

# SELLING AND ACTIVATING A PREPAID SERVICE WITHOUT AMTA

## A NEW WAY TO SELL OPTUS SIMS AND VERIFY ID



### WHAT'S CHANGED

The AMTA form no longer needs to be completed at point of sale. This means that ID verification is now only required **once** at the **point of activation** and **NOT** at the point of sale.

Customers activating online now have the following options:

- Credit or debit cards can now be used to recharge at the same time as activating an Optus Prepaid SIM (online and in store only) - and they can also be used as the customer's ID check, negating the need for other ID entry. All major financial institutions including foreign credit cards will be accepted.
- If customers don't wish to use their credit/debit card as ID, they can still use other means of identification as part of the DVS (Document Verification Service, a government held database) check, or if necessary, they can take their identification to an Optus store for a visual ID check. It's important that the customer enters their details exactly as shown on their ID.

To make things even easier, we now offer customers the following language options when activating their Optus Prepaid SIM online: English, (Simplified) Chinese, Vietnamese, Korean, Thai.

### WHAT DO I NEED TO DO

At the point of sale remember to inform customers that they'll need a valid ID to activate their SIM. This is important for customers who:

- Prefer to activate their SIM at a later date and not in store
- Do not have an appropriate form of ID on them at the time.

MOBILE TABLET COMPUTER



### HOW CAN CUSTOMERS SELF ACTIVATE?

Customers can activate themselves at [www.optus.com.au/activate](http://www.optus.com.au/activate) on their: Mobile, Tablet or Computer

### ACTIVATING ON A DEVICE

Customers can now activate their SIM on their device even if they don't have a WiFi connection. This is how it's done:

- Insert the new SIM in the device
- Using the device's browser, navigate to [www.optus.com.au/activate](http://www.optus.com.au/activate)
- A free internet connection is then established on Optus.com.au for the purpose of completing the activation.



### WHAT ID'S CAN CUSTOMERS USE?

It's important the customer enters their details as shown exactly on their ID into the activation portal to pass the electronic ID check (DVS)



# CUSTOMER SELF SERVICE ACTIVATION PROCESS

[WWW.OPTUS.COM.AU/ACTIVATE](http://WWW.OPTUS.COM.AU/ACTIVATE)

- 1 Go to **optus.com.au/activate** (the web address on the back of the SIM pack), select your preferred language from the drop-down box, and enter your number found on the SIM card.

Then follow the prompts in your preferred language, including the following:

- 2 Enter your personal details.
- 3 Choose your phone number or select port in your existing phone number.
- 4 Select the right plan for you.
- 5 Recharge: If your SIM has no value on it, you can recharge while activating. Use your credit or debit card or Prepaid voucher as payment, and you can also use your credit or debit card as ID (A,B).
- 6 If you don't recharge, you can still use your credit or debit card as ID, or you can use the DVS check for other forms of ID (C).
- 7 Agree to the terms and you will be on the network.

### Q. Why ID a Prepaid customer?

A. Checking identity is a mandatory requirement of the Australian Communication Media Authority (ACMA). Identity-checking requirements for Prepaid customers were introduced back in 1997 to:

- **Prevent** the **anonymous** use of mobiles for criminal purposes
- Allow **law enforcement** and **national security agencies** to **obtain information** about the identity of customers, where needed, for the purposes of their investigations.

### Q. What do you do if the customer's ID has expired?

A. Apologise and ask for alternative ID. If the customer doesn't have alternative ID on them, suggest that they self activate at a later time using a different and valid ID. Of course they can always come back to the store with a valid ID for us to activate it for them.

### Q. The customer has multiple names on their Medicare card, which one should you use?

A. Use the Medicare number and the individual's reference number (IRN) next to their name.

### Q. What if the customer is known by more than one name?

A. The customer must activate under the name that is shown on the ID that they have presented.

### Q. What do you do if the customer is over 14 years of age and has NO driver's licence

A. Use the Medicare number and the individual's reference number (IRN) next to their name. A credit card or a passport could also be used for identification.

### Q. What do you do if the customer is under 14 years of age?

A. No customer can activate if they are under 14 years of age.

### Q. What if the customer wants to activate a SIM on behalf of their child?

A. Customers cannot activate on behalf of someone else. However, the parent can activate a SIM under their own name.

### Q. What if the customer wants to activate a SIM on behalf of somebody else?

A. Customers cannot activate on behalf of someone else. Customers can only activate themselves as they need to use their own personal ID to activate.

### Q. What should you do if the DVS rejects the information submitted (rejection notice comes up)?

A. You should:

- Double check the ID has not expired
- Double check you have entered all the details in correctly (Name, DOB, Licence number)
- Ask for another ID type
- If all else fails ask the customer to head to an Optus store where they can visually check the customer's ID.

### Q. What if a customer buys a SIM and wasn't aware they needed to provide ID to activate?

A. The standard Optus Refund Policy applies. Remember you need to advise the customer at point of sale that they will need to provide ID at time of activation.

### Q. What credit/debit cards will be accepted as ID?

A. All major financial institution issued credit or debit cards will be accepted including foreign based credit and debit cards.

### NZ SPECIFIC ISSUE

### Q. What should you do if a customer has recently arrived from New Zealand?

A. When a person arrives in Australia they receive a visa number that is recorded by the government. It can take up to 24 hours for this information to be recorded. Therefore, if the customer wishes to activate a SIM using their passport as ID they might not be in the DVS yet.

### If the DVS rejects the NZ passport used by the customer:

- Apologise and mention that it can take up to 24 hrs for their details to be recorded in the government system
- Double check the passport has not expired
- Double check you have entered the passport details correctly
- Advise the customer they can use their credit card as ID.
- If the passport is valid, ask the customer to go to an Optus branded store so they can complete a visual ID check, or try again later at home at [optus.com.au/activate](https://optus.com.au/activate).