

## Background

Service Providers are required to perform a reconciliation of their Public Number Customer Data (PNCD) every 6 months. This document contains information to assist Service Providers in retrieving their data extracts and completing their reconciliation.

## When We Provide Data

If you have appointed us as your data provider, we will provide a data extract every 6 months and this process will apply to you.

Where you source services from other providers, or other brands within the MNF Group you will need to carry out this activity with separately for each one.

The Data extract file we provide contains personal data, please handle and store the data in a secure manner.

While every effort has been made to ensure the data provided to you is only associated to you as a service provider, there may be data present which does not belong to you.

If you identify records not belonging to you, we ask that you notify Telcoinabox and destroy it promptly.

## What You Need to Do

In summary, the steps you may need to follow are:

1. Download the IPND extract file from Telcoinabox
2. Download your reference dataset from your own sources
3. Reconcile the 2 datasets to check for misalignments
4. Remediate any misaligned data
5. Compile a report including remedial steps taken and retain for 12 months

## Before You Get Started

You should be familiar with your obligations under the [Industry Code C555:2020 INTEGRATED PUBLIC NUMBER DATABASE \(IPND\)](#).

We recommend you read the [Industry Guidance Note \[019\]](#) from Comms Alliance which outlines the process you must follow to undertake reconciliation.

## Downloading the IPND Extract File

We have prepared your IPND data extract which is available to download from Octane.

To retrieve your file, please login to Octane with your admin master username & password.

Navigate to the Reports menu and click on 'Management'.

Click on 'IPND (6-month Snapshot) Reconciliation Report' then click 'Zip CSV' to retrieve a zipped version of the report.

If you cannot login to Octane or have forgotten your password, please contact customer support.

## Data File Format

The IPND Data extract will be in a CSV format and will be a combination of the data we retrieved from the IPND and data that we add where available in our systems:

- a. Connected date
- b. Last Updated date
- c. Disconnected date
- d. Current status

More information and a sample file as well as a note on using excel are provided in the Appendix.

## Reconciliation Requirements

Once you have your data extract from us, you'll need to reconcile this against your own records. Section 4.4 of the Industry Guidance Notice outlines four categories which you need to review as part of the reconciliation:

Category to record	Scenario	Action
Total number of Numbers associated with a CSP's active service that do not have a corresponding customer record in the IPND;	Phone numbers that are Active in your system/records but are not present in IPND.	You may need to arrange to submit your data to IPND to correct the misalignment
Total number of Numbers associated with a CSP's active service for which the corresponding customer record in the IPND has a 'disconnected' status	Phone numbers that are active (connected) in your system but disconnected in IPND.	You may need to confirm if your service status is genuinely active and if so, the record will need to be corrected in IPND to Connected.
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	Phone numbers that are Inactive (disconnected) in your system but Connected in IPND.	You will need to investigate if the service is genuinely inactive and if so, the record will need to be corrected in IPND to Disconnected.
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.	Phone numbers that are not present in your system but connected in IPND.	You will need to investigate to check if you genuinely do not have a record of this numbers in your system and if so, the record will need to be corrected in IPND to Disconnected.

## Amending Misaligned Records in the IPND

If during your reconciliation you find missing or misaligned numbers that need correcting, you will need to notify our support team on [SDAT.escalations@telcoinabox.com](mailto:SDAT.escalations@telcoinabox.com)

## Completing a Reconciliation Report

You are obliged to record the number of numbers matching each of the 4 categories listed above and any actions you have taken to resolve the misalignment.

This is for your own records, you do not need to send this to us, but you should retain the report for 12 months and make it available if requested by the ACMA.

You can use the example report template provided in the Industry Guidance Note, which is also provided in the Appendix.

## Frequently Asked Questions

### What are my obligations?

Providing data to the IPND is an obligation for [all service providers](#), and compliance to the IPND code is your responsibility. You must provide your PNCD to the IPND and take part in the six-monthly reconciliation activity. The ACMA may request a copy of your reconciliation report as evidence of you having completed this activity.

### Can I Get My Data Directly from the IPND Manager?

You can only submit data to and download data from the IPND directly if you are connected to the IPND as a data provider.

If you have nominated us to act as your data provider, we will retrieve a reconciliation extract containing all the data we provide to the IPND for you.

You are welcome to integrate directly to the IPND, or appoint another data provider (e.g. a third party Billing provider), but you will need to notify us of this to ensure we aren't submitting double-entries of your customer data to the IPND.

