

**COMMUNICATIONS
ALLIANCE LTD**



INDUSTRY GUIDELINE

G619.1:2024

IPND DATA

G619.1:2024 IPND Data Industry Guideline

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INTRODUCTORY STATEMENT

The IPND Data Guideline (G619.1:2024) accompanies the Integrated Public Number Database (IPND) Industry Code (C555). The Guideline is designed to assist Data Providers (DPs) in providing accurate, complete and up to date Customer name and address information to the IPND Manager and ultimately to Data Users

Background

The Integrated Public Number Database (IPND) is an industry-wide database of all Public Number Customer Data (PNCD) which facilitates the provision of information for purposes specified in the *Telecommunications Act 1997 (Act)*, the *Telecommunications Integrated Public Number Database Scheme 2007 (IPND Scheme)* and the *Carrier Licence Conditions (Telstra Corporation Limited) Declaration 1997 (Licence Conditions)*. As at June 2023, the IPND held approximately 80 million live records. The information contained in the IPND is available for use by the following Data Users:

- Emergency Service Organisations (ESOs) (police, fire and ambulance) for the purpose of responding to emergency calls;
- law enforcement and national security agencies for the purposes of enforcing the criminal law and safeguarding national security;
- Carriage Service Providers (CSPs) for the purposes of providing Directory Assistance Services, Operator Assistance Services, Operator Services, or Location Dependent Carriage Services;
- PNDPs (Public Number Directory Publishers) for the purpose of publishing and maintaining Public Number Directories; and
- researchers for the purposes specified in the IPND Scheme 2007 and related Ministerial instruments.

Accurate data is essential for all these purposes. Data Providers, their Customers and Data Users all gain a significant advantage from Data Providers supplying complete and accurate PNCD to the IPND Manager. This is of paramount importance for ESOs that rely on it when responding to life-threatening or time-critical emergencies. Customers benefit from the IPND having accurate and complete Customer data for the provision of essential emergency services and, when Customers choose to be listed in Directory Related Services. Data Providers benefit from knowing the correct location of the Customer to provide their telecommunications service and associated activities.

The Guideline has been developed as a collaborative effort by Data Providers, Data Users and the IPND Manager to improve the quality of data provided to the IPND Manager and as a tool for both Data Providers and Data Users. It highlights the reasons for valid accurate data being provided to Data Users, it shows Data Providers how to ensure the data is entered consistently by showing the expected content of the various data elements, and it allows Data Users to better understand the uses of the various data elements. If followed by both Data Providers and Data Users, this Guideline can achieve the aim of improving the overall quality of data to the benefit of Data Providers, Data Users, the IPND Manager and Customers.

2005 Version of the Guideline

In 2003 the former Australian Communications Authority (ACA) engaged a consultant to conduct an audit of the IPND primarily because of concerns about the accuracy of data, as experienced in its use by ESOs.

The audit tested the accuracy of address information through a data sample of the IPND against Australia Post address data.

A number of initiatives to improve data quality were identified as a result of the former ACA audit of the IPND, including:

- a recommendation that Data Providers make greater use of address validation software.
- ensuring CSPs understand the importance of fulfilling their legislative obligations in regard to providing data to the IPND Manager.
- provision of audit results to each Data Provider, with the expectation that they rectify errors, identify sources of error and propose system or process improvements, if necessary.
- development of an industry guideline to assist Data Providers, particularly Customer service personnel, to ensure:
 - accurate and complete Customer name and address information is captured and delivered to the IPND Manager, and ultimately to Data Users;
 - Customer details are collected, and sent to the IPND Manager according to Data User and Data Providers Technical Requirements for IPND; and
 - Data Providers are aware of the importance of Customer data being accurate and complete.

The OCRP formed OCRP/WG27: IPND Data Validation Working Group in December 2003 to investigate appropriate tools for validating data across the industry, and to make recommendations for changes to the code as required. OCRP/WG27 found that:

- there was a view that the tool used to assess data quality in the 2003 audit was generally inconsistent with the use of addresses for telecommunications purposes;
- the use of validation software should be strongly encouraged, but not made mandatory;
- the level of complexity in an address increases the chance of the data being considered inaccurate, depending on the validation tools used and the data fields used by the CSP to capture that data;
- and an Industry Guideline on the expected data requirements would provide assistance to Data Providers and should be developed by ACIF.

Compounding the problem of poor data accuracy was that the then extant IPND Technical Specification and user guide, provided by the IPND Manager, gave reference to an Australian Standard (AS4212) that had since been replaced to some extent (by AS4590). It was not clearly identified how these standards related to the intended use of particular address fields. As a result, each Data Provider has made its own interpretation of the fields to be used for complex address information.

2007 Revision

This revision was required to ensure that the Guideline was consistent with changes to legislation governing the use of data provided to the IPND Manager, the concomitant Ministerial directions, the ACMA IPND Scheme, related Ministerial instruments and the subsequent revision to ACIF C555:2007 Integrated Public Number Database (IPND) Industry Code. It also contained additional information to clarify the use of various fields.

2017 Revision

This revision provided updates to the Guideline for consistency with the revision of Integrated Public Number Database (IPND) Industry Code C555:2017.

2024 Revision

This revision provides updates to the Guideline to align with the revised IPND Code published in 2024, including:

- revisions to definitions to ensure alignment with the Code;
- change of document title to denote the development of part 2 in the IPND guideline series;
- updates to the type of services included in the IPND.

Alexander R. Osborne

Chair

IPND Working Committee

DECEMBER 2024

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1 INTRODUCTION

1.1 Introduction

- 1.1.1 The development of the Guideline has been facilitated by Communications Alliance through a Working Committee comprised of representatives from the telecommunications industry, Government regulatory agencies, Public Number Directory Publishers and consumer groups.
- 1.1.2 The Guideline should be read in conjunction with related legislation and in the context of other relevant Codes, Guidelines, and documents including the:
- (a) *Telecommunications Act 1997*(Cth);
 - (b) Integrated Public Number Database (IPND) Industry Code (C555);
 - (c) IPND Data Provision, Error Management and Reconciliation Processes Industry Guideline (G619.2);
 - (d) Integrated Public Number Database – IPND Error Correction document;
 - (e) Integrated Public Number Database (IPND) Data Users and Data Providers Technical Requirements for IPND document; and
 - (f) IPND Internet Interface Service (IIS).
- 1.1.3 Statements in boxed text are a guide to interpretation only.

1.2 Scope

- 1.2.1 The Guideline is applicable to the following sections of the telecommunications industry under section 110 of the *Telecommunications Act 1997*:
- (a) CSPs (who are Data Providers to the IPND Manager);
 - (b) Data Providers; and
 - (c) Data Users.
- 1.2.2 The Guideline deals with the quality of data provided to the IPND Manager and encourages consistently accurate entry of data to satisfy the needs of all Data Users, and, in particular, ESOs.
- 1.2.3 The Guideline attempts to capture the relevant details required to provide consistently accurate data in accordance with the IPND Technical Requirements and relevant Australian Standards, but where there is variance:
- the requirements of IPND Data Users and Data Providers Technical Requirements for IPND prevails over AS4590; and

- AS4590 prevails over this Guideline.

1.3 Objectives

The objectives of the Guideline are to assist Data Providers, particularly customer service personnel, to ensure:

- (a) accurate, complete and up to date Customer name and address information is captured and delivered to the IPND Manager and ultimately to Data Users;
- (b) Customer details are collected, and sent to the IPND Manager according to this Guideline and the IPND Data Users and Data Providers Technical Requirements for IPND; and
- (c) Data Providers are aware of the importance of Customer data being accurate, complete and up to date.

1.4 Guideline Review

The Guideline will be reviewed every 5 years, or earlier in the event of significant developments that affect the Code, or a section within the Guideline.

2 ACRONYMS, DEFINITIONS AND INTERPRETATIONS

2.1 Acronyms

For the purposes of the Guideline:

ACMA

means the Australian Communications and Media Authority

CLI

means Calling Line Identification

CPE

means Customer Premises Equipment

CSP

means Carriage Service Provider

ESO

means Emergency Service Organisation

IPND

means Integrated Public Number Database

PMTS

means Public Mobile Telecommunications Service

PNCD

means Public Number Customer Data

PNDD

means Public Number Directory Data

PNDP

means Public Number Directory Publisher

TCPSS

means Telecommunications (Consumer Protection and Service Standards) Act 1999

VoIP

means Voice over Internet Protocol.

2.2 Definitions

For the purposes of the Guideline,:

Act

means the *Telecommunications Act 1997(Cth)*.

Alternate Address Flag

has the meaning given by the section 6 of the *Telecommunications (Emergency Call Service) Determination 2019*.

