

Pre-port verification information



Before You Switch

You'll need to make sure of the following:

- You must be the account holder with your current service provider
- Your number is currently active
- You have access to the current mobile number
- Check with your current provider or an authorised representative from your company about early termination fees

Note: Optus is not liable for any fees or charges incurred by your previous service provider.

How to transfer my Number

When you sign up to an Optus Business mobile service through your employer, you have consented to keep your mobile number.

To protect our customers from unauthorised transfers/ports, an additional identity verification process is in place.

An authorised representative from your company will receive a once-off verification code via SMS. They will need to provide the code back to us before we go ahead with the transfer.

Note: Once your number has switched over to Optus Business, your current service will be disconnected.

How long will it take

It can take 30 mins to 3 hours for the transfer to be complete. Transfers to Optus are completed between the following timeframes:

- Mon-Fri: 8am-4pm AEST
- Friday: 8am-2pm AEST

For requests outside of these hours, your service will remain active with your existing provider until the next working day.

Didn't request a number transfer?

If you suspect that your mobile number has been fraudulently transferred/ported, you should immediately report the activity to

Australia Federal Police:

- Visit <https://www.afp.gov.au/>
- Call 02 5126 0000

State or Territory Police:

- Call 131 444
- Visit <https://police.act.gov.au/> (ACT)
- Visit <https://police.nsw.gov.au/> (NSW)
- Visit <https://pfes.nt.gov.au/police> (NT)
- Visit <https://police.qld.gov.au/> (QLD)
- Visit <https://police.sa.gov.au/> (SA)
- Visit <https://police.tas.gov.au/> (TAS)
- Visit <https://police.vic.gov.au/> (VIC)
- Visit <https://police.wa.gov.au/> (WA)

Government Services:

- Scamwatch: <https://www.scamwatch.gov.au/>
- IDCARE: visit <https://www.idcare.org/> or call 1300 432 273

Please also **contact us** as soon as possible to discuss your Optus service.