Know your obligations as resellers of telephone service numbers to provide data to the Integrated Public Number Database (IPND)

1.   What is the IPND?

The Integrated Public Number Database (IPND) is a list of all public phone numbers and the associated customer information, consisting of the customer's name and the physical address where the service is located. It can also specify if the service number is to be a Listed Entry or an Unlisted Entry, which can also be nominated by your customer.

2.   Why do we have to provide our customers' details to the IPND?

In addition to being a requirement under an enforceable industry code, accurate customer information is vital and, in some cases, critical for the services that use it. This can be for police, ambulance, fire services, emergency warnings systems, law enforcement, and national security. It is also used for directory services, such as White Pages and other local and business directories, unless the customer has opted to have their number/s unlisted.

3.   How do we do that?

Retail Service Providers (RSP) need to register with the IPND Manager, operated by Telstra under conditions in their carrier licence, and organise to upload their Public Number Customer Data (PNCD) by a method that conforms to the IPND Manager's requirements. The technical requirements to do this are available from the IPND Manager once you have registered with them and become a Data Provider.

4.   How often do we need to do that?

PNCD changes need to be uploaded to the IPND within 24 hours of a change. Changes include when you have acquired a service or services for a customer or have lost the service/s to another RSP. It is also a requirement to check for error reports from these uploads, as the IPND Manager will send back any changes overnight and there is tight timing to correct these errors, usually within 24 hours.

5.   What happens if we don't do that?

In an extreme example, an emergency service could be sent to a wrong address because PNCD was not updated or an error corrected. The communications industry regulator, Australian Communications and Media Authority (ACMA), can make enquiries to confirm that the PNCD held by the IPND matches the information you have for your customers. They can also investigate any discrepancies, and enforcement action can be taken as a consequence.

6.   Do we need to do anything else?

Monthly reports are sent to Data Providers where data you have previously supplied has been changed by another RSP (you have lost the service) or you have changed data from your uploads (you have gained the service) during the previous month. These reports should be checked to confirm

the changes are correct or the appropriate actions taken to correct any errors. It is also recommended that you request a full download of your PNCD and reconcile this against your customer records at least twice yearly.

7.   What about our customers' privacy?

RSPs are required under the Telecommunications (Interception and Access) Act 1979 (Cth) to collect personal information about the identity of a subscriber or customer to a communications service such as telephone and internet. Customers' personal information is sent to and from the IPND Manager via Secure File Transfer Protocol (SFTP), which is only accessible to the staff required to manage the information. Only the information required to service the customer's account and comply with telecommunications law is collected and stored. This is done in accordance with the Privacy Act and Australian Privacy Principles.

8.   Can our customers check their information?

Customers can request their RSP to view the information that is held about them in the IPND. If the customer claims their PNCD is incorrect, the RSP is required to correct the errors and upload the corrected PNCD to the IPND through the normal updating process. Any corrections need to be verified and must be valid. For example, if a customer is requesting a 'vanity' name and/or address, the PNCD held in the IPND should not be changed unless it is inaccurate. RSPs can recover reasonable costs for providing PNCD but cannot charge for correcting errors in PNCD.

9.   Where can I get more information about the IPND?

ACMA Checklist
https://www.acma.gov.au/publications/2019-10/infographic/ipnd-checklist-csps

Integrated Public Number Database (IPND) Industry Code C555:2020 and associated IPND Guidelines G619:2017
https://www.commsalliance.com.au/Documents/all/codes/c555