

# Draft industry standard to protect customer information

ACMA has received comments on a draft industry standard that aims to protect telecommunications customer information. A key principle of the draft standard is that the use of customer information in the Integrated Public Number Database (IPND) and access to that information is restricted and protected.

The draft standard also aims to balance community and commercial expectations about the use of such information.

The standard was drafted because of increasing concern about improper use of customer information and provides clear, enforceable rules for the use of this information.

It was the first time the ACA had exercised its powers to establish an industry standard.

The IPND can only be accessed for 'approved purposes', such as to assist police and emergency services, or to produce public telephone number directories. One of

the issues on which comment was sought during the public consultation process was the whether this list needs to be amended to accommodate a broader range of approved purposes.

ACMA will consult with the Telecommunications Industry Ombudsman, the Australian

Competition and Consumer Commission, the Office of the Federal Privacy Commission and a consumer body before determining an industry standard.

The draft industry standard is on the ACMA website ([www.acma.gov.au](http://www.acma.gov.au) and go to Industry > Telecommunications > Industry Standards). For more information, contact ACMA's Consumer Interests Section on (03) 9963 6800 or email [draftstandards@acma.gov.au](mailto:draftstandards@acma.gov.au).

# NEW PHONE NUMBER RANGES PROPOSED

Proposed new phone number ranges will supplement existing ranges that are close to being used up in several areas of Australia. The following new number ranges are proposed:

**(02) 55** and **(02) 56** for use in regional New South Wales

**(03) 40**, **(03) 41**, **(03) 43** and **(03) 47** for use in regional Victoria

**(03) 61** for use in Hobart

**(07) 42** and **(07) 44** for use in regional Queensland and

**(08) 60** and **(08) 66** for use in regional Western Australia.

THE NUMBER RANGES NEARING EXHAUSTION ARE:

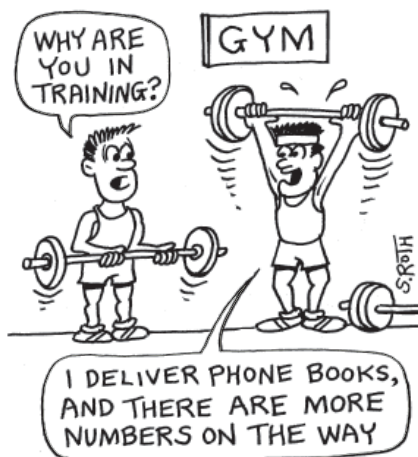
**(02) 65** and **(02) 66** in regional New South Wales

**(03) 50**, **(03) 51**, **(03) 53** and **(03) 57** in regional Victoria

**(03) 62** in Hobart

**(07) 40** and **(07) 47** in regional Queensland and

**(08) 90** and **(08) 96** in regional Western Australia.



The introduction of new numbers may have implications for customer equipment and dialling. Business telephone systems may require reprogramming to allow calls made to the new numbers.

The proposed changes were developed by ACMA in consultation with its Numbering Advisory Committee, which includes industry, government and consumer representatives.

ACMA is seeking written comment on the new number ranges by 13 October 2005.

The proposed new ranges are in a draft variation to the Telecommunications Numbering Plan, which is on the ACMA website ([www.acma.gov.au](http://www.acma.gov.au) and go to Phones > Numbering > Numbering Plan) or contact ACMA's Numbering Section on (03) 9963 6800.