

Pre Port Verification Training



Why am I here?

Government Regulation





STAY HOME





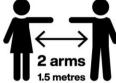
OFFICIAL MEDICAL ADVICE

Coronavirus:

You must stay 1.5m apart.

Even in the street, even at the supermarket, even in the lift, even in the bathroom.

Social distancing saves lives.



What is Pre Port Verification?



This is a legally required process that must be completed to confirm the ownership of <u>any</u> mobile service transferring to Telstra.

This authentication is processed through a Pre Port Verification Tool accessed via CAT to limit fraudulent mobile transfers.

Pre Port Verification <u>must</u> be completed for all mobile ports prior to raising the order in MNC. There will be compliance reporting on completion of the Pre Port Verification.

This process is live as of the 23rd June 2020.

How Does It Work?



Consumer/Small Business

- 1. Verify the Authorised Representative* for the Customers account via CSSA
- 2. Have Authorised Representative sign the Port Authority Form including Legal owner of service (maintain a copy of this form)
- 3. Advise Authorised Representative they will be receiving a Pre Port Verification code via SMS
- 4. Access the Pre Port Verification Tool to start the Pre Port Verification Process
- 5. Authorised Representative to supply you with the 6 Digit Code they received
- 6. Enter 6 Digit Code into the Pre Port Verification Tool to complete the Pre Port Verification process.
- 7. Confirmation from PPV that request has been processed correctly.
- 8. Commence order in MNC

If you see a landline, you will need to have your colleague with PPV Elevated Access to process this request where a Verification Code is not required.

^{*} Authorised Representative must show Full Authority and display a Mobile Number.

How Does It Work?



Enterprise

- 1. Verify the Authorised Representative* for the Customers account via Partner Central
- 2. Have Authorised Representative sign the Port Authority Form including Legal owner of service (upload a copy of this form to Partner Central).
- 3. Advise Authorised Representative they will be receiving a Pre Port Verification code via SMS
- 4. Access the Pre Port Verification Tool to start the Pre Port Verification Process
- 5. Authorised Representative to supply you with the 6 Digit Code they received
- 6. Enter 6 Digit Code into the Pre Port Verification Tool to complete the Pre Port Verification process.
- 7. Confirmation from PPV that request has been processed correctly.
- 8. Commence order in MNC

If you see a landline, you will need to have your colleague with PPV Elevated Access to process this request where a Verification Code is not required.

^{*} Authorised Representative must show Full Authority and display a Mobile Number.



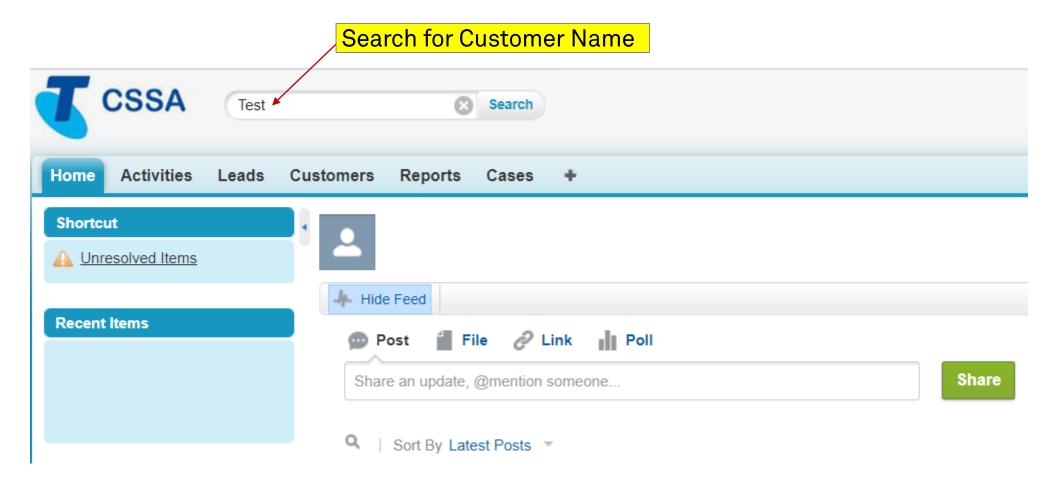
How To Obtain the Authorised Representatives Details



