

CUSTOMER AWARENESS & SAFEGAURD INFORMATION

1. Introduction

From 30th of June 2022 it is a requirement we implement a Customer Identity Authentication Determination.

2. Objectives

To reduce the harm caused to customers when access to their personal information, business information or telecommunication service is targeted by unauthorised persons or entities.

3. Process

Identity authentication processes will be used to authenticate the identity of the requesting person, prior to the undertaking of a high-risk transaction/interaction such as changes, modifications, extra added services or requesting personal information details.

4. Suspicions of Fraud

In the event a customer suspects that their telecommunications service or account has been subject to fraud they should immediately report the activity to Spektrum Communications on 1300693099 & their financial services provider such as Commonwealth Bank, Westpac, NAB, ANZ & etc.