

Investigation report

Summary	
Entity	Amaysim Mobile Pty Ltd (ACN 645 692 093)
Relevant Legislation	• <i>Telecommunications Act 1997</i> • Telecommunications (Mobile Number Pre-Porting Additional Identity Verification) Industry Standard 2020
Date	25 March 2026

Preliminary Findings

The Australian Communications and Media Authority (the **ACMA**) finds that, during the period 9 May to 29 October 2025, Amaysim Mobile Pty Ltd (**amaysim**) contravened:

- subsections 8(2) and 8(5) of the Telecommunications (Mobile Number Pre-Porting Additional Identity Verification) Industry Standard 2020 (**the Standard**), and
- as a result of the above contraventions, subsection 128(1) of the *Telecommunications Act 1997* (**the Act**).

Table 1: Table of contraventions

Legislation	Provision	Number of contraventions	Relevant Period
The Standard	Subsection 8(2)	13 contraventions	9 May to 29 October 2025
	Subsection 8(5)		
The Act	Subsection 128(1)	13 contraventions	

Reasons

- The reasons for the ACMA's findings, including the key elements which establish the contraventions, are based on:
 - information obtained from cybercrimes reported to law enforcement via ReportCyber and Australian Financial Crimes Exchange (**AFCX**) about alleged unauthorised ports of mobile phone numbers, for which amaysim is identified as the gaining mobile Carriage Service Provider (**CSP**),
 - information obtained from amaysim on 12 November and 19 December 2025 in response to statutory notices (**the Notices**) given to it under section 521 of the Act, and
 - additional information obtained from amaysim on 17 November 2025 in response to ACMA requests for information.

Background

2. The Standard is an industry standard registered under Part 6 the Act. The Standard applies to:
 - a. mobile CSPs who supply or arrange for the supply of public mobile telecommunications services, and
 - b. every port of a mobile service number.
3. The objectives of the Standard are, without limitation, to:
 - a. prevent the unauthorised porting of mobile service numbers,
 - b. reduce harm to customers from the unauthorised porting of mobile service numbers, and
 - c. require gaining CSPs to take reasonable steps to confirm that the person requesting a port:
 - i. is the rights of use holder (or their authorised representative) of the mobile service number to be ported, and
 - ii. has direct and immediate access to a mobile device associated with that mobile service number.
4. Subsection 128(1) of the Act requires CSPs to comply with standards registered under Part 6 of the Act. Accordingly, CSPs which are mobile CSPs must comply with the Standard.

Compliance with the Standard

Subsection 8(2) – requirement to use an additional identity verification process

5. Subsection 8(2) requires that a gaining CSP must use at least one additional identity verification process, specified under paragraphs 8(2)(a)—(d) of the Standard, to confirm that the person requesting a port is the rights of use holder of the mobile service number to be ported.
6. The ACMA has considered whether amaysim complied with subsection 8(2) of the Standard as set out in Table 2 below.

Table 2: Assessment of compliance with subsection 8(2) of the Standard

Is amaysim a mobile CSP?	amaysim is a mobile CSP as defined in the Standard as it: • is a CSP as defined at section 87 of the Act, and • supplies mobile carriage services to the public.
Was amaysim the gaining CSP?	The Standard defines a gaining CSP as the mobile CSP to which a mobile service number has been or is to be ported. amaysim was the gaining CSP for 13 investigated ports between 9 May to 29 October 2025.

Did amaysim use one of the additional identify verification processes under subsection 8(2) prior to initiating a port?

Information obtained by the ACMA indicates that unauthorised port-ins to amaysim occurred due to two separate issues:

Issue 1

- A requesting person made a request to port their service to amaysim via its online porting channel.
- [REDACTED]
- [REDACTED]
- [REDACTED]
- Between 9 May to 29 October 2025, amaysim proceeded with a further 8 port-in requests [REDACTED] without conducting any additional identity verification process under subsection 8(2) as required by the Standard.

Issue 2

- A requesting person made a request to port a mobile service number to amaysim by contacting amaysim customer service.
- [REDACTED]
- Between between 9 May and 29 October 2025, amaysim [REDACTED] initiated port-in requests without using an additional identity verification process under subsection 8(2) on 5 occasions.

7. Accordingly, the ACMA finds that amaysim contravened subsection 8(2) of the Standard on 13 occasions.

Subsection 8(5) – requirement to not proceed with a port without verification

8. Subsection 8(5) of the Standard requires that a mobile CSP must not proceed with a mobile service number port unless one of the additional identity verification processes set out under subsections 8(2) or 8(3) of the Standard has been used by the gaining mobile CSP.
9. The ACMA has considered whether amaysim complied with subsection 8(5) of the Standard as set out in Table 3 below.

Table 3: Assessment of compliance with subsection 8(5) of the Standard

Is amaysim a mobile CSP? Was amaysim the gaining CSP?	Yes – refer to Table 2 above
Did amaysim use one of the additional identify verification processes under subsection 8(2) prior to initiating a port?	amaysim did not use any of the identity verification processes under subsection 8(2) on 13 occasions prior to initiating a port – refer to Table 2 above.
Did amaysim use one of the additional identify verification processes under subsection 8(3) prior to initiating a port?	amaysim did not use an identity verification process under subsection 8(3) in any of the 13 occasions where a process under subsection 8(2) was also not used.
Did amaysim proceed with a port without using one of the additional verification processes at 8(2) or 8(3)?	amaysim proceeded with 13 ports between 9 May and 29 October 2025 without using an additional identity verification process at subsections 8(2) or 8(3) of the Standard.

10. Accordingly, the ACMA finds that amaysim contravened subsection 8(5) of the Standard on 13 occasions.

Compliance with the Act

11. Subsection 128(1) of the Act requires CSPs to comply with standards registered under Part 6 of the Act. Accordingly, the ACMA finds that amaysim contravened subsection 128(1) of the Act on 13 occasions due to having contravened subsections 8(2) and 8(5) of the Standard as set out above.