VoIPcloud Porting Terms and Conditions

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(s) before the electronic cutover advice has been sent to your current service provider, which will be on or after the preferred cutover date specified in this form.

VoIPcloud provides no guarantee it can port your telephone number(s) 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 VoIPcloud to correct the information and resubmit the request to port your telephone number(s) 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.

VoIPcloud provides no guarantee the telephone number(s) will be ported within any specified timeframe. Porting hours of operation are 8am to 5pm AEST Monday to Friday, excluding national public holidays. Cutover times can only be initiated at least 3 business days after the porting notification advice is sent by VoIPcloud to your current Service Provider. If a port request is rejected and needs to be resubmitted, cutover cannot take place for at least another 3 business days after the request is resubmitted.

In the event of a port, withdrawal or reversal, VoIPcloud 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. VoIPcloud is not liable for any costs that may occur with your current Service Provider. Only your telephone number(s) will be transferred to VoIPcloud. 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, ADSL, line hunt, fax etc.).

If you wish to port your telephone number(s) from VoIPcloud to another Service Provider, then you must contact the gaining Service Provider.

VoIPcloud reserves the right to charge a fee for porting your telephone number(s) to or from VoIPcloud, as well as any rejections that may occur and if a request is made for port reversal or emergency return. Refer to our number porting application form inside our customer portal under the porting tab, for rejection fee pricing for all porting categories, including PNV rejection fees and Post PNV acceptance rejection fees. If incorrect information is supplied on the porting application and your porting is rejected, rejection fees will apply. For Cat A, a rejection fee is $22 per number. For Cat C, a PNV rejection fee is $77 per rejection, and Post PNV acceptance rejection fee is $22 per number within batch(es). For 1300/1800, a rejection fee is $55 per number. For Mobile, a rejection fee is $18 per number. If a port reversal or emergency return is requested a chargeable fee will apply. For Cat A, a port reversal or emergency return fee is $237.60 per number. For Cat C, a port reversal or emergency return fee is charged per return based on the number of DID's in the batch (part batch port reversal or emergency return is prohibited per LNP code); for batches of 1-5 DIDs the fee is $475.20 per return, for batches of 6-20 DIDs the fee is $1,188 per return, for batches of 21-100 DIDs the fee is $2,772 per return, for batches of 100+ DIDs the fee is $3,960 per return. Prices listed are including GST.

Local Number Portability (LNP) does not guarantee you can keep your telephone number(s) if you move to a different geographic location or if your number(s) are 'out of area number', or you attempt to port your telephone number(s) to a PSTN or fixed line service.

13/1300/1800 Number Portability

The Porting of your 1800 or 13/1300 service will be conducted in conjunction with Industry Numbering Management Services Ltd (INMS). The INMS is a not-for-profit organisation which has been established by a number of Carriage Service Providers (CSP) to facilitate number portability of 1800 and 13/1300 telephone services. The Australian Communication and Media Authority (ACMA) under s 467 of the Telecommunications Act 1997 (the Act), from 16th November 2000, will allow INMS to manage the pool of portable free phone/local rate numbers declared in writing by the ACMA under section 11.10 of the Telecommunication Numbering Plan 1997.

If you wish to port your service number(s) from VoIPcloud to another supplier, then you must contact the gaining service provider. Porting from VoIPcloud to another supplier will be conducted in accordance with the INMS business rules and any other bilateral arrangements.

The porting of your 1800 and 13/1300 telephone service will be subject to the terms and conditions of the Standard Form of Agreement of your CSP.

In order for VoIPcloud to port your service number(s) you must complete and sign the porting authority form (PAF).

In accordance with the INMS business rules, a request for porting shall be deemed invalid if:
- Mandatory information supplied is illegible, inaccurate or missing
- The PAF is not signed by an authorised person
- The PAF is not dated
- The date of the PAF is more than 90 days before the porting request is sent by the recipient Prime Service Deliverer (PSD) via INMS to the donor PSD

The porting authorisation form (PAF) must be fully completed by the customer and is valid for 60 days.

If your service number(s) are inactive at the time of the porting by VoIPcloud you must notify VoIPcloud as soon as the phone number(s) become active.

VoIPcloud is not responsible for settling your final account with your current service provider, porting of your number(s) will not automatically close your account.

Monthly access subscription fees and call charges are applicable on the submission of the porting.

Note: this document only outlines critical information summary in addition to VoIPcloud Master Services Agreement and Voice (IP) Service Schedule;