Small Business - CSSA

CSSA

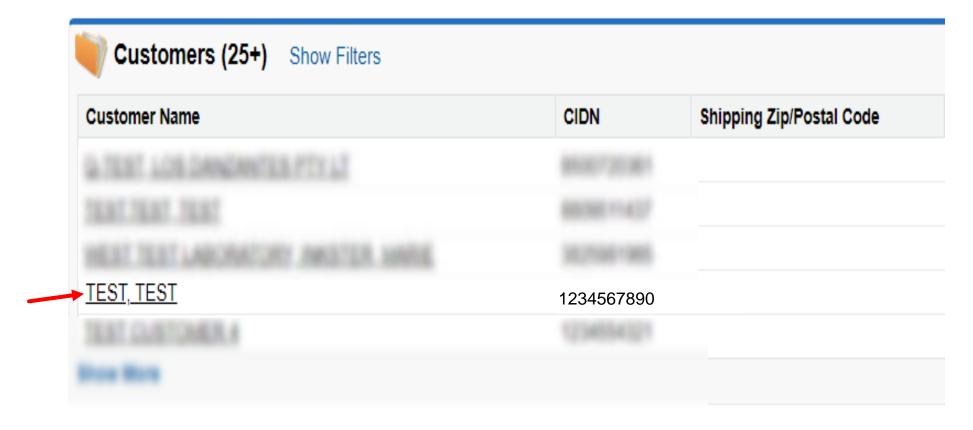




CSSA



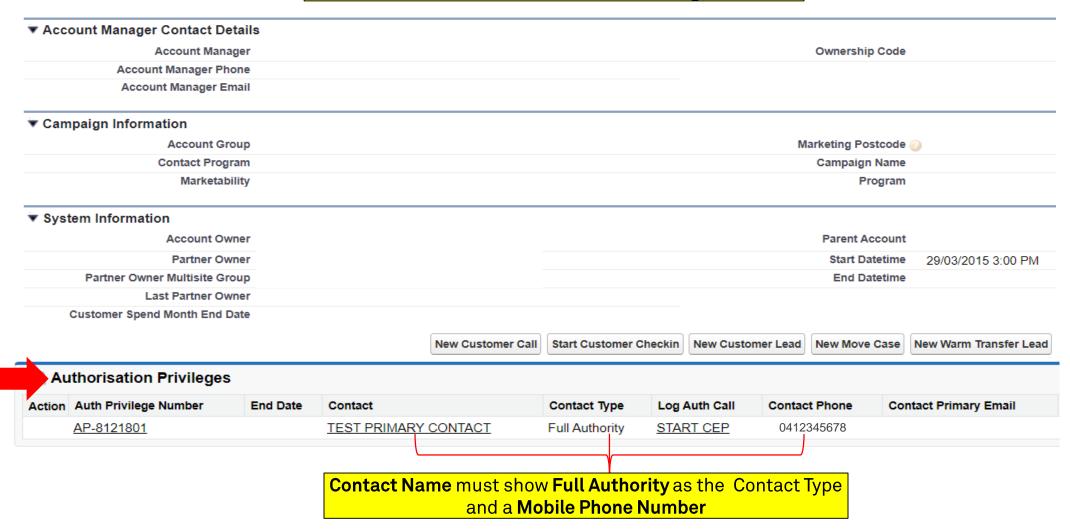
In the following page scroll down to the Customers section and click on the Customer Name



CSSA



Scroll down to the **Authorisation Privileges** section





Enterprise – Partner Central

Partner Central



When creating a New Opportunity in Telstra Partner Central.

Please ensure you select **MOBILES** as the Primary Domain.

New Opportunity



Partner Central



When the opportunity is **Closed** as **Won**. The **Authorised Representatives** and their corresponding Phone Numbers will be displayed in the Chatter feed.

