- You must not deactivate your existing service when porting. Telephone numbers can only be ported while active.

- You can only withdraw your authority to port this telephone number before the Electronic Cutover Advice is sent to your current Service Provider, which will be on or after the preferred cutover date specified in this form.

- Harbour ISP provides no guarantee that it can port your telephone number from your current Service Provider. Your current Service Provider may reject this port request if the information you provide is incorrect or does not match the data held by them. In this case you authorise Harbour ISP to correct the information and resubmit the request to port your telephone number or dispute the rejection by your current Service Provider. A porting request may also be rejected for other reasons as stated in the LNP Industry Code.

- Harbour ISP provides no guarantee that the telephone number will be ported within any specified timeframe. Porting Hours of Operation are 8am to 5pm AEST/AEDST Monday to Friday, excluding National Public Holidays. Cutover can only be initiated at least 6/23 business days (Cat A / Cat C) after the porting Notification Advice is sent by Harbour ISP to your current Service Provider. If a port request is rejected and needs to be resubmitted, cutover cannot take place for at least another 6/23 business days after the request is resubmitted.

- In the event of a port, withdrawal or reversal, Harbour ISP is not responsible for any period of outage.

- You may have outstanding contractual obligations and/or port-out costs owed to your current Service Provider. Harbour ISP is not liable for any such costs.

- It is your responsibility to ensure your contractual obligations with your previous service provider are terminated after the cutover.

- Only your telephone number will be transferred to Harbour ISP. This may result in the loss of any Value Added Services that are associated with the service provided by your existing Service Provider (eg voicemail, broadband).

- If you wish to port your telephone number from Harbour ISP to another Service Provider, then you must contact the other Provider.

- Harbour ISP reserves the right to charge a fee for porting your telephone number to or from Harbour ISP.

Appendix 1 – Porting From 2nd Tier Service Providers / Resellers

Harbour ISP is able to port numbers from the majority of major Australian carriers. Lead times and costs vary between carriers.

When submitting a port request, the request must be sent to the top level / tier 1 carrier currently holding that number. For example if a service provider is reselling a Telstra number, the port request is sent to Telstra. The account details required on the port request are those of the Telstra Wholesale customer, not the end user.

For example you may have an account with Southern Phone, they may be just a retailer not a wholesaler. Your account number with Southern Phone will not be sufficient to port your number you will have to ask Southern Phone for the wholesale account number, that is the account number for your service they hold with say Telstra or Optus.

Appendix 2: Simple or Complex

The two most common types of ports are Category A and Category C.

Cat A - simple services use an automated porting process, able to port within 4-5 business days of sending a porting request .

Cat C - complex services that require project management to facilitate porting in a negotiated lead time of at least 30 days but can be up to 60 days.

Please be advised that it is the carrier that the number is being ported away from that determines whether it is a single port or a complex port however the below clarifies the two.

A 'simple service' is generally a single standard PSTN voice service with no 'enhancements'. Typically most residential lines would be considered simple services hence the Cat A process would apply. The Cat C process applies when porting a batch of numbers, or when porting a number that is associated to more complex products, like any of the following:

- MSN/Faxstream Duet

- Enhanced Faxstream

- Siteline

- Spectrum

- Line Hunt

- ANT1

- Analogue Indial

- Onramp 10, 20, 30

- CVPN

- Centel/Centel Plus

- Onramp2

However there is still some ambiguity with regards to what should be classified as a simple or complex service. Ultimately, responsibility for classifying a service as simple or complex rests with the losing C/CSP. The list of complex products given above has been provided by Telstra as what Telstra considers to be complex products. However I wouldn't rely on this as an exhaustive list, so if you are ever in doubt about a particular product please let me know and I'll try to find out more for you.

If a business customer wants to port a group of numbers then that will be a Cat C port (unless it is a small batch of unrelated numbers that can each be ported separately). However in scenarios say where a customer wants to port a single number that is associated with one of the products above, it would be preferable to try to avoid the Cat C port if possible (particularly in the case of residential customers). For instance, if a number is an auxiliary line in a line hunt, then the customer could request for the auxiliary line to be removed before proceeding with the port. This will enable the service to be ported as a Cat A port (assuming there are no other 'complex' products associated with the service).

Please also bear in mind that if a group of numbers are linked to a single product (e.g. all numbers on an ISDN service or in a hunt group), then those numbers must be ported together in a Cat C port. If a Cat C port is attempted for only some of those numbers, it will be rejected.