Approved Purpose

means in respect of PNCD stored in the IPND, the following activities:

- (a) providing Directory Assistance Services;
- (b) providing Operator Services or Operator Assistance Services;
- (c) publishing and maintaining Public Number Directories;
- (d) providing Location Dependent Carriage Services;
- (e) the operation of Emergency Call Services or assisting ESOs under Part 8 of the *TCPSS Act*;
- (f) assisting Enforcement Agencies or safeguarding national security in accordance with Part 14 of the Act, or any other applicable legal requirement;
- (g) verifying the accuracy of information provided by the CSP via the Data Provider and held in the IPND against the information the CSP holds;
- (h) undertaking research of a kind specified in the *Telecommunications (Integrated Public Number Database – Permitted Research Purposes) Instrument 2017 and Telecommunications Regulations 2001*;
- (i) assisting the ACMA, or its nominee, to verify the accuracy and completeness of information held in the IPND; and
- (j) any other purposes permitted by the Act, or any other relevant laws.

Calling Line Identification

means the data generated by a Telecommunications Network which relates to the Public Number of the A-Party.

Carriage Service

has the meaning given by section 7 of the Act.

Carriage Service Provider

has the meaning given by section 87 of the Act.

Note: CSPs include internet service providers and VoIP service providers that supply a Carriage Service using an Issued Number.

If an entity is supplying a Carriage Service directly to a Customer, using a Number, the entity is considered to be a CSP under this Code and the obligations relating to a CSP in this Industry Code will apply.

Carrier

has the meaning given by section 7 of the Act.

Customer

means a consumer who has entered into a customer contract with a CSP and has been Issued a Number.

Customer Premises Equipment

means:

- (a) any equipment, apparatus, tower, mast, antenna or other structure or thing; or
- (b) any system (whether software-based or otherwise)

that is used, installed ready for use or intended for use in connection with a Carriage Service, and under the regulations, is treated as customer equipment, but does not include a line.

Data Provider

means a person who is registered with the IPND Manager and has received authorisation from the IPND Manager to send PNCD to the IPND on behalf of the CSP.

NOTE: A person is not classified as a Data Provider until this authorisation process is completed. A Data provider may also be the CSP and may act on behalf of one or more CSPs.

Data Provider Code

means a unique Data Provider Code, generated and allocated by the IPND Manager, on receipt of an application from a Data Provider.

Data User

means an entity that has been granted authorisation from the ACMA and / or IPND Manager to receive PNCD from the IPND for an Approved Purpose.

Directory Address

means the address provided for Listed Entries in Public Number Directories.

Directory Assistance Services

has the same meaning as given by section 7 of the Act.

Directory Related Services

means Directory Assistance Services, Operator Assistance Services, Operator Services and the publication and maintenance of Public Number Directories.

Emergency Service Organisation

has the same meaning as given in section 147 (11) in the TCPSS Act.

Geographic Number

has the same meaning as in the Numbering Plan.

Integrated Public Number Database

means the Integrated Public Number Database created pursuant to the Act and the Licence Conditions.

IPND Manager

means the person or association or delegate(s) that manages, maintains and administers the IPND.

IPND Technical Requirements

means the *Integrated Public Number Database (IPND) Data Users and Data Providers Technical Requirements for IPND* document produced by the IPND Manager to assist DPs and Data Users with understanding the technical and operational requirements of providing and using data in the IPND.

Issued

has the meaning given by the Number Management – Use of Numbers by Customers industry code (C566).

Licence Conditions

means the additional conditions that apply to Telstra Limited (ACN 086 174 781) as set out in the Telecommunications (Carrier Licence Conditions - Telstra Corporation Limited) Declaration 2019.

Listed Entry

means an entry in the IPND relating to a Listed Number, containing PNDD that will be available in Directory Related Services and includes a Standard Telephone Service with:

- (a) a Geographic Number or Mobile Number that the Customer has agreed to be included in Directory Related Services; or
- (b) any other Number that the Customer has specifically requested to being included in Directory Related Services.

Local Service

has the same meaning given by the Numbering Plan.

Mobile Number

means a number that has been allocated under the Numbering Plan to a CSP for the provision of a PMTS.

Number

means a number specified in the Numbering Plan that has been Issued to a CSP or a Customer to be used in conjunction with the supply of a Listed Carriage Service.

NOTE: For avoidance of doubt, a Number that can be Issued to a Customer only includes:

- calling card numbers (i.e. 18 9)
- freephone numbers (i.e. 18x);
- Geographic Numbers (i.e. 02x, 03x, 07x, 08x)
- local rate numbers (i.e. 13 and 1300);
- Mobile Numbers (i.e. 04x); and
- premium rate numbers (i.e. 19x)
- satellite numbers (i.e. 014)

Numbering Plan

means the Telecommunications Numbering Plan 2015.

Operator Assistance Service

means a service involving the connection of a telephone call by an operator, as per the Act and any specific licence conditions.

Operator Services

means services:

- (a) for dealing with faults and service difficulties; and
- (b) of a kind specified in regulations made under the Act;

as per the Act and any specific licence conditions.

Private Payphone

means any payphone that is not a Public Payphone (whether located in a public place or not).

Public Mobile Telecommunications Service

has the meaning given by section 32 of the Act.

Public Number Customer Data

means the data relevant to a Customer and including, as referenced in the Licence Conditions, and for the purposes of this Guideline the:

- (a) (Public) Number; and
- (b) Service Status Code;
- (c) Customer name and associated details;
- (d) the Finding Name for a Listed Entry or Suppressed Address Entry (where a Suppressed Address Entry is offered); and
- (e) the address of the Customer which is:
 - (i) for a Local Service, the Service Address as installed unless not technically feasible;
 - (ii) for a PMTS, the physical address, where practicable, as provided by the Customer; and
 - (iii) for a Listed Entry or Suppressed Address Entry (where offered), the Directory Address; and
- (f) List Code;
- (g) Usage Code;
- (h) Type of Service (optional);
- (i) Customer contact;
- (j) CSP Code;
- (k) Data Provider Code;
- (l) Transaction Date;
- (m) Service Status Date;
- (n) Alternate Address Flag; and
- (o) prior (Public) Number (optional).

Public Number Directory

has the meaning given by subsection 285(2) of the Act.

Public Number Directory Data

means a sub-set of the PNCD derived directly from the IPND including:

- (a) the Number of the Customer;
- (b) the name of the Customer;
- (c) the directory finding name for a Listed Entry or Suppressed Address Entry (where offered);

- (d) the Directory Address of the Customer for a Listed Entry or Suppressed Address Entry (where offered);
- (e) Usage Code; and
- (f) List Code;
- (g) or as otherwise authorised pursuant to the IPND Scheme.

Public Number Directory Publisher

has the meaning given by Telecommunications Integrated Public Number Database Scheme 2017.

Public Payphone

means a public payphone as defined in the *Licence Conditions* which is operated by a Carrier or CSP.

Service Address

means the address of the Customer which is:

- (a) for a Local Service, the physical address at which the service is installed, unless not technically feasible; or
- (b) for a PMTS, the physical address, where practicable, as provided by the Customer.

NOTE: For avoidance of doubt, a Service Address can only be a physical address where an emergency service vehicle can find a building or other facility, such as a dwelling, office building, marina, manufacturing or storage facility etc. and the Customer has an association to that premises. Postal addresses such as Roadside Mail Boxes, Post Boxes etc. are not considered to be physical addresses.

Standard Telephone Service

has the meaning given by section 6 of the TCPSS.

Sub_Address

means the additional physical address data that identifies a Service Address or Directory Address at a more granular level, such as, the unit number, floor level, building identification, or other addressing within a building / complex, marina, etc.

Suppressed Address Entry

means a Listed Entry whereby at the Customer's request, and if offered by the CSP, only the Customer's name, locality, state, postcode and Number will be made public in Directory Related Services.

Unlisted Entry

means an entry in the IPND containing PNDD relating to an Unlisted Number.

Unlisted Number

means a Number of one of the following kinds;

- (a) a Mobile Number, unless the Customer and the CSP that provides the PMTS to the Customer agree that the Number will be a Listed Number;
- (b) the number of a Public Payphone;
- (c) a Number that the Customer and the CSP that provides the services for originating or terminating Carriage Services to the Customer agree will not be included in a PND;
- (d) any other Number that may be treated as an Unlisted Number as a result of a change to the law.

Voice over Internet Protocol

means technology used to transmit voice conversations over a data network using the Internet Protocol.

Wireless Local Loop

means a system used to provide Customer connection to a CSP's network through the use of radio signals for all or part of the connection for the provision of local telephony and other carriage services.

2.3 Interpretations

In the Guideline, unless the contrary appears:

- (a) headings are for convenience only and do not affect interpretation;
- (b) a reference to a statute, legislative instruments, ordinance, code or other law includes regulations and other instruments under it and consolidations, amendments, re-enactments or replacements of any of them;
- (c) words in the singular includes the plural and vice versa;
- (d) words importing persons include a body whether corporate, politic or otherwise;
- (e) where a word or phrase is defined, its other grammatical forms have a corresponding meaning;
- (f) mentioning anything after include, includes or including does not limit what else might be included;
- (g) words and expressions which are not defined have the meanings given to them in the Act; and
- (h) a reference to a person includes a reference to the person's executors, administrators, successors, officers, employees, subcontractors, agents, assignees and novatees.

