

Customer Identity Authentication

Lightning Broadband is required to implement additional customer identity authentication processes from 30 June 2022 pursuant to Telecommunications Service Provider (Customer Identity Authentication) Determination 2022

To protect customers from unauthorized high-risk customer interactions, identity authentication processes will be used to authenticate the identity of the requesting person, prior to the undertaking of a high-risk customer transactions, and

in the event a customer suspects that their telecommunications service or account has been subject to fraud they should immediately report the activity to:

- (i) their carriage service provider (us in the case of your broadband service is with Lightning Broadband); and
- (ii) their financial services provider.

All messages sent to the customer under this policy are sent without charge (fees from third party providers may apply if you have your phone or email service with a third party)