



**IPND Manager**

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# **Integrated Public Number Database - IPND**

## **Connecting to the IPND**

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**Date: March 2019**

**Approved by: Tony Parker**

**Title: IPND Manager**

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## 1. PURPOSE

This document is designed to advise Data Providers and Data Users of the process to be followed in connecting to the IPND.

## 2. SCOPE

This document will only deal with the process up to the connection by a Data Provider or Data User to the production database.

## 3. ACTIONS

This document addresses the entry strategy of Data Providers and Data Users to the IPND.

The Data Providers Entry Strategy to the IPND and the Data Users Entry Strategy to the IPND has been divided into five main processes that will be discussed separately;

- Document Distribution
- Authorisation
- Test Phase
- Initial Production Phase

## 3.1. Entry Strategy of Data PROVIDERS

### 3.1.1. Document Distribution

The IPND Manager will upon a request from a prospective Data Provider, provide a link to the IPND Manager website - (<https://www.telstra.com.au/consumer-advice/ipnd>). The How to become an IPND Data PROVIDER (TAB) contains all the necessary documentation for connecting to the IPND.

It is an ACIF code rule that requires this information to be provided to enquirers within 30 days of the request being received by the IPND Manager.

The IPND Manager will liaise with the Data Provider for any issues raised by the information in the website. The IPND Manager will if necessary answer any questions and clarify any issues the Data Provider may have.

### 3.1.2. Authorisation

The IPND Data Provider Information Pack located in the 'How to become an IPND Data PROVIDER' (TAB) contains an Application of Intent to Provide data to the IPND. This form must be completed and emailed to the IPND Manager ([ipnd.manager@team.telstra.com](mailto:ipnd.manager@team.telstra.com)). This is a formal application by the carriage service provider and is the first step to becoming a Data Provider of the IPND.

The IPND Manager receives a completed and signed IPND Application of Intent from the prospective Data Provider. The IPND Manager requests the Data Provider to send a sample file for a Comprehension Test. This is a small file which can be emailed by the Data Provider to the IPND Manager.

The purpose of the file is to confirm the Data Providers understanding of the file format as outlined in the Technical Requirements. A text editor version of the header, a few data records (10) and the footer should be sent.

*NOTE: The IPND Manager does not provide a format/ template/example for the comprehension file as this would defeat the purpose of the file.*

The IPND Manager will forward the file to the IPND Operations Manager for processing. The results will be forwarded back to the IPND Manager who will advise the Data Provider of the success of the test.

If the initial attempts are unsuccessful the IPND Manager will liaise with the Data Provider to rectify any file format errors. On successful completion of the Comprehension Test the IPND Manager will authorise the IPND Operations Manager to connect the Data Provider to the IPND User Test Environment.

### **3.1.3. Test Phase**

#### **3.1.3.1. Test of System Design**

IPND User Test Environment:

This is to ensure the Data Provider can successfully send data from their system to the IPND Testing Environment in the correct format with no errors.

The IPND Operations Manager will inform the IPND Manager whether or not the file format was acceptable. Data Providers will subsequently be informed of the results.

#### **3.1.3.2. Setup**

In order that the Data Provider can test the further upload and download of data to and from the IPND, the IPND Operations Manager has provided a testing environment. This will be a controlled environment and will always reflect any changes made as a result of changes to IPND functionality.

The IPND Manager forwards a copy of the Application of Intent to the IPND Operations Manager to organise connection to the IPND (See Internet Interface Service (IIS) document in the IPND Data Provider Information Pack.

*(Please Note: Data Providers are responsible for obtaining infrastructure such as routers, firewalls and systems for extracting the data at their own cost. The IPND Manager and Vendor is not involved in sourcing this infrastructure)*

IPND Support will provide assistance to the IPND Data Provider. Please note the Internet Interface Service (IIS) will not be provided until successful completion of the Comprehension File Test.

The IPND Manager receives confirmation from the IPND Operations Manager of communications link readiness via email.