3 HOW EMERGENCY CALL SERVICES OPERATE

Australia's primary emergency service number is triple zero (000), which can be dialed from devices using any Number issued to a Customer (e.g. Local Service or PMTS in Australia). There are also two secondary emergency call numbers: 106 which is a real-time text-based emergency call service for the hearing or speech impaired, and 112 which is an international emergency service number available from mobile phones which use GSM technology.

When a caller dials an emergency service number in need of emergency assistance, the call is first answered by the Emergency Call Person (currently Telstra for 000/112 and Australian Communications Exchange for 106). The Emergency Call Person asks the caller which Emergency Service Organisation (ESO) is required — police, fire or ambulance — and then connects the caller to the emergency service communications centre that services the caller's location.

When the call is connected to the ESO, the data associated with the call (i.e. CLI and relevant information derived from the IPND) is automatically transmitted with the call.

These details are very important to the ESO call-taker for handling the call. The details received are displayed on the control screen in front of the ESO operator taking the call. In many cases the location details of the caller are superimposed on the ESO location mapping and tasking screens based on the data feed derived from the IPND.

In emergency situations, human behaviour isn't always as logical and controlled as at normal times. Therefore, ESOs need to be able to confirm details about the emergency.

There are many occasions when emergency callers hang-up on the ESO or get disconnected before all details have been acquired including the exact location and nature of the emergency to ensure the most appropriate response team is tasked. The data derived from the IPND is used by the ESO call-taker to call back to re-establish contact. Many ESOs particularly police use the location data to access internal location files to provide details about the caller's address especially where prior history or warnings have been given.

In real emergencies, time is of the essence. Accurate timely data is essential in order to task Emergency Service response teams as rapidly as possible and with all relevant detail.

The key to this process is deriving accurate up-to-date data from the IPND. Any difficulties with data can quickly extend response times, resulting in delays in help being sent. This can be life threatening.

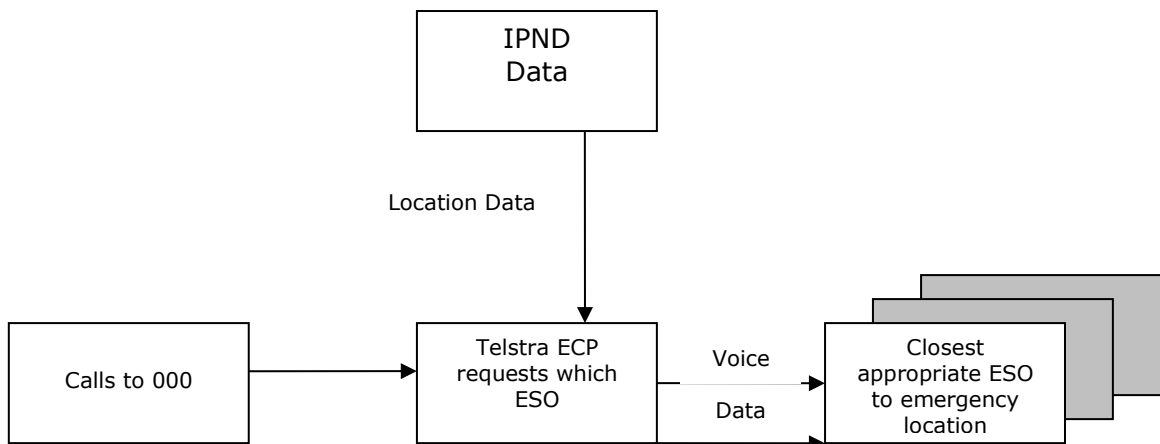


FIGURE 1

An overview of what happens to an emergency call

3.1 Difficulties for Emergency Services Organisations

In most cases, emergency service call-takers are able to meet their strict time limits for accurately locating emergency callers. However, if the call-taker cannot confirm address data with the caller, assistance is dispatched to the address derived from the IPND matching the CLI of the incoming call. If this information is incorrect or out of date, assistance may be dispatched to the wrong location.

Emergency services depend on the accuracy and completeness of address details to meet the rapid response expectations of the community. Potential adverse effects of inaccuracies may include:

- callers in life-threatening or time-critical situations placed at increased risk because of longer response times;
- vehicles dispatched to wrong locations wasting resources, time and money and diverting resources from responding to other emergencies; and
- other calls waiting in the queue while address errors are resolved manually.

Accurate and complete data saves time, money and ultimately lives. For this reason, customer service personnel of Data Providers are important members of Australia's emergency services response team.

4 DATA RULES

4.1 Data Providers' Obligations for PNCD in the IPND

- 4.1.1 Australian Standard AS4590 identifies the format that underlies the design of IPND records.

NOTE: These standards may be revised or withdrawn by Standards Australia. Current status of these documents should be obtained from Standards Australia.

<http://infostore.saiglobal.com/store/>

- 4.1.2 The Customer Record IPND Upload File (Section 6.1.2 of the IPND Technical Requirements document) provides sufficient technical information to Data Providers to enable them to provide PNCD, in the format required for transfer to the IPND Manager in accordance with the Act.

- 4.1.3 Data Providers should ensure that all PNCD transferred to the IPND Manager adheres to the format specified per Section 6.1.2 of the IPND Technical Requirements document: *Customer Record IPND Upload File*.

NOTE: In adhering to the format specified in the Customer Record IPND Upload File when transferring PNCD to the IPND Manager, Data Providers will reduce the risk of either having entire Upload files rejected, due to file level errors, or receiving hard and soft errors for PNCD, which necessitate rework and remediation by the Data Provider and transfer of additional Upload file/s to the IPND Manager.

- 4.1.4 Each field in the Customer Record IPND Upload File has a specific purpose, and if data is not provided in the expected format, case, and value, it will impact the ability for Data Users to consume and interpret the data. In particular, ESOs may find it difficult to automatically locate callers in emergency situations.

NOTE: The Customer Record IPND Upload File table in the IPND Technical Requirements document (Section 6.1.2) provides the specific requirements for data in each group of IPND fields.

- 4.1.5 Data Providers should:

- (a) provide accurate PNCD to the IPND Manager.

NOTE: Even if they appear trivial, the smallest address detail may be crucial to an ESO in locating an emergency, particularly if there is a chance of confusion and may result in vehicles being sent to multiple locations for a single emergency.

- (b) pay particular attention to the following address guidelines:
- (i) street name correctly spelled, e.g. Bourke or Burke (see Figure 2).

- (ii) correct street type e.g. there may be a street name of which there are several types, e.g. Park Street, Park Road, Park Avenue (see Figure 3).
 - (iii) street type prefixes and suffixes e.g. North, South, Upper, Lower, etc. Streets may be bisected as a result of railways, rivers, bridges or other roads and the prefix/suffix may be vital.
 - (iv) the unique combination of street name, street type, street suffix AND locality. All these details are important, particularly where there is the potential for confusion with a similar street name and locality combinations in close proximity, (see Figure 4), or where street numbers restart across different suburbs (see Figure 5).
 - (v) state/territory name, particularly where a locality name is used in more than one state/territory e.g. Box Hill, Burwood, Richmond, etc.
 - (vi) postcode.
- (c) ensure that each address element is entered into the correct IPND field as identified in the Guideline; and
 - (d) use abbreviations consistently.

NOTE: The use of address validation tools such as address validation software or web-based tools is highly recommended to assist Data Providers in validating the correct entry of address data to ensure the obligations in 4.2.18 of the Code are met.

- 4.1.6 Data Providers should not supply information to the IPND Manager containing:
- (a) a forward slash (/) to denote separation of the apartment or unit number from the street number;
 - (b) data that only has meaning to their organisation;
 - (c) extra address information that is not specifically required;
 - (d) text strings such as 'not available', 'n/a', 'xxx', 'obsolete', 'bold listing' or 'nil listing' in name and address fields;
 - (e) blank, or meaningless, information in mandatory fields;
 - (f) truncated company names – use only accepted abbreviations, such as 'Pty Ltd'; or
 - (g) leading zeros in a number field other than Number and Postcode fields.
- 4.1.7 Data Providers should not supply information to the IPND Manager containing:

- (a) locality names such as those of subdivisions or planned communities which are not approved by the relevant state or territory authority;
- (b) colloquial locality names, unless they are approved by the relevant state or territory authority; or
- (c) landmarks or common names instead of official addresses.

NOTE: All ESOs have agreed standards for common place names and they will convert official addresses in their own way.

4.2 Customer Name

Customer Name is the name of the person contracted to a CSP for the supply of a Carriage Service.

NOTE: In the case of 'Trading As', the contract is with the individual or organisation (that is, the legal person), NOT the 'Trading As' name of the individual or organisation. As such, the minimum information to be sent to the IPND Manager is the person or individual's legal name. In order to assist emergency services, it is however preferred that additional information such as the trading name is included where possible. See examples below.

