

HARBOUR ISP MOBILE PLANS

FREE, EXCLUDED & BARRED NUMBERS

Barred Numbers

The following table shows dial codes that are specifically barred from being used by end users of the Prima Mobile service. Both direct access and diversion are barred.

Fax mailbox (GSM)	109
Number redirect/intercept	1140
Telstra Mobile functions	121, 1177, 1181, 1182, 12488
International faults, international pricing	1221, 1222
PSTN messagebank (remote)	125102 SMS data in-dial 125107
Memo operator	125108
Telstra mobile functions	1251x 1258x
National & international pricing	12552
Changed number information	12554
A-number enunciator	12722123
VPN services	18810, 18811, 18814, 18816, 18866, 18877, 18899
Telstra mobile functions	189x
Information (premium) services	190x
Dial-up internet service	1983x, 01983x
Sensis calls	1234, 12455 and 12456

Excluded Numbers

Whilst 13 numbers are deducted from the Included Value in every Prima Mobile plan, the following Telstra Retail Customer Service numbers are charged as Excess Usage on Nano and Mini plans, only. As Prima Mobile carrier is Telstra Wholesale, Telstra Retail Customer Service is unable to give any assistance to our users.

Telstra Retail Customer Service	132000, 132203, 132674, 132999.
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Free of charge numbers

Access to MSS customer service, emergency services & other people-services numbers are free to call on the Prima Mobile plans.

Customer Care	1300 525 275
Emergency calls	000
Beyond Blue	1300 224 636
Family Drug Support	1300 368 186
Lifeline	13 11 14
Men's line Australia	1300 789 978
State emergency services	13 25 00
Suicide Call Back Service	1300 659 467
1800 RESPECT: National Sexual Assault, Family & Domestic Violence Counselling Line	1800 737 732
Kids help line	1800 55 1800
National Disability Abuse & Neglect Hotline	1800 880 052
Veterans & Veterans Families Counselling Service	1800 011 046
Reverse Charges	12 550 1800 662 274 (1800NoCash™ – Telstra Service) 1800 738 3773 (1800 Reverse) 1800 686 323 (1800 MUMDAD)