#### **3.1.3.3. Data Testing**

This is a test of the communications link, and the ability to upload and download data. This involves the sending of an upload file and the retrieval of error files. This is also an opportunity for the Data Provider to check their back end processes for amending or validating error files.

Suggested tests include :

- receipt back from the IPND of a hard reject
- receipt back from the IPND of a soft reject
- receipt back from the IPND of a warning
- out of sequence file number
- receipt back from the IPND of user error file

The IPND Operations Manager liaises with the Data Provider in order to test data from the providing host and organises Upload testing using the communications link (IIS).

IPND Support initiate contact with the Data Provider for the commencement of testing data from the providing host. They also provide the Data Provider with contacts responsible for testing with IPND including test logons and passwords. IPND Support will inform the IPND Manager of these details.

IPND Support monitors the testing of data from the host and liaises with the Data Provider to rectify any identified issues with regard to the communications link or errors at file level and errors at record level.

When there are no issues with the Upload Performance testing IPND Support will inform the IPND Manager of the test results indicating the Data Provider has successfully completed testing as well as all other testing phase milestones.

Authorisation for a Data Provider to go into 'production' will be given after the Data Provider has successfully completed the test schedule and that they have been able to download 2 sequential files with a minimum of 2000 records each with NO Hard or Soft Errors.

In order that the IPND Operations Manager can schedule and provide the appropriate level of service, Data Providers should provide their proposed dates for each of the steps of the process to avoid delays and significant hits at the same time.

#### **3.1.4. Initial Production Phase**

Following the successful completion of testing, the initial upload of data by the data provider can occur.

On successful completion of testing, the IPND Manager sends written authorisation to the IPND Operations Manager for the Data Provider to proceed to production.

IPND Support initiate contact with the Data Provider to organise the initial upload of live data to the IPND. IPND Support will also issue production logons and passwords.

There is a requirement for Data Providers to provide proposed transmission times within the production processing window of 6am to 11pm to determine if there is any potential bottleneck.

In addition an estimate of volumes (initial load and ongoing) is required to determine if there are any potential capacity issues. The file size is restricted to a maximum of 100,000 records which may require Data Providers to provide several files to accomplish the initial upload of data (See IPND Data Provider and Data User Technical Specifications document)

The Data Provider should liaise with the IPND Manager during the initial daily uploading.

## 3.2. Entry Strategy of Data USERS

### 3.2.1. Document Distribution

The IPND Manager will upon request from a prospective Data User, provide a link to the IPND Manager website - (<https://www.telstra.com.au/consumer-advice/ipnd>). The How to become an IPND Data User (TAB) contains all the necessary documentation for connecting to the IPND.

It is an ACIF code rule that requires this information to be provided to enquirers within 30 days of the request being received by the IPND Manager.

The IPND Manager will liaise with the Data User for any issues raised by the information in the website. The IPND Manager will if necessary answer any questions and clarify any issues the Data User may have.

### 3.2.2. Authorisation

The prospective Data User must first gain authorisation from The ACMA. If approved, The ACMA will inform the IPND Manager in writing of the approval for which purpose.

The IPND Data User Information Pack located in the 'How to become an IPND Data USER' (TAB) contains an Application of Intent to use data from the IPND (AOI). This form must be completed and emailed to the IPND Manager ([ipnd.manager@team.telstra.com](mailto:ipnd.manager@team.telstra.com)). This is a formal application by the carriage service provider to become a Data User of the IPND.

Once the AOI has been received by the IPND Manager a Standard IPND Data User Access Agreement is sent to the prospective Data User for signature. This is then returned to the IPND Manager.

The IPND Manager creates IPND codes and sends them via email to the Data User.

The IPND Manager forwards the Application of Intent to the IPND Operations Manager via email.

### 3.2.3. Test Phase

The IPND Manager forwards a copy of the Application of Intent to the IPND Operations Manager to organise connection to the IPND (See Internet Interface Service (IIS) document in the IPND Data User Information Pack.

