

**COMMUNICATIONS  
ALLIANCE LTD**



**INDUSTRY GUIDANCE NOTE IGN 019  
IPND RECONCILIATION DATA EXTRACT PROCESS**

## **IPND Reconciliation Data Extract Process Industry Guidance Note IGN 019**

**Communications Alliance Ltd was formed in 1997 to provide a unified voice for the Australian communications industry and to lead it into the next generation of converging networks, technologies and services.**

### **Disclaimers**

1. Despite anything contained in this Guidance Note:
  - (a) Communications Alliance disclaims responsibility (including where Communications Alliance or any of its officers, employees, agents or contractors has been negligent) for any direct, indirect or consequential loss, damage, claim, or liability any person may incur as a result of any:
    - (i) reliance on or compliance with this Guidance Note;
    - (ii) inaccuracy or inappropriateness of this Guidance Note; or
    - (iii) inconsistency of this Guidance Note with any law, Industry Code or Industry Guideline; and
  - (b) Communications Alliance disclaims responsibility (including where Communications Alliance or any of its officers, employees, agents or contractors has been negligent) for ensuring compliance by any person with this Industry Guidance Note.
2. For avoidance of doubt:
  - (a) You must not rely on the information in this document as an alternative to legal advice from your solicitor or other professional legal services provider.
  - (b) You should never delay seeking legal advice, disregard legal advice, or commence or discontinue any legal action because of information in this document.
3. These disclaimers will not apply to the extent they are inconsistent with any relevant legislation.

### **Copyright**

© Communications Alliance Ltd 2020

This document is copyright and must not be used except as permitted below or under the Copyright Act 1968. You may reproduce and publish this document in whole or in part for your or your organisation's own personal or internal compliance, educational or non-commercial purposes. You must not alter or amend this document in any way. You must not reproduce or publish this document for commercial gain without the prior written consent of Communications Alliance. Organisations wishing to reproduce or publish this document for commercial gain (i.e. for distribution to subscribers to an information service) should apply to Communications Alliance by contacting the Communications Alliance Commercial Manager at [info@commsalliance.com.au](mailto:info@commsalliance.com.au).

## VERSION HISTORY

This document constitutes: **Version 1 of Industry Guidance Note IGN 019**

Date	Version	Comments/Changes
August 2020	1	First release

## TABLE OF CONTENTS

<b>1</b>	<b>BACKGROUND</b>	<b>2</b>
<b>2</b>	<b>OBJECTIVE OF THIS GUIDANCE NOTE</b>	<b>3</b>
	<b>2.1 Definitions</b>	<b>3</b>
<b>3</b>	<b>DATA RECONCILIATION</b>	<b>5</b>
<b>4</b>	<b>PNCD RECONCILIATION REQUEST PROCESS</b>	<b>6</b>
	<b>4.1 Full Data Extract Request - Process Flow</b>	<b>6</b>
	<b>4.2 IPND Manager Responsibilities</b>	<b>6</b>
	<b>4.3 CSP and Data Provider Responsibilities</b>	<b>6</b>
	<b>4.4 Recommended CSP Reconciliation Process</b>	<b>7</b>
	<b>4.5 Reporting</b>	<b>8</b>
	<b>APPENDIX A : IPND RECONCILIATION PROGRESS REPORT EXAMPLE TEMPLATE.</b>	<b>9</b>

## 1 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 Carrier Licence Conditions (Telstra Corporation Limited) Declaration 1997 (Licence Conditions) including the provision of Directory Assistance Services and the publication and maintenance of Public Number Directories.

The IPND Code underwent a revision in 2019/20 which sought to deliver on three Code deficiencies identified by the Australian Communications and Media Authority. Broadly these were to:

- 1) clarify that all Numbers Issued to a Customer by a Carriage Service Provider (CSP) are required to be listed in the IPND and give greater clarity of the number types that are required to be in the IPND;
- 2) set out what a CSP must do to reconcile PNCD against their own Customer data, including a mandatory obligation to review and action Changed Data Provider Reports issued by the IPND Manager; and
- 3) make reconciliation of PNCD compulsory between a CSP's customer system and the IPND at least once every six months.

This Industry Guidance Note (IGN) has been developed to assist CSPs in the implementation of processes which have arisen from delivery of recommendation 3.

## 2 OBJECTIVE OF THIS GUIDANCE NOTE

This IGN is intended for Data Providers (DP) and CSPs only and should be read in conjunction with the obligations set out in the *C555:2020 Integrated Public Number Database Industry Code* (the Code).

The objectives of this IGN are to set out an industry process to:

- assist DPs in requesting Full Data Extracts of PNCD from the IPND Manager;
- provide information on how the IPND Manager will manage these PNCD data extract requests from DPs; and
- provide guidance to CSPs in meeting reconciliation obligations as per the Code.

