

**From:** [IPND](#)  
**To:** [Emma Bain](#)  
**Subject:** FW: ACMA has specified an additional condition on CT and EMRS join authorisation to access IPND data [SEC=OFFICIAL]  
**Date:** Tuesday, 2 May 2023 1:36:03 PM  
**Attachments:** [image001.png](#)  
[image002.png](#)  
[image003.png](#)  
[image004.png](#)

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**From:** ! IPND Manager <IPND.Manager@team.telstra.com>  
**Sent:** Tuesday, May 2, 2023 3:35:49 AM (UTC+00:00) Monrovia, Reykjavik  
**To:** Emma Bain <Emma.Bain@acma.gov.au>  
**Cc:** IPND <IPND@acma.gov.au>; Eve Osiowy <Eve.Osiowy@acma.gov.au>; ! IPND Manager <IPND.Manager@team.telstra.com>  
**Subject:** RE: ACMA has specified an additional condition on CT and EMRS join authorisation to access IPND data [SEC=OFFICIAL]

Hello Emma,

Thank you for the confirmation, and noted, if they attempt to contact the IPND Manager we will refer them back to the AACMA.

Kind regards,

[REDACTED]

IPND Manager

Consumer & Small Business Services

Global Business Services

P [REDACTED]

M [REDACTED]

E [REDACTED]@team.telstra.com / [IPND.Manager@team.telstra.com](#)

W [www.telstra.com](#)

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**From:** Emma Bain <Emma.Bain@acma.gov.au>  
**Sent:** Tuesday, 2 May 2023 1:02 PM  
**To:** ! IPND Manager <IPND.Manager@team.telstra.com>  
**Cc:** IPND <IPND@acma.gov.au>; Eve Osiowy <Eve.Osiowy@acma.gov.au>  
**Subject:** RE: ACMA has specified an additional condition on CT and EMRS join authorisation to access IPND data [SEC=OFFICIAL]

[External Email] This email was sent from outside the organisation – be cautious, particularly with links and attachments.

Hello again [REDACTED],

Further to the ACMA's email on 20 January 2023, and our correspondence yesterday, I am

writing to notify the IPND Manager that in accordance with Additional Condition 4, the research authorisation granted by the ACMA to Crosby Textor Research Strategies Results Pty Ltd, now called CT Group (Australia) Pty Ltd (CT), and Enterprise Marketing & Research Services Pty Ltd (EMRS) under the *Telecommunications Regulations 2001* on 9 May 2019, **lapsed today, 2 May 2023**. We have notified CT and EMRS.

We ask that if CT or EMRS contact the IPND Manager regarding IPND access that you promptly contact the ACMA and refer CT/EMRS to us.

Thank you, [REDACTED].

Regards,  
Emma

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**From:** Emma Bain  
**Sent:** Monday, 1 May 2023 5:14 PM  
**To:** ! IPND Manager <[IPND.Manager@team.telstra.com](mailto:IPND.Manager@team.telstra.com)>; Juliet Stuart-Smith <[Juliet.Stuart-Smith@acma.gov.au](mailto:Juliet.Stuart-Smith@acma.gov.au)>  
**Cc:** IPND <[IPND@acma.gov.au](mailto:IPND@acma.gov.au)>; Eve Osiowy <[Eve.Osiowy@acma.gov.au](mailto:Eve.Osiowy@acma.gov.au)>  
**Subject:** RE: ACMA has specified an additional condition on CT and EMRS join authorisation to access IPND data [SEC=OFFICIAL]

Hi [REDACTED],

Thanks for reaching out.

We've not heard from Crosby Textor or EMRS since we contacted them in January.

The deadline for triggering the authorisation was 5pm today and as it was not met, the authorisation lapses tomorrow.

We'll be in touch with Crosby Textor, EMRS and the IPND Manager tomorrow morning to confirm the lapse.

Thanks,  
Emma

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**From:** ! IPND Manager <[IPND.Manager@team.telstra.com](mailto:IPND.Manager@team.telstra.com)>  
**Sent:** Monday, 1 May 2023 4:21 PM  
**To:** Juliet Stuart-Smith <[Juliet.Stuart-Smith@acma.gov.au](mailto:Juliet.Stuart-Smith@acma.gov.au)>; Emma Bain <[Emma.Bain@acma.gov.au](mailto:Emma.Bain@acma.gov.au)>  
**Cc:** IPND <[IPND@acma.gov.au](mailto:IPND@acma.gov.au)>; ! IPND Manager <[IPND.Manager@team.telstra.com](mailto:IPND.Manager@team.telstra.com)>  
**Subject:** RE: ACMA has specified an additional condition on CT and EMRS join authorisation to access IPND data [SEC=OFFICIAL]

Hello Juliet and Emma,

I wanted to let you know that the last correspondence or engagement between the IPND Manager and the team at Crosby Textor was 22<sup>nd</sup> December 2022.