Once Off Revenue	Acquisition Revenue®	(Telstra)
\$0.00	\$0.00	Just now
New Income Revenue@	Current Revenue	Harper Customer INC. Authorised Representatives are:
\$0.00	\$0.00	Ritika Jaiswal 9876543210
Avg Annualised Revenue()	Incremental Revenue(1)	Vivian Charlie 9876541231 For more information on this process and PPV, please
\$56.00	\$0.00	contact your Partner Manager.
Renewal Revenue	Total Contract Value	Like Comment
\$56.00	\$112.00	Comment
✓ Develop		Write a comment
Opportunity Record Type	Туре	
Enterprise - In Contract	MACs (Moves, Adds & Change)	(Telstra)
Lead Source - Original	Contract Type	Just now (Telstra)
	Order Under Existing Contract	(Partner)This Mobile Opportunity is now
Solution Complexity	Primary Campaign Source	closed as Won.
In Contract		Discourance to the Containing Authorized
SRVList	Pricing Method	Please ensure you register one of the Customer Authorised Representative's mobile numbers into the Pre Port
	PET	Verification tool (PPV). Details are in the opportunity

Mobile Phone Number Not Displaying



If a Mobile Phone Number is not displaying against your contact please follow the below process to have the record updated.

Speak to a Telstra Representative (eg Client Executive) to have Partner Central updated.

Speak to your TBTC Agent to have Flexcab updated and they will supply you with Mobile Number. *Please note it may take a week to see CSSA updated.*

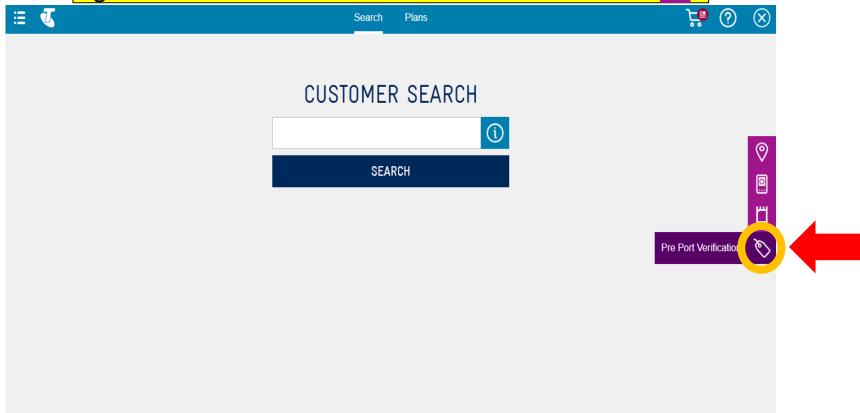
Please ensure you have email proof you have requested these updates.





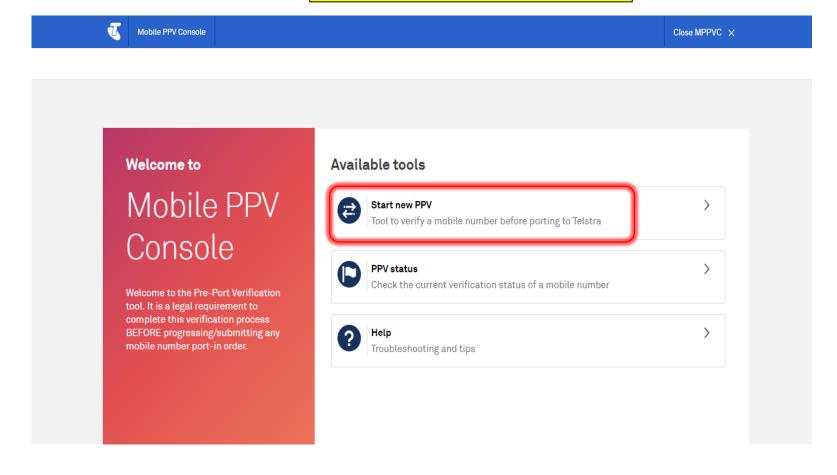
CAT - https://retail.cat.telstra.com.au/?pimsuser=auth
All Active P Numbers have access to CAT

To access the Pre Port Verification Tool you first need to log in to CAT and click on the Pre Port Verification icon