### What If I Have Not Registered with the IPND?

You must either:

- 1. Nominate Telcoinabox as your data provider to send your PNCD to the IPND on your behalf**  
If you are not currently registered, and require Telcoinabox to act as your data provider, we implore you to register. Please refer to our [previous communication](#) for more information.
- 2. Choose another data provider, or connect to the IPND Directly**  
You are welcome to integrate directly to the IPND, or appoint another data provider (such as a third party Billing/CRM provider), but you will need to notify us of this to ensure we aren't submitting double-entries of your customer data to the IPND.

### What If My Customer Records in The Data File Don't Align With My CSP Code?

If you do not currently have a CSP Code, you will need to arrange one. If your CSP code is not associated with our data provider code we may need to re-align your records.

### How do I get a CSP Code?

If you don't have a CSP Code, or have not advised the IPND Manager that we are your data provider, then please follow these steps:

1. Download this [Application of Intent IPND form](#).
2. In the highlighted section of Part A of this form, state your own company information.
3. In Part B, leave this section blank.
4. In Part C – Customer Consent, remember to complete and sign this highlighted section.
5. Email your signed form to the IPND Manager at this address: [ipnd.manager@team.telstra.com](mailto:ipnd.manager@team.telstra.com)
6. Email your signed form to Telcoinabox at this address: [SDAT.escalations@telcoinabox.com](mailto:SDAT.escalations@telcoinabox.com)
7. The IPND Manager will then issue you a CSP Code. Write the CSP Code in the letter, sign it, and email to us at [ipnd@telcoinabox.com.au](mailto:ipnd@telcoinabox.com.au)

### What If I Have Missing Data?

If you have services registered with Telcoinabox, and you do not have data stored in the IPND against your services, the possible reasons for this may include:

- Your data has not been correctly sent to the IPND manager
- You have not assigned Telcoinabox as your data provider
- You have opted out, or not instructed us to send your data to the IPND

If you are unsure of your IPND enrolment status, please contact our customer support team on [SDAT.escalations@telcoinabox.com](mailto:SDAT.escalations@telcoinabox.com)

### What If I Manage IPND With Another Data Provider?

If you are using another data provider, they will provide you data extracts. Note that other data providers may have different reconcile dates and processes to us.

Note: if you have not correctly appointed Telcoinabox as your data provider with the IPND manager, records you send to us may inadvertently be associated in the IPND to your other data provider.

If you observe missing information, contact customer support, or the IPND manager to confirm you are properly associated to Telcoinabox as your data provider.

### What If I Procure Services from An Entity Related to Telcoinabox?

Telcoinabox' related brands or entities include iVox, Symbio and iBoss.

Each entity coordinates independent data extracts and provides these to customers, meaning if you do business with one of our related entities, you'll receive a separate data file from each entity that you do business with.

## Appendix

The following documents and external references will assist with retrieving and reconciling your IPND Data.

### Data File format

Key Data Points in the report:

- Column A, "Public Number" is the number registered within the IPND which should match your service
- Column B, Service Status Code recognised by the IPND manager at the time the report snapshot was taken
- Column BQ , Activation Date
- Column BR, Terminated Date (if available, applies to disconnected services)
- Column BS, Current Status
- Column BT, LastUpdated

The actual file you receive may not have all fields populated, this will depend on each individual record, including:

- The address type of the end-use premise (e.g.: suffixes and so forth)
- Whether the entry is a list option

You can view a sample file here [Telcoinabox Sample IPND 6monthReconciliation.01.csv](#)

### A Note on Using Excel And Formatting Of Numbers

The data format of the phone number from IPND is in the format 0+NSN (national service number). This is the format you might dial when calling from within Australia eg: 0733200000

When you open the data extract file in Microsoft excel, it is likely that Excel will treat this as a regular number and the first 0 will be removed. If you open in MS Excel, you may wish to use the Data Import function to load the file and format the public number column as Text.

If you are using data analysis tools in Excel such as VLOOKUP, you may need to ensure the two data sets you're comparing have the same format (eg: comparing cells formatted to text with cells formatted to text).

You should also be mindful of the number formatting using 0+NSN in the IPND extract if your comparison data set has any records that are formatted as E.164 (which is the full international number, eg: 6173320000).

### Example Reconciliation Report Template

This is a copy of template from IGN 019 that you can use to report on your reconciliation: [Download Here](#)

### IPND Data Users and Data Providers Technical Requirements for IPND Document

We add data to the information that we extract from the IPND to aid your reconciliation, this [Web Link](#) details the original specification of the IPND data file, refer to section 6.1.2.