

# Pre-Port Verification (PPV) Process

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Pre-Port Verification (PPV) is an industry-wide authentication process designed to protect customers and reduce the risk of fraud. It ensures that the person requesting a mobile number transfer has legitimate access to the service being ported.

This verification step is required when transferring (porting) your mobile service from another provider to SpinTel.

## Why PPV is Required

PPV helps confirm that the port request is genuine by verifying access to the mobile number being transferred. This reduces the risk of unauthorised or fraudulent porting and helps protect customer accounts across the industry.

## What You Need to Complete PPV

To complete the Pre-Port Verification process, you will need:

- A PPV verification code (sent via SMS)
- Your current provider's account details:
  - Postpaid customers: Account number
  - Pre-Paid customers: Date of birth
- Access to the mobile number being ported, using a device capable of receiving SMS messages

## How the Verification Works

1. A 6-digit verification code is sent via SMS to the mobile number being transferred
2. You must enter this code into the SpinTel [activation website](#) to continue with the activation process
3. Once successfully verified, your port request will proceed to the next stage

## Important

The PPV process is a mandatory requirement and forms part of industry regulations. Your mobile service cannot be ported to SpinTel unless the verification is successfully completed.

## Frequently Asked Questions

### **What happens if I don't complete the verification process?**

The porting request will not proceed. Your mobile service will not be transferred to SpinTel unless the PPV process is successfully completed.

### **My phone is damaged and cannot receive the SMS code. What should I do?**

You will need to insert your SIM card into another compatible mobile device in order to receive the verification code.

### **I've lost my phone and/or SIM card. How can I complete verification?**

You will need to contact your current mobile provider to restore access to your service. Once your number is active again, you will be able to receive the SMS code and complete the PPV process.

Online URL:

<https://articles.spintel.net.au/article/pre-port-verification-ppv-process.html>