Customers' names are entered into the Customer Name 1 and Customer Name 2 fields and into the Long Name field if required.

The use of the Customer Name fields will vary according to the type of name provided, as follows:

4.2.1 Family and Given Names

The Customer's family name should be entered in Customer Name 1.

The Customer's given names/initials should be entered into Customer Name 2.

Long Name may be used to enter any extra characters which have been truncated from Customer Name 2.

4.2.2 Non-Residential Names

The name should be entered in Customer Name 1.

Where the Customer name does not fit into Customer Name 1, either:

- (i) Customer Name 2 may be used to enter any extra characters which do not fit in Customer Name 1; or
- (ii) Long Name may be used to enter the full Customer name.

NOTE: When breaking a name across IPND fields, the break should occur, where practicable, following a whole word, at a space, or at a non-alphabetical/numeric character.

Trailing spaces are not stored within the IPND. Where Customer Name 1 and Customer Name 2 are concatenated for use, Data Users should insert a space between the 2 fields.

Examples of Non-Residential names are as follows:

Organisation Name	Customer Name 1 (40 characters)	Customer Name 2 (40 characters)
ARB Corporation Ltd	ARB Corporation Ltd	
Brown Brothers Pty Ltd T/A Browns Heavy Haulage & House Removals 2003	Brown Brothers Pty Ltd T/A Browns Heavy	Haulage & House Removals 2003
Itsy Bitsy Teenie Weenie Yellow Polka Dot Bikini Company Incorporated	Itsy Bitsy Teenie Weenie Yellow Polka	Dot Bikini Co Inc
Mr Jeremy Mitchum T/A Guided Tropical Adventure Company	Mr Jeremy Mitchum T/A Guided Tropical	Adventure Company

EXAMPLE 1

Organisation Name	Customer Name 1 (40 characters)	Long Name (80 characters)
ARB Corporation Ltd	ARB Corporation Ltd	ARB Corporation Ltd
Brown Brothers Pty Ltd T/A Browns Heavy Haulage & House Removals 2003	Brown Brothers Pty Ltd T/A Browns Heavy	Brown Brothers Pty Ltd T/A Browns Heavy Haulage & House Removals 2003
Itsy Bitsy Teenie Weenie Yellow Polka Dot Bikini Company Incorporated	Itsy Bitsy Teenie Weenie Yellow Polka	Itsy Bitsy Teenie Weenie Yellow Polka Dot Bikini Company Incorporated
Mr Jeremy Mitchum T/A Guided Tropical Adventure Company	Mr Jeremy Mitchum T/A Guided Tropical	Mr Jeremy Mitchum T/A Guided Tropical Adventure Company

EXAMPLE 2

NOTE: AS4590 should be referred to for organisation abbreviations.

4.3 Finding Name

Finding Name fields (Finding Name 1 and Finding Name 2) are the fields in which Customer details are listed for Directory Related Services and must contain a valid entry whenever the List Code value is LE or SA. The Finding Name fields represent the name of the Customer, or the name of the end user of the service, for example where an employer provides the telephone service to an employee.

4.3.1 Family and Given Names

Where List Code is LE or SA, the Customer's family name should be entered in Finding Name 1 and the Customer's given names/initials should be entered into Finding Name 2.

Customer Name	Finding Name 1 (40 characters)	Finding Name 2 (40 characters)
Achmed Al-hazar	Al-Hazar	A
Trent Brown	Brown	Trent
Van Nguyen	Nguyen	Van
Vertalot Pty Ltd	Ashton-Smythe	Derek
Whamadams Ltd T/A Dynamic Technologies	Nicholson	Aaron
Yelena Kuznetsova	Kuznetsova	Yelena & Oleg

NOTE: The last three examples shown above are where the Customer and end user are different.

EXAMPLE 3

4.3.2 Non-Residential Names

Where the List Code is LE or SA, a name should be entered into Finding Name 1.

Where the name does not fit, Finding Name 2 may be used to enter any extra characters which do not fit in Finding Name 1.

NOTE: When breaking a name across IPND fields, the break should occur, where practicable, following a whole word, at a space, or at a non-alphabetical/numeric character.

Trailing spaces are not stored within the IPND. Where Customer Name 1 and Customer Name 2 are concatenated for use, Data Users should insert a space between the 2 fields.

Organisation Name	Finding Name 1 (40 characters)	Finding Name 2 (40 characters)
ARB Corporation Ltd	ARB Corporation Ltd	
Brown Brothers Pty Ltd T/A Browns Heavy Haulage & House Removals 2003	Browns Heavy Haulage & House Removals	2003
Itsy Bitsy Teenie Weenie Yellow Polka Dot Bikini Company Incorporated	Itsy Bitsy Teenie Weenie Yellow Polka	Dot Bikini Co Inc
Mr Jeremy Mitchum T/A Guided Tropical Adventure Company	Guided Tropical Adventure Company	

EXAMPLE 4

NOTE: AS4590 should be referred to for organisation abbreviations.

4.4 Titles

Where possible, titles (i.e. Mr, Prof, Dr) are to be used with names and entered in the 'Title' field.

NOTE: AS4590 should be referred to for title abbreviations.

4.5 List Code

IPND field #9 identifies the List Code that is used to identify the Customer's Directory Related Services requirements. Valid values are:

- LE for a Listed Entry;
- UL for an Unlisted Entry; or
- SA for a Suppressed Address Entry.

4.6 Usage Code

IPND field #10 identifies the usage of the service. Valid values are:

- B for a Business service;
- C for a Charity service;
- G for a Government service;
- R for a Residential service; or
- N where the usage is not available.

Where possible, usage codes B, C, G or R should be used. N should only be used when the usage is not available.

4.7 Type of Service

IPND field #11 is optional and identifies the type of service.

NOTE: Data Providers cannot be held responsible for the reliability of the information held within this IPND field as the information may have become out of date due to Customer action/s that are beyond the ability of the CSP to identify or control.

Recommended values per Section 6.1.2 of the IPND Technical Requirements document: *Customer Record IPND Upload File* are:

Value	Description
DODAT	Data Only – Modems may be a Local Service (e.g. 02x, 03x, 07x and 08x) or PMTS (04xx)
DOM2M	Data Only – Machine to Machine may be a Local Service (e.g. 02x, 03x, 07x and 08x) or PMTS (04xx)
DOIoT	Data Only – Internet of things may be a Local Service (e.g. 02x, 03x, 07x and 08x) or PMTS (04xx)
FAX	Facsimile service may use Geographic Numbers (e.g. 02x, 03x, 07x and 08x) or Mobile Numbers (e.g. 04x);
FCALL	Freecall services (e.g. 18xx)
FIXED	Geographic (local call service) Local Service, uses Geographic Numbers (e.g. 02x, 03x, 07x and 08x, and depending on CPE may include use for voice (including payphone), fax and data services. VoIP and Wireless Local Loop services may be included in this category
MOBIL	PMTS (04xx), includes all technology types (i.e. GSM, 3G / 4G / 5G etc.)
MODEM	Data services may be a Local Service (e.g. 02x, 03x, 07x and 08x) or PMTS (04xx)
ONE3	Local rate services (e.g. 13xx)
PAGER	Pager services (e.g. 016xx)
PAYPH	Public payphone
PRVPY	Private payphone
PREM	Premium service (e.g. 19xx)
SATEL	Satellite service (e.g. 014xx)
TPSPI	International Originated Emergency Assistance Call Transit CSP
VMFIX	Geographic voice

	Local Service, uses Geographic Numbers (e.g. 02x, 03x, 07x and 08x, and depending on CPE may include use for voice (including payphone), fax and data services. VoIP and Wireless Local Loop services may be included in this category
VMMOB	Mobile service (04xx), includes all technology types (i.e. GSM, 3G / 4G / 5G etc.)
VMMDM	Personal Device / Medical Alert
VMMVH	Motor Vehicle

NOTE: Local Services can be delivered via various technologies such as VoIP, Wireless Local Loop etc. using Geographic Numbers. VoIP technology enables users to be nomadic i.e. they can access their Local Service using VoIP from different geographic locations while retaining the same Geographic Number. Where a CSP is providing a Local Service using VoIP, it should set the Alternate Address flag in the IPND record as "True". In these cases, Data Users should not rely on the Service Address provided to the IPND Manager as being the correct physical location of the Customer.

Former use of service type 'LOCAL' [and 'WLL'] translates to FIXED for services using Geographic Numbers (e.g. 02x, 03x, 07x and 08x).

Services with satellite numbers (e.g. 014) formerly using service type MOBIL should now use SATEL.

4.8 Customer Contact

Customer Contact information (IPND fields #12.1, #12.2 and #12.3) is mandatory for services which have the Alternate Address value of 'T' or True. The Customer Contact should be the relevant person to provide information about the service.

4.9 CSP Code

IPND field #13 is the unique alpha-numeric code provided by the IPND Manager as the unique identifier of the CSP for the service.

