

Transferring your number to Pivotel

Transferring or porting your number to Pivotel from another provider is straight forward.

Before transferring your mobile number to Pivotel

Do not disconnect your service with your current provider before transferring the number to Pivotel – the number needs to be active with your current provider at the time of transfer. You'll be able to use your existing service during transfer process. Once the transfer is complete, your old service will automatically be disconnected.

Will I incur an early termination charge?

When you move your mobile number to Pivotel, your current provider will cancel your mobile service with them. You may incur early termination charges with your current provider if you've cancelled your contract early. You may also have to pay any remaining device or accessory payments you have outstanding with that provider. It's a good idea to check with them before placing the order.

What will happen when I request a transfer of my number?

When we receive your request to transfer your number, we'll send a once-off verification code via SMS to the mobile number you wish to port. The code will be sent via SMS from 0480 075 777 with the message

"Your Pivotel Port Authorisation code is <6 digit CODE>"

You'll need to SMS us back the code in a reply SMS to allow us to verify it is you. Once we receive your code and match it to your port request we'll begin the porting process.

If you're porting a Prepaid service to Pivotel, we'll also need you to:

- Provide us with a matching account name and date of birth. Typically in this porting scenario we don't require your account number, but in some instances it may be requested

If you're porting a Postpaid service to Pivotel, we'll also need you to:

- Ensure the name and date of birth on your existing account matches with the information you've provided to us
- Provide us with the correct account number. Make sure you've double checked your account number - if the account number is incorrect, we'll be unable to process the port

Remember: You can find your account number printed on your bill.

Porting Timeframes

Your number will remain active with your existing provider until the port has been finalised. Porting timeframes can vary from provider to provider. Normally, it takes between 15 minutes and 4 hours for the port to be finalised.

What happens if I don't get the SMS verification code?

You can call Pivotel's Call Centre on **1300 882 448** to request a new SMS code. If we are unable to confirm your identity via SMS verification (for example, if you've lost your phone) we can undertake an identify verification check by sighting:

- 2 category A identification documents from the list below or
- 1 category A and 2 category B identification documents from the lists below

Please note identification documents must be recent and accurate, and must match the name of the requesting person, and they cannot be expired.

Table 1 – Category A documents

Item	Description of document
1	Australian State or Territory Driver’s Licence issued in the name of the customer by a Commonwealth, State or Territory Department or agency.
2	Australian Passport with an expiry date in the future or no more than 2 years in the past.
3	A birth certificate issued by an Australian State or Territory government.
4	A foreign military ID card.
5	A current foreign passport issued by a foreign government which contains a valid entry stamp or visa issued by the Australian government.
6	Australian citizenship certificate issued by the Commonwealth government.
7	Certificate of identity or Document of identity issued by the Department of Foreign Affairs and Trade (or by any subsequent Commonwealth Department responsible for issuing a like Certificate of identity or Document of identity at the relevant time).
8	Immicard issued by the Department of Home Affairs (or the Commonwealth Government Department responsible for issuing Immicards at the relevant time).
9	Indigenous Community Card issued by Services Australia (or the Commonwealth Government agency or department responsible for issuing Indigenous Community Cards at the relevant time).
10	Firearms licence issued by an Australian State or Territory Police force and which includes the customer’s photo.
11	Aviation Security Identity Card issued by a body which is authorised by the Commonwealth government agency or department responsible for giving an entity authorisation to issue an Aviation Security Identity Card and which includes the customer’s photo.
12	Maritime Security Identity Card issued by a body which is authorised by the Commonwealth government agency or department responsible for giving an entity authorisation to issue a Maritime Security Identity Card and which includes the customer’s photo.
13	Australian Government Issued Photo ID card (employee ID) issued by the relevant Commonwealth, State or Territory government and which includes the customer’s photo.
14	Defence Highly Trusted Token issued by the Australian Department of Defence (or the Commonwealth Government Department responsible for issuing Highly Trusted Tokens at the relevant time).
15	Defence Force identity card issued by the Australian Defence Force and which includes the customer’s photo.
16	Police identity card issued by an Australian State or Territory Police Force and which includes the customer’s photo.

17	Prisoner identity card issued by the relevant Australian State or Territory prison authority and which includes the customer's photo.
18	A trade (work or business) licence issued by an Australian State or Territory government and which includes the customer's photo (e.g. trade licences, real estate agents, security agents etc.).
19	Tangentyere Community ID card issued by the Tangentyere Council (or an organisation which replaces the Tangentyere Council) and which includes the customer's photo.
20	Proof-of-Age card issued by an Australian State or Territory government and which includes the customer's photo.
21	Australia Post Key Pass issued by Australia Post and which includes the customer's photo.
22	Working with Children/Vulnerable card issued by a State or Territory government and which includes the customer's photo.

Table 2 – Category B documents

Item	Description of document
1	Bank or financial institution card, passbook or statement issued by a bank, credit union or building society. Card statements or passbooks must cover at least 6 months of financial transactions and be in the individual’s name. The individual’s signature must be on the card and their current address on the statement or passbook. Documents from foreign banks or institutions are not acceptable.
2	Medicare Card.
3	Post-Paid Telecommunications Billing Record issued by an Australian telecommunications company, which must be a statement of account for a post-paid carriage service issued in the previous 12 months, showing the same name and address given by the customer to the gaining carriage service provider prior to a port occurring.
4	Rates Notice issued by an Australian local government council issued in the previous 12 months, showing the same name and address given by the customer to the gaining carriage service provider prior to a port occurring.
5	Student ID card issued by an Australian tertiary education institution, Australian secondary school, TAFE or registered training organisation.
6	Concession and health care card issued by Services Australia or the subsequent agency or Department responsible for issuing concession and health care cards.
7	Veterans affairs card issued by the Department of Veterans’ Affairs.
8	Tenancy agreement or lease being a current formal agreement or lease showing the same name and address given by the customer to the gaining carriage service provider prior to a port occurring.
9	Motor vehicle registration for a vehicle registered in an Australian State or Territory, being current registration papers with the individual’s name, address and proof of payment, showing the same name and address given by the customer to the gaining carriage service provider prior to a port occurring.
10	Electoral enrolment, being proof of electoral enrolment showing the same name and address given by the customer to the gaining carriage service provider prior to a port occurring.
11	Seniors card issued by a State or Territory government to a resident in that State or Territory who is 60 years of age or over.
12	A utility account showing the same name and address given by the customer to the gaining carriage service provider prior to a port occurring.