Dear Data Providers and Data Users,

We have recently received a number of queries regarding the ISDN services that are used to connect to the IPND due to the following recent events:

* the Department of Communications and the Arts’ (**DoCA**) review of the Integrated Public Number Database (**IPND**);
* the recommendations and the proposed implementation options as set out in the DoCA’s report “*IPND Review Report – Implementation Plan*”; and
* the proposed cease sale of ISDN services by Telstra in response to the nbn.

In response, the IPND Manager has begun an investigation into what options are available for using a secure IP-based solution to supplement and then replace existing ISDN services within the next 12 months.

**ISDN Cease Sale and Exit Planning**

The total Telstra ISDN product (copper & fibre delivered ISDN services) suite will:

* Cease Sale to new customers **31st Jan 2018**;
* Cease Sale to existing customers **30th June 2018**;
* After that Cease Sale, customers will only be allowed to make software changes, Records Only Changes & Configuration changes; and
* **Product exit will be by 2022 -** exact date TBC, but most likely to be mid-2022.

Please note that these are not exact dates as yet. We will inform you as soon as these dates are set.

The IPND Manager and IPND Technical Support are working with potential suppliers to identify what secure standards-based IP solutions may be used to connect to the IPND to send and receive PNCD. The IPND Manager and IPND Technical Support envisage this technology to be a SIP-based product. Any proposed solution will ensure the highest levels of information security and delivery requirements are met under the IPND Code.

**What’s Next**

Currently, there are approximately 179 Data Providers and Data Users connected to the IPND Manager via ISDN who will need to be migrated off ISDN in the future. Existing Data Providers and Data Users will need to undertake preparation work in conjunction with the IPND Manager and IPND Technical Support to ensure the smooth migration to a secure IP-based solution.

The IPND Manager will inform relevant Data Users and Data Providers about proposed changes to the IPND Technical Requirements as they become available and as required by the IPND Code (C555).

You may also like to view the draft IPND Code which can be downloaded from the [Drafts for Public Comment](http://commsalliance.com.au/Documents/public-comment) page on the Communications Alliance web site along with further information on how to submit comments.

The IPND Manager will keep you updated as we progress further.

More information is available on the following websites to assist you in your planning for this proposed change:

* [www.telstra.com/specialservices](http://www.telstra.com/specialservices)
* <https://www.telstrawholesale.com.au/nbn/overview/special-services.html>