Click on Start new PPV

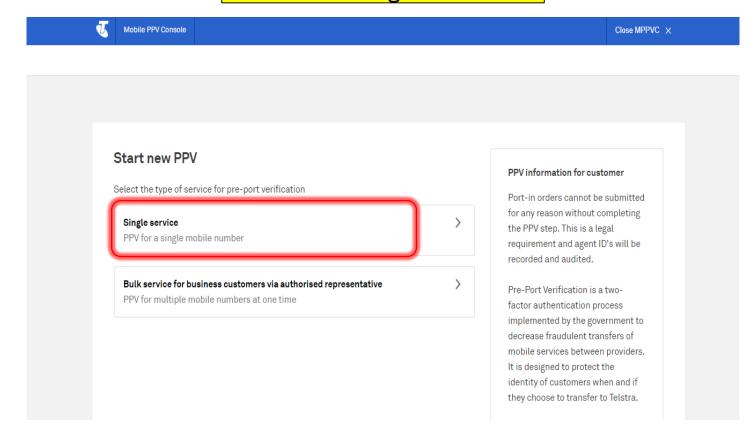




Single Service



Click on Single Service



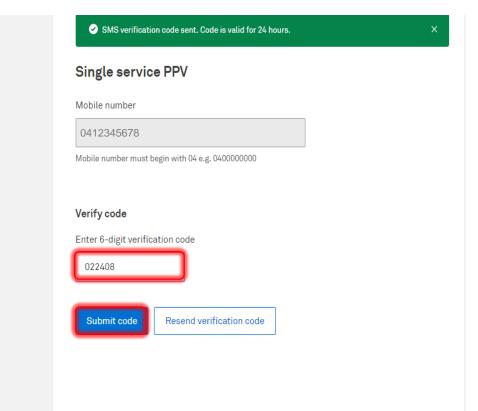


Enter Mobile Number of service being Ported and click on **Send SMS Verification**

Mobile PPV Console	Close MPPVC X
Single service PPV	PPV information for customer
Mobile number	Port-in orders cannot be submitted
0412345678	for any reason without completing
	the PPV step. This is a legal requirement and agent ID's will be
Mobile number must begin with 04 e.g. 040000000	recorded and audited.
Send SMS verification	
Seria Sivis verification	Pre-Port Verification is a two- factor authentication process
	implemented by the government to
	decrease fraudulent transfers of
	mobile services between providers.
	It is designed to protect the
	identity of customers when and if
	they choose to transfer to Telstra.
	In addition to PPV the customer



Enter Verification Code received by Customer and click **Submit Code**



PPV information for customer

Port-in orders cannot be submitted for any reason without completing the PPV step. This is a legal requirement and agent ID's will be recorded and audited.

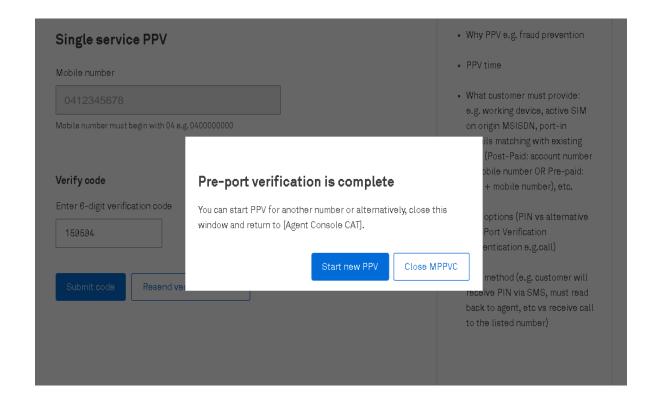
Pre-Port Verification is a twofactor authentication process implemented by the government to decrease fraudulent transfers of mobile services between providers. It is designed to protect the identity of customers when and if they choose to transfer to Telstra.

