



## **MULTI-FACTOR AUTHENTICATION**

The Telco Collective and its in market brands Business ICT Sydney and Voipy are now using multi-factor authentication to make your account even more secure. This means that we will verify your mobile number or email before any significant changes can be made to your account.

### **What's changing?**

When you contact us, or when we contact you, we already ask that you confirm certain details before we can talk about the specifics of the account.

From July 1st 2022, we'll also send a verification code to the mobile or email address saved on your account. When this code has been confirmed we'll be able to make the necessary changes.

### **What do you need to do?**

To best protect your account make sure your personal information is up to date. These details will be used to contact and verify you so it's important that it is accurate when multi-factor authentication is switched on.