

Attachment A

Completing the Form - Checklist A Individual/Private Purposes Form

All sections of the form are mandatory and must be filled in as requested.

Please use BLACK INK and print within the boxes in BLOCK LETTERS.

Use crosses in boxes marked with an

A separate form is needed for every prepaid mobile service sold.

What the Customer must fill in

1. Personal details

- Given and family/surname must be completed in full
- A residential street address must be supplied (a postal address, such as a PO box, is unacceptable)
- The customer must write down the total number of activated prepaid mobile services they currently have in their name

2. Payment method

Where a customer is paying by **credit/debit card**, regardless of how many prepaid mobile services a customer has, the credit/debit card details must **always** be recorded in section 2.

- If the customer has **less** than five prepaid mobile services, including this service, the customer then only needs to sign and date section 3
- If the customer has five or **more** prepaid mobile services, including this service, they must provide further identity documents as set out below.

If the customer is paying by **cash, cheque or money order**, and has indicated they have **less** than five prepaid mobile services in their name, including this service, they must provide current identity documents as follows:

- 1 from list A (see attachment B) or
- 2 from list B (see attachment B)

If the customer has indicated they will have five or **more** prepaid mobile services in their name, including this service, **regardless of the method of payment used** (credit/debit card*, cash, cheque or money order), they must provide current identity documents as follows:

- 2 from list A (see attachment B) or
- 1 from list A and 2 from list B (see attachment B)

*Please note that if paying by credit/debit card, the customer has to record the credit/debit card details and therefore, only has to provide 2 other documents: 1 from list A and 1 from list B (see attachment B).

3. Customer acknowledgement

- The customer must sign and date this section

Retailer use only section (below section 3)

What you must do

Cross the appropriate boxes when you have sighted the customer's identity documents and have checked to make sure:

- the customer's name on the form matches the name on the identity documents
- all documents are current and have not expired
- where a form of ID has no expiry date it must be less than 12 months old and show the same name and address as completed in the personal details section
- the appropriate mobile reference number has been recorded, or the identification sticker has been attached

Retailer use only section (below section 3) cont.

- Print your name and date the form
- Initial the form
- Print the name of the store you work for
- Print the address of the store
- Print the name of the service provider e.g. 3, Optus, Telstra etc

Retailer use only Section (separate box on the right in this section)

This is where you either write in the appropriate number (record only one of the choices) or place the appropriate sticker over this section.

If the prepaid mobile service package has a sticker, peel the sticker from the pack and place in the section provided.

Otherwise, write the number from the prepaid mobile service package as follows:

Mobile Provider	What number to write
3	Mobile service number
Optus	Stock number of the prepaid mobile service
Telstra	Mobile service number
Virgin Mobile	Mobile service number
Vodafone	Mobile service number

What to do with completed forms

When the form is completed, you must ensure that the customer's details are kept private.

Send the form as soon as possible to the address shown on the form/envelope or as advised by the CSP. Alternatively, you can fax the form back to the number provided by the CSP.

If several forms are sent back together, put completed forms in a secure place until it's time to send them back.

If the forms are being faxed, depending on what has been agreed with the CSP, either mail the form or destroy the form.

Don't leave completed forms on the counter, at the front desk or any other place where they are not secure.

Privacy Statement

All retailers must ensure adherence to the National Privacy Principles under the Privacy Act 1988 with regard to the information collected as part of the prepaid mobile services purchase. This includes electronic capture of information. Retailers must check with the CSPs in order to determine the correct process for the transfer of information from an electronic system to the CSP and the correct deletion process of information or de-identification of collected information. Refer to the National Privacy Principles.