4.10 Data Provider Code

IPND field #14 is the unique alpha-numeric code provided by the IPND Manager as the unique identifier of the Data Provider. The Data Provider Code field is used to identify the actual provider of the data, via a system interface, to the IPND Manager. The Data Provider may or may not be the same as the CSP for a service.

4.11 Transaction Date

IPND field #15 is the date provided by the Data Provider's system for the service. Data Users should note that this date may not represent a Customer initiated transaction. Data Providers or CSPs may be required to initiate transactions for other reasons in order to update the IPND Manager, e.g. change of Location Name or Postcode, or a refresh of data to correct identified data issues.

4.12 Service Status Date

IPND field #16 is the date the service attained the current status. For an active service, the date the service was connected. For an inactive service the date the service was disconnected.

4.13 Alternate Address

IPND field #17 is a mandatory field used to identify the physical location of the Customer and assists Emergency Service Organisations in their communications with the caller.

The value of T = True indicates that the Service Address provided may not be the physical location where the service originates, and therefore the Customer calling from this geographic number may not be at the physical address derived from the IPND. Typically, this can apply to calls made from a Local Service connected to a PABX, when using nomadic services such as VoIP, or when calling from geographic numbers used to relay emergency calls.

The value of F = False indicates that the Service Address provided is the physical location where the service originates or when the Number is for a PMTS.

NOTE: Data Providers cannot be held responsible for the ongoing reliability of the information provided to the IPND Manager where Customers take action that is beyond the ability of the CSP to identify or control.

4.14 Structure for Service Address

The following example is informative.

TABLE 1
Example of a Service Address

Using the example: Unit 6A-8C, Level 3A, Brown Building Rear, 15A-17C Main Street North, CITIZENVILLE VIC 3999

IPND Field Number	Address Fields	IPND Field Name
7.1.1	U	Service Building Type
7.1.2	6	Service Building 1st Nr
7.1.3	A	Service Building 1st Suffix
7.1.4	8	Service Building 2nd Nr
7.1.5	C	Service Building 2nd Suffix
7.2.1	L	Service Building Floor Type
7.2.2	3	Service Building Floor Nr
7.2.3	A	Service Building Floor Nr Suffix
7.3	Brown Building	Service Building Property
7.4	Rear	Service Building Location

7.5.1	15	Service Street House Nr 1
7.5.2	A	Service Street House Nr 1 Suffix
7.5.3	17	Service Street House Nr 2
7.5.4	C	Service Street House Nr 2 Suffix
7.6.1	Main	Service Street Name 1
7.6.2	ST	Service Street Type 1
7.6.3	N	Service Street Suffix 1
7.6.4		Service Street Name 2
7.6.5		Service Street Type 2
7.6.6		Service Street Suffix 2
7.7	CITIZENVILLE	Service Address Locality
7.8	VIC	Service Address State
7.9	3999	Service Address Postcode

4.15 Address Guidelines

4.15.1 A Service Address should always be provided.

NOTE: The Service Address which includes Sub-Address where applicable, is particularly important to 000 operators, emergency services and law enforcement as this is used to locate the Customer.

Although the handling of emergency calls from PMTS and Wireless Local Loop services associated with mobile devices do not depend upon address information to the same extent as calls from a Local Service, it is still necessary to ensure that the IPND holds accurate address information for PMTS (including pre-paid services) and Wireless Local Loop services associated with mobile devices.

If an emergency caller from a PMTS or Wireless Local Loop service associated with mobile devices is unable to speak, an ESO would typically dispatch a vehicle to the address of the service that is derived from the IPND.

4.15.2 The Directory Address should be provided for Listed Entries and contain the address which the Customer wants listed in Directory Related Services.

4.15.3 For Listed Entries where the Service Address and the Directory Address are the same, all relevant information should be provided in both sets of address fields, even if identical.

4.15.4 For Suppressed Address Entries where the Service Address and the Directory Address are the same, all relevant information should be provided in both sets of address fields, even if identical. It is the responsibility of the PNDP to ensure that only the locality, state and postcode are listed.

4.15.5 The Directory Address should be left empty for an Unlisted Entry.

- 4.15.6 It is preferred that AS4590 normative abbreviations are used by the Data Providers to ensure consistency of the data in the IPND.
- 4.15.7 Where a street name does not fit into the space available in Service Street Name 1, it should be broken at the end of a word and the remainder entered into Service Street Name 2.

NOTE: When breaking a name across IPND fields, the break should occur, where practicable, following a whole word, at a space, or at a non-alphabetical/numeric character.

Trailing spaces are not stored within the IPND. Where Service Street Name 1 and Service Street Name 2 are concatenated for use, Data Users should insert a space between the 2 fields.

4.16 International Addresses

- 4.16.1 The IPND has been designed to store information about Customers who reside in Australia and use Australian telecommunications services. However, it is recognised that overseas visitors are regular users of pre-paid PMTS and may tender an international address when activating their accounts.
- 4.16.2 Where an international address is provided to the IPND Manager, the following fields should be populated as follows:
- State to be OS
 - Postcode to be 0000

NOTE: The Locality field should be populated with the overseas locality to avoid a soft error.

- 4.16.3 International addresses can be entered using four free-text fields, which are mapped to the following IPND fields:
- Service Building Property (#7.3)
 - Service Building Location (#7.4)
 - Service Street Name 1 (#7.6.1)
 - Service Street Name 2 (#7.6.4)
- 4.16.4 This method is used to handle the wide variety of international address formats that cannot be accommodated using standard IPND fields.

4.17 Private Streets

Private streets may or may not be recognised by jurisdictional authorities. Currently there is no Australian standard for the formal recognition of a private street.

Issues may arise when an address contains private street name information that has not been officially recognised and published by the

jurisdictional authority to all government and business utilities and authorities. Typical interested parties include, State Lands Departments, Electoral Commission, Communications Carriers, Emergency Service Organisations etc.

The passing of a Customer's private street name to the IPND Manager as a public street name could result in the IPND storing a 'street' name which may either duplicate, or may not be recognised, as a valid public street name by Data Users.

Where a private street name is not officially recognised by the responsible jurisdictional authority then it should be regarded as a component of a complex site address and as such only be stored and used as additional address information of the property it is located within.

Examples of complex sites that may contain private streets include retirement villages, industrial parks, gated or non-gated communities, caravan parks, universities, hospitals, shopping centres and military bases.

It is recommended that Data Providers validate addresses to prevent private street name information being sent to the IPND Manager as a 'stand-alone' address which may be confused with a public street address.

A private street name will form part of the complex site address of the property and will only be stored as Sub Address data related to the prime (officially recognised) address which includes the public street name (see Appendix B Airport, Caravan Park, Educational Institutions).