### 2.1 Definitions

For the purposes of this Guidance Note:

#### **Data Provider**

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

*NOTE: A CSP or a person acting on behalf of a CSP is not classified as a Data Provider until this authorisation process is completed.*

#### **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.

#### **Full Data Extract**

means the PNCD held by the IPND Manager associated to that particular CSP, or Data Provider, including connected, disconnected and pending records.

#### **IPND Manager**

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

#### **Reconciliation**

means the comparison and correction by a CSP, or Data Provider, of the PNCD held by the IPND Manager associated to that particular CSP, or Data Provider, with the CSP, or Data Providers own data for a Number that is: -

1. associated with an active service in its customer records data base that does not have a corresponding customer 'connected' PNCD record in the IPND for that Number;
2. associated with an active service in its customer records data base for which the corresponding PNCD record in the IPND for that Number has a 'disconnected' status;

3. associated with a disconnected service in its customer records data base for which the corresponding PNCD record in the IPND has a `connected' status in the IPND; and
4. associated with a service not present in its customer records data base for which there is a PNCD record for that Number in a `connected' status in the IPND.

### 3 DATA RECONCILIATION

The following is an extract from the Code, particularly relating to section 5.3 – Data Reconciliation.

Clause 5.3.1 - For Reconciliation purposes, Data Providers must obtain an extract of their PNCD as a full set of records or as a subset of records based on criteria agreed between the Data Provider and the IPND Manager at least once every six months.

Clause 5.3.2 - Where a Data Provider performs the role of providing PNCD to the IPND on behalf of a CSP, the Data Provider must:

- a) obtain an extract of the relevant CSP, PNCD as a full set of records or as a subset of records based on criteria agreed between the CSP, Data Provider and the IPND Manager at least once every six months;
- b) provide the relevant CSP with their PNCD extract, as soon as practicable, after the extract has been made available to the Data Provider by the IPND Manager.

Clause 5.3.3 - The IPND Manager must extract PNCD referred to in clause 5.3.1 and 5.3.2 at a time agreed to with the Data Provider and provide the PNCD to the Data Provider within a reasonable timeframe, not exceeding 5 Business Days from the agreed time of the PNCD extract.

Clause 5.3.4 - CSPs must undertake a Reconciliation of the extract of the PNCD referred to in clause 5.3.1 and 5.3.2 and amend any discrepancies between the PNCD held by the IPND Manager and the CSP's own data by sending updated PNCD to the IPND Manager within 30 Business Days of the PNCD extract being downloaded.

Clause 5.3.5 - CSPs must keep records for each PNCD extract Reconciliation referred to in clause 5.3.4 and retain that data for at least the past year. The records must contain the:

- a) total number of Numbers associated with a CSP's active service that do not have a corresponding customer record in the IPND;
- b) total number of Numbers associated with a CSP's active services for which the corresponding customer record in the IPND has a 'disconnected' status;
- c) total number of customer records associated with a CSP with a 'connected' status in the IPND for which the Number is designated as 'disconnected' in a CSP's Customer Systems; and
- d) total number of customer records associated with a CSP with a 'connected' status in the IPND for which the Number is not present in a CSP's Customer Systems.



## 4 PNCD RECONCILIATION REQUEST PROCESS

### 4.1 Full Data Extract Request - Process Flow

This IGN describes the recommended processes which can be used by DPs to obtain their own, (or on behalf of another CSP) PNCD Full Data Extract from the IPND.

The IPND Manager will make available Full Data Extracts in the Data Providers download area within the IPND – based on filesource and or Data Provider Code.

*NOTE: Only CSPs who are their own DP will be able to access the download area within the IPND.*

For CSPs whose Full Data Extract request is managed by a Data Provider agent, Full Data Extract records for individual CSPs based on provider code will be provided to them by the DP agent.

### 4.2 IPND Manager Responsibilities

- 4.2.1 The IPND Manager may formally appoint a delegate(s) to undertake some or all of its actions under this IGN. If this occurs, references to "IPND Manager" in this IGN include references to its delegate.
- 4.2.2 The IPND Manager will confirm the request for a Full Data Extract is from a nominated contact point for a CSP, or nominated CSP representative, who is a Data Provider.
- 4.2.3 The IPND Manager will confirm that dates for a Full Data Extract requested for CSP PNCD from the IPND, by a Data Provider, is for a viable date.
- 4.2.4 The IPND Manager will schedule the Full Data Extract to run with IPND Support.
- 4.2.5 The IPND Manager will confirm with the CSP contact point or nominated CSP representative that the Full Data Extract has been run successfully and is available in the DPs download area on the IPND.
- 4.2.6 The IPND Manager will ensure that requests from Data Providers for Full Data Extracts are processed in a timely manner and that relevant data extracts are supplied to the DP within 5 business days of receiving the Full Data Extract request.

