IPND Review Report - Implementation Plan

Recommendation	Proposed Implementation options
Recommendation 1 The quality and accuracy of data in the IPND should be improved by: ● enhancing the existing feedback processes between the IPND manager, data providers and data users including by exploring improved automated processes and ensuring changes are made in a timely way ● industry working to improve the quality of information in the next review of the IPND Code (note - such as requiring all data providers to use validation software).	Communications Alliance (CA) is currently reviewing the IPND Industry Code. The Department will work with CA to ensure the review considers opportunities to enhance the existing feedback process and quality of the information in the IPND. This may also identify opportunities for business process improvements to improve the efficiency of industry transactions.
Recommendation 2 The regulatory arrangements should be amended to ensure subscribers can: ● be provided with the information in the IPND relating to themselves ● flag incorrect information for action by CSPs in a specified timeframe.	Australian Privacy Principles (APP) 12 and 13 in the *Privacy Act 1988* (Cth) already allow individuals to request access to their personal information about themselves and to correct personal information that is inaccurate, out-of-date, incomplete, irrelevant or misleading. The Department will work with industry to identify any obstacles that prevent subscribers from easily accessing their IPND information within the existing framework from CSPs and correcting inaccurate entries.
Recommendation 3 In order to raise awareness of the IPND, CSPs should: ● alert their subscribers of their IPND information ● advise subscribers regularly of the importance of providing correct information.	The Department will work with the CA IPND Code Review to consider appropriate and efficient mechanisms for CSP's to regularly alert subscribers of their IPND information and advise them of the importance of providing correct personal information.
Recommendation 4 The range of users able to apply for access to IPND information (including anonymised information about unlisted numbers) should be broadened to include a wider range of researchers – for instance, the Australian	The Department and the ACMA will develop options for consideration by government to implement this recommendation.

Bureau of Statistics (ABS), NBN Co and others subject to a case by case privacy impact assessment and public interest test.	
Recommendation 5 The ACMA should be able to approve ongoing or periodic access for an applicant, provided that the ACMA regularly reviews access and that a privacy impact assessment is completed.	The Department and the ACMA will develop options to implement this recommendation for improving the IPND scheme to reduce unnecessary administrative burden for users who regularly access the IPND.
Recommendation 6 The ACMA should be able to approve electronic public number directories to display unlimited numbers of entries from the IPND if appropriate 'anti-scraping' measures are in place.	The Department will work with the ACMA to consider options for reducing or removing the limits on the number of entries from the IPND that public number directories can display.
Recommendation 7 The ACMA should publish information about applications and decisions made under the IPND Scheme.	The Department will work with the ACMA to implement this recommendation.
Recommendation 8 In order to improve the transparency of the management of the IPND, Telstra should make available: ● the measures it takes to separate its role as part-owner of the publisher of the White Pages® and the manager of the IPND ● its standard form of agreement with data users ● annual audited financial reports for the IPND.	Telstra, in its capacity as the IPND Manager, has indicated it will voluntarily adopt this recommendation, noting any improvements to transparency should be sought in a manner consistent with the objective of minimising red tape for industry.
Recommendation 9 The current IPND should be retained for the medium term and the need for a new system should be investigated again after the completion of the Department's Review of the Triple Zero operator and the implementation of the Triple Zero contract arrangements from 2016.	The Department will revisit this recommendation post the review of the Triple Zero operator and the implementation of the Triple Zero contract arrangements from 2016.