5 EXAMPLES OF ESSENTIAL ADDRESS DETAILS

5.1 Use of correctly spelled street name and street type

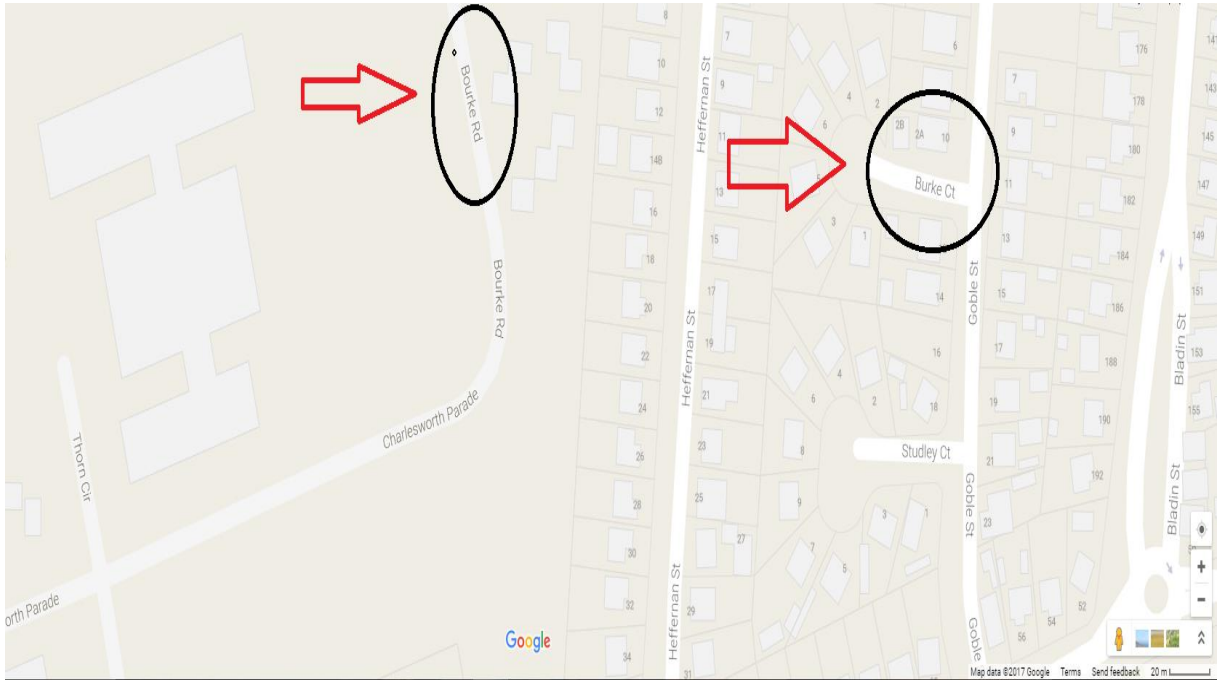


FIGURE 2

Actual street names and types in the Melbourne suburb of Laverton

5.2 Use of correct street type

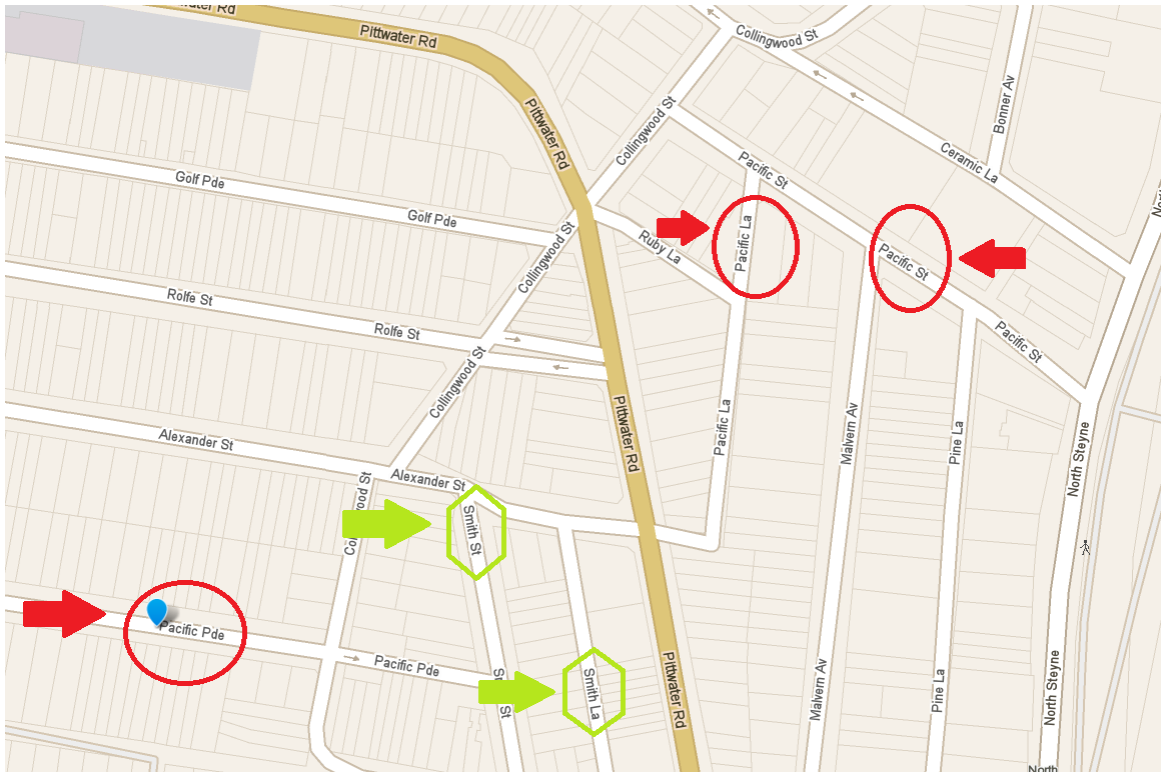


FIGURE 3

Example of multiple street types in the Sydney suburb of Manly

5.3 Use of correct street details in complex address situations #1

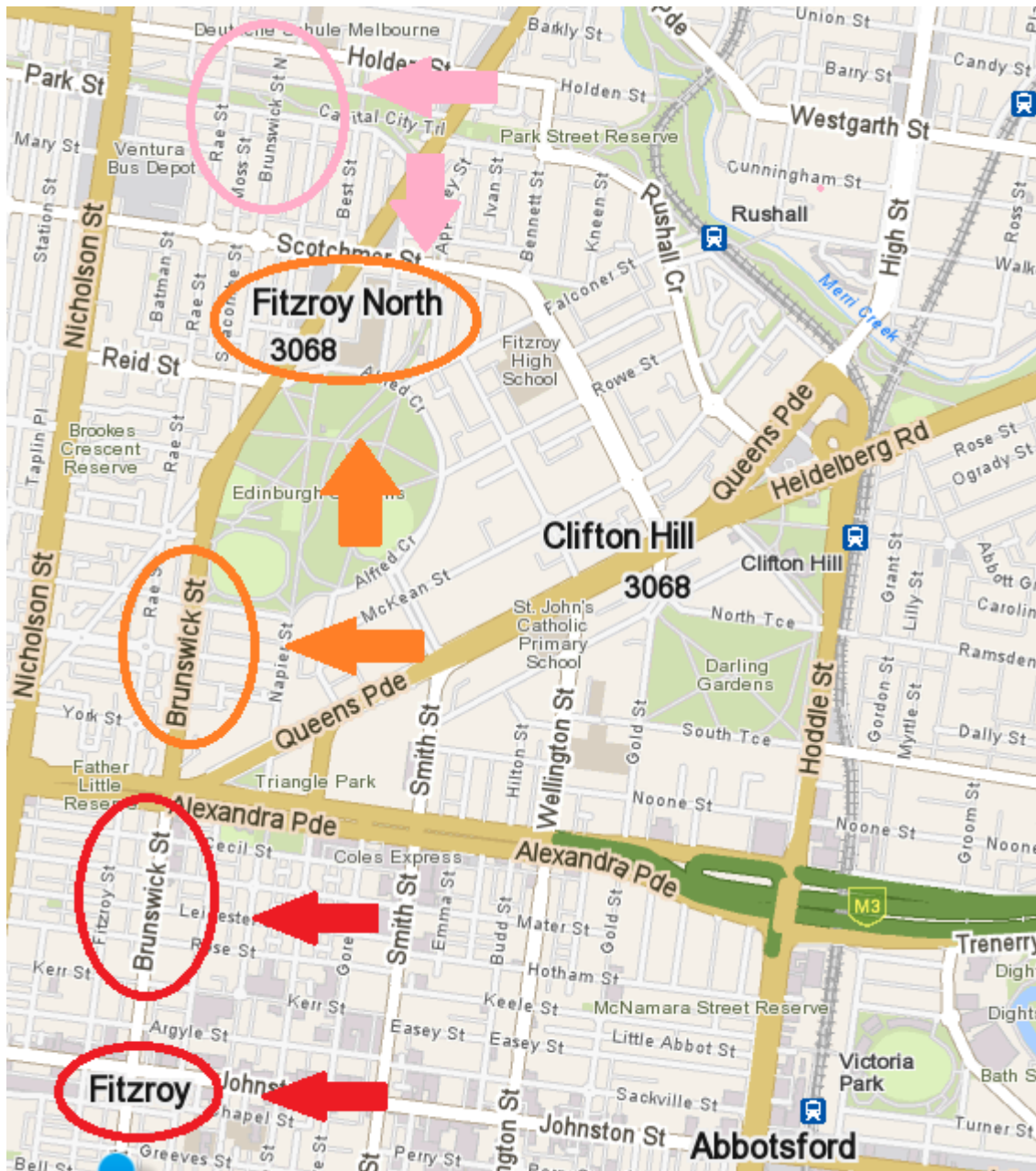


FIGURE 4

Potential confusion with three street segments having similar name-suburb combinations in inner Melbourne