### 4.3 CSP and Data Provider Responsibilities

- 4.3.1 Requests for Full Data Extracts must be made from a CSPs Data Provider, unless the CSP is the Data Provider in their own right.
- 4.3.2 CSPs are responsible for the management of their PNCD and should be liaising with a Data Provider (if necessary) to

determine an appropriate extract date for Full Data Extract requests.

- 4.3.3 CSPs are responsible for ensuring they receive the Full Data Extract from a Data Provider if the Data Provider manages the request on their behalf.
- 4.3.4 DPs will send a request to the IPND Manager to obtain a Full Data Extract of their own PNCD, or a Full Data Extract of PNCD on behalf of a CSP on a date agreed with the IPND Manager and for a Data Provider Code that belongs to them.
- 4.3.5 DPs are to download the Full Data Extract file from the DPs download area once advised by the IPND Manager that the extract is complete.
- 4.3.6 DPs must separate the Full Data Extract into CSP codes (if applicable) and provide to the relevant CSP(s) via a secure encrypted channel.

#### **4.4 Recommended CSP Reconciliation Process**

- 4.4.1 Once a CSP has received their Full Data Extract from their DP the CSP will need to perform a reconciliation activity based on the 4 reconciliation requirements outlined by the ACMA below: (See example template in Appendix A for assistance)
  - CSPs are to record the Total number of Numbers associated with a CSP's active service that do not have a corresponding customer record in the IPND;
  - CSPs are to record the Total number of Numbers associated with a CSP's active service for which the corresponding customer record in the IPND has a 'disconnected' status;
  - CSPs are to record the Total number of customer records associated with CSP's with a 'connected' status in the IPND for which the number is designated as 'disconnected' in CSP's Customer Systems; and
  - CSPs are to record the Total number of customer records associated with CSP with a 'connected' status in the IPND which are not present in CSP's Customer Systems.
- 4.4.2 Following the activities undertaken in cl 4.4.1 a CSP must re-align records accordingly into the IPND and/or their source systems within the timeframes specified as per section 5.3 of the Code.

*NOTE: Re-alignment can be done using existing BAU update processes or by providing a file to the IPND while maintaining the sequence of a CSPs upload files.*

## 4.5 Reporting

- 4.5.1 The reconciliation report is to include the total number of misalignments identified during initial compare of IPND record against source records.
- 4.5.2 The reconciliation report should include a breakdown of the re-alignment of records that were required and date performed, total outstanding, exemptions etc
- 4.5.3 Records which require re-alignment should be completed within 30 days of the data extract where practicable.
- 4.5.4 Reports to be completed twice a year on dates determined by the CSP falling within the first and the second half of a year or within the spirit of the Code.
- 4.5.5 Reconciliation reports must be retained for 12 months, be easily accessible and made available to the ACMA on request within a reasonable timeframe.

NOTE: See Appendix A for an IPND Reconciliation progress report example template.

**APPENDIX A : IPND RECONCILIATION PROGRESS REPORT EXAMPLE TEMPLATE.**

Interface Name / Data Provider Code	Date misalignment identified	Discrepancy Type	Total misaligned services	Total services exempted from remediation	Total services actioned	Total outstanding services requiring action	Description of action taken to resolve the misalignment	Date IPND was / will be updated	Status
		Total quantity of Numbers associated with an active service that do not have a corresponding customer record in the IPND							
		Total number of Numbers associated with an active service for which the corresponding customer record in the IPND has a 'disconnected' status							
		Total number of customer records associated with CSP with a 'connected' status in the IPND for which the Number is designated as 'disconnected' in CSPs Customer System							
		Total number of customer records associated with CSP with a 'connected' status in the IPND which are not present in CSPs Customer System.							

Communications Alliance was formed in 1997 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.



**Published by:  
COMMUNICATIONS  
ALLIANCE LTD**

**Level 12  
75 Miller Street  
North Sydney  
NSW 2060 Australia**

**Correspondence  
PO Box 444  
Milsons Point  
NSW 1565**

**T 61 2 9959 9111  
F 61 2 9954 6136  
TTY 61 2 9923 1911  
E [info@commsalliance.com.au](mailto:info@commsalliance.com.au)  
[www.commsalliance.com.au](http://www.commsalliance.com.au)  
ABN 56 078 026 507**

Care should be taken to ensure the material used is from the current version of the Standard or Industry Code and that it is updated whenever the Standard or Code is amended or revised. The number and date of the Standard or Code should therefore be clearly identified. If in doubt please contact Communications Alliance