contact the blueAPACHE Service Desk urgently via your existing channels or call 1300 13 55 48.

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What new process have you implemented for mobile number porting to our emPOWER service?

In line with the Australian Government and the ACMA, we have implemented stronger pre-port identity checks, including an SMS Verification Code, to minimise instances of fraudulent mobile number porting and reduce associated financial loss and hardship to customers.

When did your new mobile number porting standard take effect?

The new standard took effect from May 31, 2020.

How does the SMS Verification Code process work when porting a number to you emPOWER?

When a mobile number is to be ported to us emPOWER mobile service (or a SIM swap), we generate a one-time unique SMS verification code that is sent to the end user once the porting process starts. The end user must provide this code within a few minutes to allow the porting process to continue; without it, the porting process may be impacted and we will need to verify the port via other approved means.

What should a blueAPACHE Mobile Service customer do if they become a victim of mobile porting fraud?

They should contact our Service Desk urgently via their existing channels or call 1300 13 55 48.