5.4 Use of correct street details in complex address situations #2

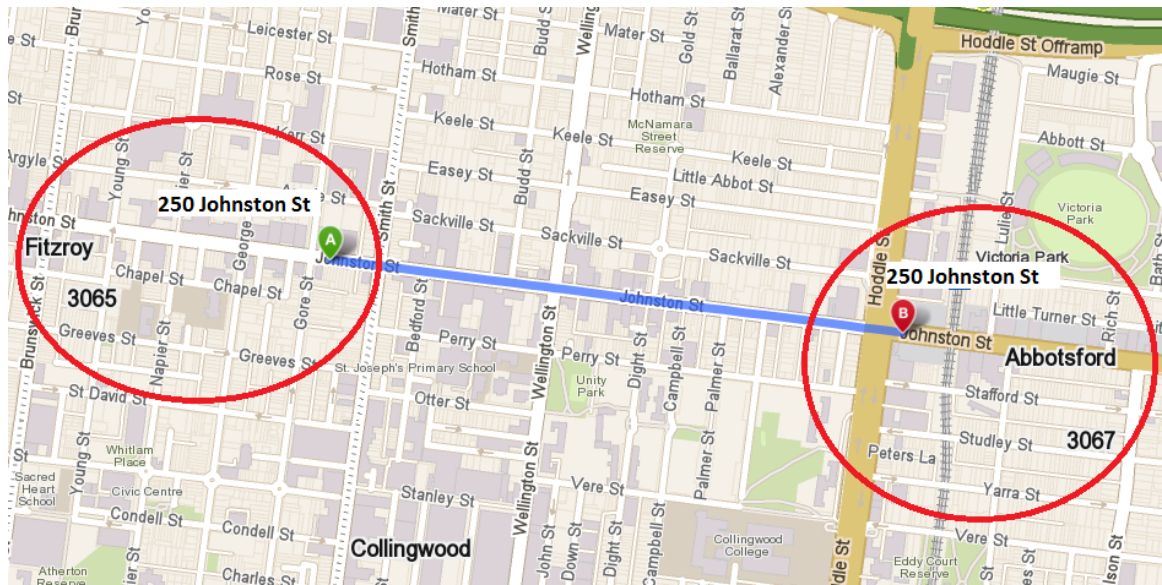


FIGURE 5

**Potential confusion caused by re-starting street numbers
across different suburbs**

6 IPND AUDIT

6.1 IPND Address Data Quality Audits

- 6.1.1 From time to time ACMA conducts audits of the entire IPND.
- 6.1.2 The key focus of the audits is address data quality, with an aim to eliminate identified errors, minimise the generation of new errors and effectively measure improvement in quality levels.
- 6.1.3 ACMA uses the Geo-Coded National Address File (G-NAF) produced by the Public Sector Mapping Agency as the reference for the purpose of auditing the IPND.
- 6.1.4 Independent to the matching process, validity tests are also conducted on the individual address components. These test results highlight specific components of an address that may be of poor quality and would therefore be unlikely to achieve a good match with G-NAF.
- 6.1.5 Overall audit results are published in ACMA's annual Communications Report.
- 6.1.6 As G-NAF may not be consistent with address data validation tools used by CSPs, CSPs should be mindful that their priority is to provide as correctly factual an address as possible, regardless of the data held by G-NAF. In some cases, it may be preferable to rely on other sources of data such as social media mapping applications to cross validate addresses.

6.2 Soft Errors

- 6.2.1 The ACMA conducts ongoing audits with the aim to monitor the percentage of soft errors against an ACMA set target level.

7 REFERENCES

Publication	Title
Industry Codes	
C555	Integrated Public Number Database (IPND)
Industry Documents	
Integrated Public Number Database (IPND) Data Users and Data Providers Technical Requirements for IPND	
Integrated Public Number Database (IPND) IPND User Guidelines	
Australian Standard AS4590:2017 Interchange of client information Data elements and interchange formats	
PSMA Australia Geocoded National Address File (G-NAF)	
Legislation	
<i>Privacy Act 1988</i>	
<i>Telecommunications Act 1997</i>	
<i>Telecommunications (Consumer Protection and Service Standards) Act 1999</i>	
<i>Telecommunications Integrated Public Number Database Scheme 2007</i>	
<i>Telecommunications Numbering Plan 2015 or its equivalent</i>	
<i>Telecommunications (Section of the Telecommunications Industry) Determination 2007</i>	
<i>Telecommunications (Emergency Call Service) Determination 2009</i>	
<i>Carrier Licence Conditions (Telstra Corporation Limited) Declaration 1997</i>	

APPENDIX

A CUSTOMER RECORD SYSTEM EXTRACT IPND UPLOAD FILE

For Tables of definitions, field names , descriptions and error codes refer to the Integrated Public Number Database (IPND)Data Users and Data Providers Technical Requirements for IPND document at

<https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/ipnd/data-provider-information-pack/ipnd-data-users-and-data-providers-technical-requirements.pdf>

APPENDIX B ADDRESS MAPPING

The following tables provide examples of complex addresses and shows the recommended IPND field where each address element should be populated:

Address Type	Airport	Business/Commercial Park	Caravan Park
Address Example:	Warehouse 2, Eagle Drive, Jandakot Airport, 200 Hope Road, Jandakot WA 6164	Suite 10, Coles-Meyer Complex, 380 Frankston Road, Dandenong VIC 3175	Site 10, Outer Road, Paradise Caravan Park, 45-67 Smith Street, Hervey Bay QLD 4655
IPND Address Elements			
Service Building Type	WE	SE	SITE
Service Building 1st Number	2	10	10
Service Building 1st Suffix			
Service Building 2nd Number			
Service Building 2nd Suffix			
Service Building Floor			
Service Building Floor Type			
Service Building Floor Number			
Service Building Floor Number Suffix			
Service Building Property	Jandakot Airport	Coles-Meyer Complex	Paradise Caravan Pk
Service Building Location	Eagle DR		Outer RD
Service Street House			
Service Street House Number 1	200	380	45
Service Street House Number 1 Suffix			
Service Street House Number 2			67
Service Street House Number 2 Suffix			
Service Address Street			
Service Street Name 1	Hope	Frankston	Smith
Service Street Type 1	RD	RD	ST
Service Street Suffix 1			
Service Street Name 2			
Service Street Name Type 2			
Service Street Suffix 2			
Service Address Locality	JANDAKOT	DANDENONG	HERVEY BAY
Service Address State	WA	VIC	QLD
Service Address Postcode	6164	3175	4655

Address Type	Community Development	Corner Address	Educational Institutions
Address Example:	House 5, Pace Road, Heavenly Community Village, Cairns Road, Nimbin NSW 2480	Randwick Campus HP, 350 Anzac Parade Corner Barker Street, Randwick NSW 2031	Office 2, Graphic Arts Building, O'Briens Walk, Swinburne University, 130-150 High Street, Prahran VIC 3181
IPND Address Elements			
Service Building Type	HSE		OFF
Service Building 1st Number	5		2
Service Building 1st Suffix			
Service Building 2nd Number			
Service Building 2nd Suffix			
Service Building Floor			
Service Building Floor Type			
Service Building Floor Number			
Service Building Floor Number Suffix			
Service Building Property	Heavenly Community Village	Randwick Campus HP	Graphic Arts Bldg Swinburne University
Service Building Location	Pace RD		O'Briens WALK
Service Street House			
Service Street House Number 1		350	130
Service Street House Number 1 Suffix			
Service Street House Number 2			150
Service Street House Number 2 Suffix			
Service Address Street			
Service Street Name 1	Cairns	Anzac	High
Service Street Type 1	RD	PDE	ST
Service Street Suffix 1			
Service Street Name 2			
Service Street Name Type 2			
Service Street Suffix 2			
Service Address Locality	NIMBIN	RANDWICK	PRAHRAN
Service Address State	NSW	NSW	VIC
Service Address Postcode	2480	2031	3181

NOTE: In the case of a corner address, see example above, the address details of the main entrance should be provided.

Address Type	Entertainment /Recreational Park	Hospital	Lot Address (1)
Address Example:	Studio 8, Hollywood Boulevarde, Fox Studios, 470-570 Pacific Highway, Broadbeach, QLD 4218	Suite 16, Level 5, Burnett Building, Park Alley, Northern Private Hospital, 580-780 Plenty Road, Bundoora VIC 3083	Lot 45 SP171338, Pickering Place, Upper Kedron QLD 4055
IPND Address Elements			
Service Building Type	STU	SE	
Service Building 1st Number	8	16	
Service Building 1st Suffix			
Service Building 2nd Number			
Service Building 2nd Suffix			
Service Building Floor			
Service Building Floor Type		L	
Service Building Floor Number		5	
Service Building Floor Number Suffix			
Service Building Property	Fox Studios	Burnett Bldg Northern Private Hospital	
Service Building Location	Hollywood BVD	Park ALLEY	LOT 45 SP171338
Service Street House			
Service Street House Number 1	470	580	
Service Street House Number 1 Suffix			
Service Street House Number 2	570	780	
Service Street House Number 2 Suffix			
Service Address Street			
Service Street Name 1	Pacific	Plenty	Pickering
Service Street Type 1	HWY	RD	PL
Service Street Suffix 1			
Service Street Name 2			
Service Street Name Type 2			
Service Street Suffix 2			
Service Address Locality	BROADBEACH	BUNDOORA	UPPER KEDRON
Service Address State	QLD	VIC	QLD
Service Address Postcode	4218	3083	4055