*(Please Note: Data Users are responsible for obtaining infrastructure such as routers, firewalls and systems for extracting the data at their own cost. The IPND Manager and Vendor is not involved in sourcing this infrastructure)*

When the communications link has been connected the Data User may request from the IPND Manager for test data to be provided. This request is sent via email indicating the readiness of the Data User to accept test data from the IPND.

The IPND Manager contacts the IPND Operations Manager for the delivery of the test data. The IPND Manager determines the date for data to be sent to the Data User.

The IPND Operations Manager provides a file of test data to the Data User and liaises with the Data User on any relevant issues regarding the download testing. The Data User tests their own systems eg. for data format, updating ability and volume testing with this data.

The Data User then sends test data to the IPND Operations Manager in order to verify the Data User's ability to receive and process error messages and files

The IPND Manager receives confirmation from the IPND Operations Manager of data testing completion via email. This essentially confirms that the Data User has successfully sent and received files.



### **3.2.4. Initial Production**

Once testing has been successfully completed, the IPND Manager authorises the Data User to go into production. Approval is given for the initial download of 'live' data and daily downloading from the IPND.

The IPND Manager contacts the IPND Operations Manager to proceed to the production phase and arranges for the delivery of the initial download.

The IPND Operations Manager liaises with the Data User for any issues regarding the initial download.

The IPND Manager receives confirmation from the IPND Operations Manager of the initial download completion. Issues raised are discussed with the IPND Operations Manager.

### **3.3 Access to Test Environment Post-Production**

Access to the usertest environment is made available while the testing phase is active.

When authorisation is given by the IPND Manager to connect the Data User to production, the testing account is locked.

If there is a requirement for access to the usertest environment after this time, a request can be made to the IPND Manager, with details of how long the usertest account is required for.

The user will be provided with new access details for the user test account.

**4. LIST OF CONTACTS**

IPND Manager – Tony Parker	Ipnd.manager@team.telstra.com
IPND Operations Manager – Carol Saldanha	03 8643 6454
IPND Support	1800 684 436

## DEFINITIONS

The following words, acronyms and abbreviations are referred to in this document.

<b>Term</b>	<b>Definition</b>
<b>CSP</b>	Carriage Service Provider
<b>Data Provider</b>	Carrier or Carriage Service Provider obliged to provide data to the IPND
<b>ECLIPS</b>	Telstra's Emergency Services Operations
<b>Information Package</b>	Documents provided to new IPND Data Providers / Users comprising:- <ul style="list-style-type: none"> <li>a) Application of Intent</li> <li>b) IPND Cost Summary</li> <li>c) IPND Technical Requirements</li> <li>d) ACIF IPND code; and</li> <li>e) Any information as the IPND Manager deems appropriate from time to time.</li> </ul>
<b>IPND</b>	Integrated Public Number Database
<b>IPND Manager</b>	Organisation that manages, maintains and administers the IPND. Currently, Telstra Corporation
<b>IPND Operations Manager</b>	Organisation that manages the operational aspects of the IPND - Logical Technologies Pty Ltd
<b>IPND Support</b>	Organisation providing IPND systems and operations support
<b>LEA</b>	Law Enforcement Agencies



## DOCUMENT CONTROL SHEET

### Contact for Enquiries and Proposed Changes

If you have any questions regarding this document contact:

Name: Tony Parker

Designation: IPND Manager

Email: ipnd.manager@team.telstra.com

If you have a suggestion for improving this document, complete and forward a copy of *Suggestions for Improvements to Documentation* (form 000 001-F01).

### Record of Issues

Issue No	Issue Date	Nature of Amendment
1	January 31, 2000	Initial
1.1	February 2, 2005	Updated IPND support number.
1.2	May 10, 2011	Updated to include new Item 3.3 Access to Test Environment Post Production, update to Item 3.1.3.1 Test of System Design to reflect current process and Item 4 Contact List to reflect current stakeholders and contact numbers. (Updated by Lornie Seneviratne – IPND Operations)
	7/11/2016	General tidy up.
	19/02/2018	Updated to include the new secure IP connection (IIS).
	July 2019	General update

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