

IPND checklist for CSPs

It's critical that CSPs provide accurate and timely customer information to the IPND. Incorrect or incomplete data can delay responses to Triple Zero (000) calls, impair national security and law enforcement investigations, and result in wrong information in telephone directories.

Make sure you follow the IPND 10 commandments:

1 CSPs providing a service with a public number **MUST** provide customer data to the IPND.

2 Register with the IPND Manager to provide data to the IPND.

3 Ensure uploaded data meets the IPND Manager's requirements.

4 Ensure all key IPND data is accurate and provided in the correct format.

5 Check your corresponding error file after uploading customer data.

6 Update your IPND data by the next business day.

7 Ensure each customer's choice for a listed or unlisted number is recorded in the IPND.

8 Be careful not to mistakenly overwrite IPND data of other CSPs.

9 Notify the IPND Manager before large data uploads and changes to your contact details.

For more info, visit acma.gov.au and search 'IPND checklist'.

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Read and understand the IPND Manager's Information Pack.

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It's your responsibility —be informed!