Address Type	Lot Address (2)	Lot Address (3)	Marina
Address Example:	Peeweena Homestead, Lot 24 D13995, Ridge Road, Mingbool, SA 5291	Section 390 Hundred Mingbool, Peeweena Road, Mingbool, SA 5291	Marine Berth 15, St Kilda Marina, 36-38 Beaconsfield Parade, St Kilda, VIC 3182
IPND Address Elements			
Service Building Type			MB
Service Building 1st Number			15
Service Building 1st Suffix			
Service Building 2nd Number			
Service Building 2nd Suffix			
Service Building Floor			
Service Building Floor Type			
Service Building Floor Number			
Service Building Floor Number Suffix			
Service Building Property	Peeweena Homestead		St Kilda Marina
Service Building Location	LOT 24 D13995	SEC 390 HD MINGBOOL	
Service Street House			
Service Street House Number 1			36
Service Street House Number 1 Suffix			
Service Street House Number 2			38
Service Street House Number 2 Suffix			
Service Address Street			
Service Street Name 1	Ridge	Peeweena	Beaconsfield
Service Street Type 1	RD	RD	PDE
Service Street Suffix 1			
Service Street Name 2			
Service Street Name Type 2			
Service Street Suffix 2			
Service Address Locality	MINGBOOL	MINGBOOL	ST KILDA
Service Address State	SA	SA	VIC
Service Address Postcode	5291	5291	3182

Address Type	Military Base (1)	Military Base (2)	Miscellaneous (1)
Address Example:	Sergeants' Mess, Blamey Road, Simpson Army Barracks, 185 Greensborough Road, Yallambie VIC 3085	Shed 1, Charlesworth Parade, RAAF Williams Laverton Base, Laverton VIC 3028	2A Smith Street South, North Sydney NSW 2060
IPND Address Elements			
Service Building Type		SHED	
Service Building 1st Number		1	
Service Building 1st Suffix			
Service Building 2nd Number			
Service Building 2nd Suffix			
Service Building Floor			
Service Building Floor Type			
Service Building Floor Number			
Service Building Floor Number Suffix			
Service Building Property	Sergeants Mess Simpson Army Barracks	RAAF Williams Laverton Base	
Service Building Location	Blamey RD	Charlesworth PDE	
Service Street House			
Service Street House Number 1	185		2
Service Street House Number 1 Suffix			A
Service Street House Number 2			
Service Street House Number 2 Suffix			
Service Address Street			
Service Street Name 1	Greensborough		Smith
Service Street Type 1	RD		ST
Service Street Suffix 1			S
Service Street Name 2			
Service Street Name Type 2			
Service Street Suffix 2			
Service Address Locality	YALLAMBIE	LAVERTON	NORTH SYDNEY
Service Address State	VIC	VIC	NSW
Service Address Postcode	3085	3028	2060

Address Type	Miscellaneous (2)	National Park	Port (1)
Address Example:	3 Albert Lane, Off Albert Avenue Chatswood NSW 2067	Myall Lakes National Park, Bombah Point, Via Buladelah NSW 2423	Shed 6F, Overseas Passenger Terminal, 42 Victoria Quay Road, Fremantle WA 6160
IPND Address Elements			
Service Building Type			SHED
Service Building 1st Number			6
Service Building 1st Suffix			F
Service Building 2nd Number			
Service Building 2nd Suffix			
Service Building Floor			
Service Building Floor Type			
Service Building Floor Number			
Service Building Floor Number Suffix			
Service Building Property		Myall Lakes National Park	Overseas Passenger Terminal
Service Building Location		Via Bulahdelah	
Service Street House			
Service Street House Number 1	3		42
Service Street House Number 1 Suffix			
Service Street House Number 2			
Service Street House Number 2 Suffix			
Service Address Street			
Service Street Name 1	Albert		Victoria Quay
Service Street Type 1	LANE		RD
Service Street Suffix 1			
Service Street Name 2			
Service Street Name Type 2			
Service Street Suffix 2			
Service Address Locality	CHATSWOOD	BOMBAH POINT	FREMANTLE
Service Address State	NSW	NSW	WA
Service Address Postcode	2067	2423	6160

Address Type	Port (2)	Retirement Village	Resort
Address Example:	Akuna Bay Marina, Marine Berth 23B, Liberator General San Martin Drive, Ku-ring-gai Chase National Park, Akuna Bay NSW 2084	Unit 6, Centre Drive, AP Retirement Village, 45-55 Jones Road, Sandy Bay TAS 7005	Suite 5A, Mediterranean Resort, 200 The Esplanade Burleigh Heads QLD 4220
IPND Address Elements			
Service Building Type	MB	U	SE
Service Building 1st Number	23	6	5
Service Building 1st Suffix	B		A
Service Building 2nd Number			
Service Building 2nd Suffix			
Service Building Floor			
Service Building Floor Type			
Service Building Floor Number			
Service Building Floor Number Suffix			
Service Building Property	Akuna Bay Marina	AP Retirement Village	Mediterranean Resort
Service Building Location	Ku-ring-gai Chase National Pk	Centre DR	
Service Street House			
Service Street House Number 1		45	200
Service Street House Number 1 Suffix			
Service Street House Number 2		55	
Service Street House Number 2 Suffix			
Service Address Street			
Service Street Name 1	Liberator General San	Jones	The Esplanade
Service Street Type 1	DR	RD	
Service Street Suffix 1			
Service Street Name 2	Martin		
Service Street Name Type 2			
Service Street Suffix 2			
Service Address Locality	AKUNA BAY	SANDY BAY	BURLEIGH HEADS
Service Address State	NSW	TAS	QLD
Service Address Postcode	2084	7005	4220

Address Type	Rural Station	Shopping Centre	Sporting Venue
Address Example:	Copper Hills Station 34km East Cadney Park Roadhouse via Oodnadatta SA 5734	Shop 56, Level 2, Tuggeranong Hyperdome, 56-84 Reed Street Tuggeranong ACT 2900	Office 1, Netball Stadium, Second Street Sports Complex, 26-78 Clarence Street Bellerive TAS 7018
IPND Address Elements			
Service Building Type		SHOP	OFF
Service Building 1st Number		56	1
Service Building 1st Suffix			
Service Building 2nd Number			
Service Building 2nd Suffix			
Service Building Floor			
Service Building Floor Type		L	
Service Building Floor Number		2	
Service Building Floor Number Suffix			
Service Building Property	Copper Hills Station	Tuggeranong Hyperdome	Netball Stadium
Service Building Location	34km East of Cadney Park Rdhse		Second St Sports Complex
Service Street House			
Service Street House Number 1		56	26
Service Street House Number 1 Suffix			
Service Street House Number 2		84	78
Service Street House Number 2 Suffix			
Service Address Street			
Service Street Name 1		Reed	Clarence
Service Street Type 1		ST	ST
Service Street Suffix 1			
Service Street Name 2			
Service Street Name Type 2			
Service Street Suffix 2			
Service Address Locality	OODNADATTA	TUGGERANONG	BELLERIVE
Service Address State	SA	ACT	TAS
Service Address Postcode	5734	2900	7018

NOTE: Other examples of street names that do not have a street type include The Corso, Broadway and Rue Montaigne.

Address Type	Townhouse Development
Address Example:	Unit 4, First Avenue, 34-56 Brighton Avenue Glenelg SA 5045
IPND Address Elements	
Service Building Type	U
Service Building 1st Number	4
Service Building 1st Suffix	
Service Building 2nd Number	
Service Building 2nd Suffix	
Service Building Floor	
Service Building Floor Type	
Service Building Floor Number	
Service Building Floor Number Suffix	
Service Building Property	First Avenue
Service Building Location	
Service Street House	
Service Street House Number 1	34
Service Street House Number 1 Suffix	
Service Street House Number 2	56
Service Street House Number 2 Suffix	
Service Address Street	
Service Street Name 1	Brighton
Service Street Type 1	AVE
Service Street Suffix 1	
Service Street Name 2	
Service Street Name Type 2	
Service Street Suffix 2	
Service Address Locality	GLENELG
Service Address State	SA
Service Address Postcode	5045

PARTICIPANTS

The Working Committee that revised the Guideline consisted of the following organisations and their representatives:

Organisation	Membership	Representative
ACCAN	Non-voting	Samuel Kininmonth
ACMA	Non-voting	Emma Bain
Aussie Broadband	Voting	Eric Erickson
Aussie Broadband	Non-voting	Bryan Coulson
IPND Manager (Telstra Wholesale)	Voting	Penny Waite
Optus	Voting	Tom Forwood
Optus	Non-voting	Warren Hudson
Symbio	Voting	Michelle Costa
Telstra	Voting	David Fabbian
Telstra	Non-voting	Robert Lansbury
Telstra	Non-voting	Spiro Zantiotis
TPG Telecom	Voting	Annie Leahy
TPG Telecom	Non-voting	Alexander R. Osborne
Vocus	Voting	John Sexton

This Working Committee was chaired by Alexander R. Osborne. Craig Purdon of Communications Alliance provided project management support.

Communications Alliance was formed in 2006 to provide a unified voice for the Australian communications industry and to lead it into the next generation of converging networks, technologies and services.

In pursuing its goals, Communications Alliance offers a forum for the industry to make coherent and constructive contributions to policy development and debate.

Communications Alliance seeks to facilitate open, effective and ethical competition between service providers while ensuring efficient, safe operation of networks, the provision of innovative services and the enhancement of consumer outcomes.

It is committed to the achievement of the policy objective of the *Telecommunications Act 1997* - the greatest practicable use of industry self-regulation without imposing undue financial and administrative burdens on industry.



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