

WHAT TO EXPECT DURING ID VALIDATION

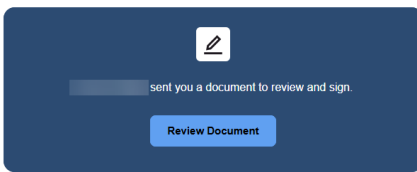
To protect your business and prevent fraud, Telair uses DocuSign Identity Verification as part of our sign-up process.

When you receive your agreement via DocuSign, you may be asked to complete an additional identity check before signing.

This helps ensure the authorised person signing is who they say they are. Telair is committed to delivering what we promise, including protecting your business from unauthorised activity.

HOW THE PROCESS WORKS

1. Open your DocuSign email and click "Review Document".



2. Before signing, you will be redirected to IDVerse® for identity verification. Continue through the prompts.

Let's verify your identity

This helps to protect your data. It should only take a few minutes.

Powered by DocuSign Partner AI. Learn more about how we use AI at DocuSign.

By selecting I agree, you agree to DocuSign's [Privacy Notice](#) and [Terms and Conditions](#). DocuSign may retain your personal information on behalf of the sender, such as a copy of your identification, until deleted by the sender.

Exit

I agree

3. You will be asked to continue on your phone. Enter your mobile number to receive a secure link via SMS.

Continue on your phone

We need to continue this identity verification on your phone. Please enter your phone number and click **Next** to receive a secure link sent by SMS.

Phone number *

[Or scan a QR code](#)

Back

Next

4. Tap Allow if prompted for access to Access Motion, Orientation and your phone's camera etc, and accept the Privacy Consent request. Then continue to upload clear images of the front (and back, if required) of your identification when prompted by clicking Capture my ID.

Capture my ID

5. Complete a live selfie check if requested. This confirms the person signing matches the ID provided.

ACCEPTED IDENTIFICATION

- Australian driver licence
- Australian passport
- Other approved government-issued photo ID

Please ensure your identification is valid and not expired.

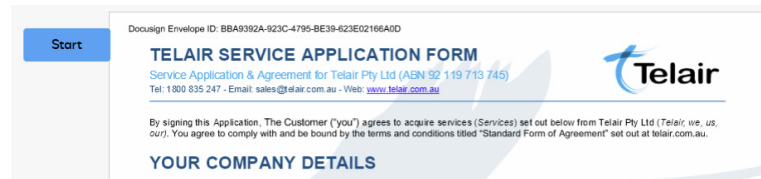
6. Return to DocuSign and sign once verification is successful.



We have verified your identity

Go back to your computer to finish.

The process typically takes only a few minutes.



Note: if you receive a failure notice or a message advising "You have reached the verification limit", this usually indicates a mismatch with the name provided on the contract verses what is listed on your ID documents. Please contact us to confirm and we can update the DocuSign contract or advise of next steps.

WHY THIS MATTERS

Identity verification protects your business, your authorised signatories, and the integrity of Telair services. It reduces the risk of fraudulent service activations or unauthorised changes.

HOW YOUR INFORMATION IS HANDLED

DocuSign and IDVerse® securely process your information solely for identity verification purposes.

Telair does not store copies of your identification images.

Your personal information is handled in accordance with Australian privacy laws and the security frameworks of DocuSign and IDVerse®.

NEED HELP?

If you experience any issues during verification, contact us on the details below:

Phone: 1800 835 247
Email: sales@telair.com.au

HELPFUL LINKS

Find out more about IDVerse® here:
<https://risk.lexisnexis.com/global/en/products/idverse>

To view a more comprehensive version of this guide, please visit:
<https://telair.link/verify-id>

TIPS FOR A SMOOTH EXPERIENCE

- Ensure the name on your DocuSign contract exactly matches the name on your ID
- Use a device with a working camera
- Ensure your ID is clearly visible and well lit
- Remove glasses or hats for the selfie step
- Complete the process in one sitting to avoid delays