In addition to PPV, the customer must also provide the following details accurately, otherwise it will be rejected after you submit the order:

- · Account Number (Post-Paid) or date of birth (Pre-Paid)
- · Mobile number to be ported-in



Pre Port Verification has been completed successfully. You can now create the order in MNC

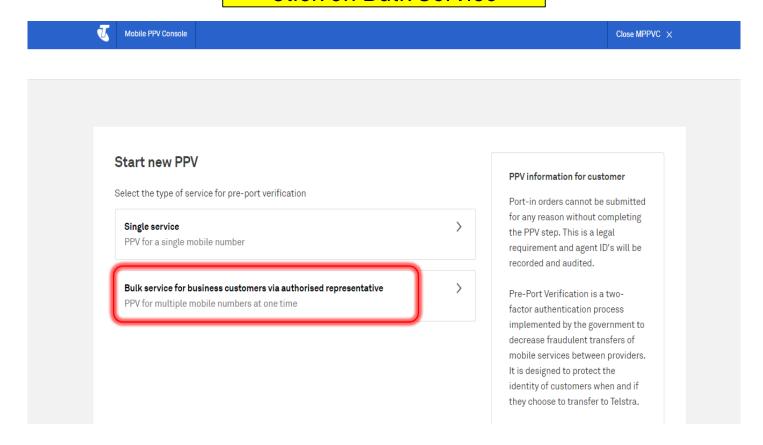




Bulk Service



Click on Bulk Service

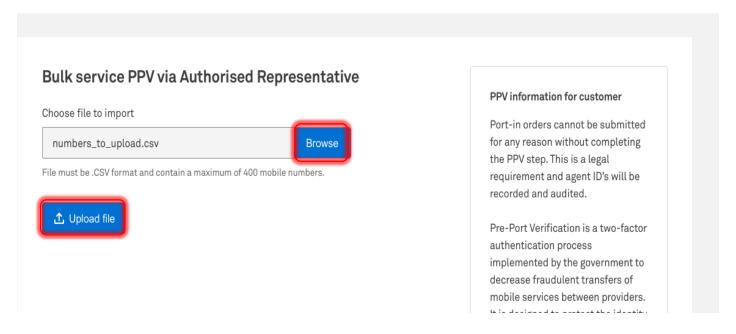




Bulk Template Located Here - https://retaillive.com.au/207987.aspx Not available for Siebel accounts

	Α	В	С	D	Е	F	G	Н	I	J
1	MobileServiceNumber	SIM/ESnumber	IMEInumber	Titlename	UserFirstname	UserSurname	ServicePassword(Max15characters)	NetworkPassword(4digits)	LSPAccout/Ref.no.(orDOBifprepay)	Portdate(dd/mm/yyyy)
2										
3										

Upload Bulk Template





Click Next

Bulk service PPV via Authorised Representative

172 unique mobile numbers were found in the file

- · 5 empty rows removed.
- · 6 duplicate numbers removed.



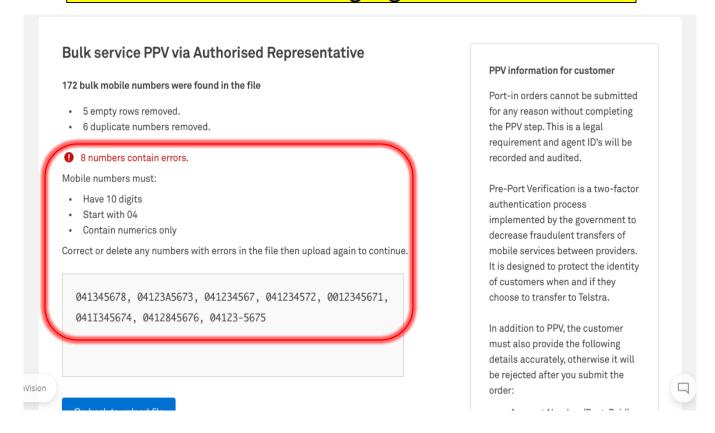
PPV information for customer

Port-in orders cannot be submitted for any reason without completing the PPV step. This is a legal requirement and agent ID's will be recorded and audited.