For further information please go to the Office of the Privacy Commissioner website, www.privacy.gov.au

More information relating to *Compliance with identity check process for prepaid mobile phone services* is available on the Australian Communication and Media Authority's (ACMA) website, www.acma.gov.au

Attachment B

Identity Documents - Checklist B Individual/Private Purposes Form

Categories for Identity Documents

If the customer is paying by cash, cheque or money order, and has indicated they will have **less** than five prepaid mobile services in their name, including this service, they must provide current identity documents as follows:

- 1 from list A or
- 2 from list B

If the customer has indicated they will have five or **more** prepaid mobile services in their name, including this service, and is paying by credit/debit card, cash, cheque or money order, they must provide current identity documents as follows:

- 2 from list A or
- 1 from list A and 2 from list B

Identity Documents must be current, that is,

- the date of sale must be before any expiry date shown on the Identity Document, or
- for those documents marked with a *, they must be less than 12 months old.

Identity Document	Notes
List A	
• Passport ^{^^}	Current passport from any country.
• Centrelink/Pension/Health Care Card	Any card that entitles the holder to a Government payment can be used.
• Other Australian Government recognised proof of identity ^{^^}	Any of the following are allowed: <ul style="list-style-type: none"> • Australian Defence Force identity card • Fire Arm Licence • Key Pass (Victoria) • Police identity card of any Australian Police Force
• Licence or permit ^{^^} issued under Commonwealth, State or Territory law e.g. Driver's Licence/ Learner's Permit	A current driver's licence or learner's permit issued in Australia.
• Tertiary Student Identification	Only Technical College or University ID. Secondary School ID is not allowed.
• Birth Certificate ^{^^} or Card ^{^^}	Must be in the name of the purchaser or in the former name of the purchaser.

List B	
• Credit/Debit/ATM Card ^{^^}	Credit card can be American Express, Diners, JBL, Mastercard, Visa or any other major credit or debit card. ATM card can be from any country.
• 2nd Credit/Debit/ATM Card ^{^^}	
• Medicare Card	
• Bank Passbook ^{^^}	Can be from any bank.
• Rates Statement *	Must be a statement from a local government (council or municipal authority) for property rates.
• Landline telephone bill*	Must be a telephone account for a service to a home with a local call number. An account for a mobile number, i.e. starting with 04, or a VOIP service i.e. starting with 0550, is not allowed.

^{^^} - Customers under 18 may find these documents suitable

Where a person has entered a name in the personal details section that does not match the ID presented, as a result of marriage, or as a result of a registered change of name with an appropriate State or Territory Authority, the name used in the personal details section must be verified by sighting a marriage certificate (if this is a foreign language it must be accompanied by an English translation prepared by an accredited translator), or a change of name certificate issued by the relevant State or Territory Authority.

Attachment C

Completing the Form - Checklist C

Business/Government/Charity Purposes Form

All sections of the form are mandatory and must be filled in as requested.

Please use BLACK INK and print within the boxes in BLOCK LETTERS.

Use crosses in boxes marked with an

A separate form is needed for every prepaid mobile service sold.

What the Purchaser must fill in

1. Organisation details

- Name of the business, government department or charity must be completed in full
- A business street address must be supplied (a postal address, such as a PO box, is unacceptable)
- The purchaser must supply the Australian Company Number (ACN), Australian Business Number (ABN) or Australian Body Number (ARBN) of their organisation
- The purchaser must write down the total number of activated prepaid mobile services their organisation already has

2. Purchaser details

- The purchaser must supply their name and confirm that they have the authority of the business to purchase the prepaid mobile service in the business name
- The purchaser must show evidence of their relationship to the company, such as an employee pay slip or an employee pass

3. Purchaser acknowledgement

- The purchaser must sign and date this section

Retailer use only section (below section 3)

What you must do

- Cross the appropriate boxes when you have sighted the purchaser's document showing they belong to the business
- Print your name and date the form
- Initial the form
- Print the name of the store you work for
- Print the address of the store
- Print the name of the service provider e.g. 3, Optus, Telstra etc

Retailer use only section (separate box on the right in this section)

This is where you either write in the appropriate number (record only one of the choices) or place the appropriate sticker over this section.

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Otherwise, write the number from the prepaid mobile service package as follows:

Mobile Provider	What number to write
3	Mobile service number
Optus	Stock number of the prepaid mobile service
Telstra	Mobile service number
Virgin Mobile	Mobile service number
Vodafone	Mobile service number

What to do with completed forms

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