



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:

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

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

Ensure
uploaded
data meets
the IPND
Manager's
requirements.

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

Check your corresponding error file after uploading customer data.

Update your IPND data by the next business day.

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

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

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

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

Read and understand the IPND Manager's Information Pack.

It's your responsibility
—be informed!