Pre-Port Verification is a two-factor authentication process implemented by the government to decrease fraudulent transfers of mobile services between providers. It is designed to protect the identity of auctomore when and if they



Should there be any errors with the Template they will be highlighted



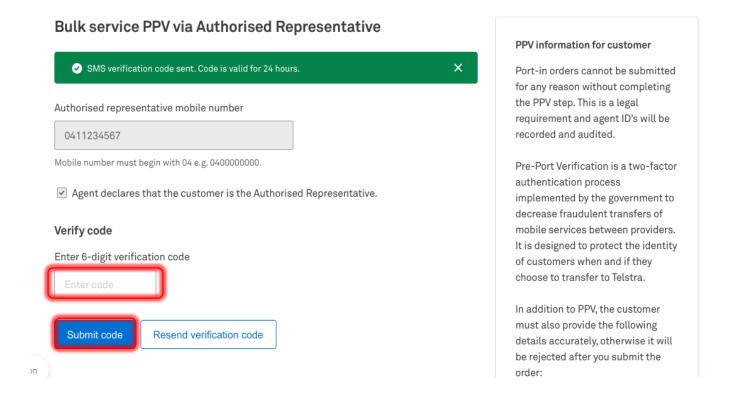


Enter Mobile Number of Authorised Representative and click on **Send SMS Verification**

Authorised representative mobile number 0411234567 Mobile number must begin with 04 e.g. 0400000000. Agent declares that the customer is the Authorised Representative.	PPV information for customer Port-in orders cannot be submitted for any reason without completing the PPV step. This is a legal requirement and agent ID's will be recorded and audited.
Send SMS verification	Pre-Port Verification is a two-factor authentication process implemented by the government to decrease fraudulent transfers of mobile services between providers. It is designed to protect the identity of customers when and if they choose to transfer to Telstra.

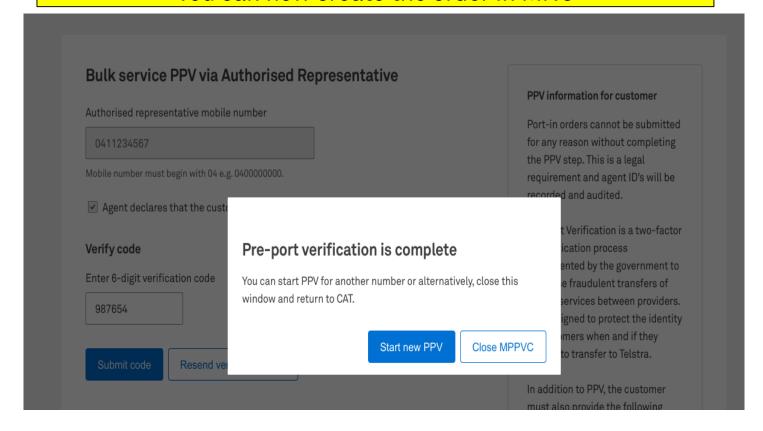


Have Authorised Representative supply you with the 6 Digit Verification Code and enter it into the Verify Code section





Pre Port Verification has been completed successfully.
You can now create the order in MNC



Pre Port Verification Tool – Using a Landline (Distributor Only)



Enter the Landline Number associated to the Authorised Representative. No Verification Code is generated for this request

Mobile PPV Console	Close MPPVC X
Single convice DDV	
Single service PPV	PPV information for customer
Landline Number	Port-in orders cannot be submitted
	for any reason without completing
0299990000	the PPV step. This is a legal
	requirement and agent ID's will be
	recorded and audited.
Submit	Pre-Port Verification is a two-
	factor authentication process
	implemented by the government to
	decrease fraudulent transfers of
	mobile services between providers.
	It is designed to protect the
	identity of customers when and if they choose to transfer to Telstra.
	they choose to transfer to fetstra.
	In addition to PPV the customer

Support



• Retail ID – Retail Systems Access (P Numbers)

PPV Process – Distributor

Summary



- Verify Authorised Representative in CSSA/Partner Central
- Have Authorised Representative sign Port Authority Form (maintain a copy if Authorised Representative obtained from (CSSA) or upload to Partner Central opportunity)
- Conduct Pre Port Verification check (utilising Authorised Representatives Mobile Number)
- Once Pre Port Verification is **Completed** commence order in MNC

The Mobile Port is still conducted via MNC. This is just a Pre Port Verification check.

This process goes live on the 23rd June 2020