I doubt we will receive anything from them today. Have they contacted your team.

I assume that their authorisation has now expired ?

Kind regards,

[REDACTED]

IPND Manager

Consumer & Small Business Services

Global Business Services

P [REDACTED]

M [REDACTED]

E [REDACTED]@team.telstra.com / IPND.Manager@team.telstra.com

W [www.telstra.com](http://www.telstra.com)

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**From:** Juliet Stuart-Smith <[Juliet.Stuart-Smith@acma.gov.au](mailto:Juliet.Stuart-Smith@acma.gov.au)>

**Sent:** Friday, 20 January 2023 2:21 PM

**To:** ! IPND Manager <[IPND.Manager@team.telstra.com](mailto:IPND.Manager@team.telstra.com)>

**Cc:** IPND <[IPND@acma.gov.au](mailto:IPND@acma.gov.au)>

**Subject:** RE: ACMA has specified an additional condition on CT and EMRS join authorisation to access IPND data [SEC=OFFICIAL]

[External Email] This email was sent from outside the organisation – be cautious, particularly with links and attachments.

Hi [REDACTED],

Additional comments below.

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**From:** ! IPND Manager <[IPND.Manager@team.telstra.com](mailto:IPND.Manager@team.telstra.com)>

**Sent:** Friday, 20 January 2023 12:47 PM

**To:** Juliet Stuart-Smith <[Juliet.Stuart-Smith@acma.gov.au](mailto:Juliet.Stuart-Smith@acma.gov.au)>

**Cc:** IPND <[IPND@acma.gov.au](mailto:IPND@acma.gov.au)>; ! IPND Manager <[IPND.Manager@team.telstra.com](mailto:IPND.Manager@team.telstra.com)>

**Subject:** RE: ACMA has specified an additional condition on CT and EMRS join authorisation to access IPND data [SEC=OFFICIAL]

Hello Juliet,

Apologies, however I have some more questions.

The initial Authorisation states re Duration of Authorisation: Commencing on the date Telstra Corporation Ltd (the IPND Manager) first discloses the authorised unlisted mobile number information to CT, and ending 12 months after that date.

Will this condition continue to be valid? **Yes, the conditions of the original authorisation remain valid.**


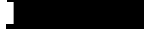

If so, it effectively means that Crosby Textor can request more data to be disclosed to them by the IPND Manager up to 12 months from the initial disclosure. **My understanding is yes, Emma may be able to provide more detail on her return.**

Will Crosby Textor be required to repeat the process and provide an Attestation for each disclosure request, before the IPND Manager can make the data available ? **As per previous email, we will make sure to communicate clearly with you about this, but the obligations fall on CT and ERMS.**

Thank you for your patience !

I look forward to your guidance and response.

  
IPND Manager  
Risk and Compliance Management  
C&SB Services, Global Business Services

**P**   
**M**   
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**W** [www.telstra.com](http://www.telstra.com)

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**From:** ! IPND Manager  
**Sent:** Friday, 20 January 2023 12:32 PM  
**To:** Juliet Stuart-Smith <[Juliet.Stuart-Smith@acma.gov.au](mailto:Juliet.Stuart-Smith@acma.gov.au)>  
**Cc:** IPND <[IPND@acma.gov.au](mailto:IPND@acma.gov.au)>; ! IPND Manager <[IPND.Manager@team.telstra.com](mailto:IPND.Manager@team.telstra.com)>  
**Subject:** RE: ACMA has specified an additional condition on CT and EMRS join authorisation to access IPND data [SEC=OFFICIAL]

Hello Juliet,

Thankyou for sharing this with me.

To ensure my understanding, can you please confirm:

1. If Crosby Textor finalise their data requirements with the IPND Manager between the 1<sup>st</sup> February and 2<sup>nd</sup> May 2023, Crosby Textor are required to produce an Attestation to the ACMA.
2. Is the IPND Manager required to await acceptance / acknowledgement from the ACMA of the Attestation before IPND Manager can proceed to make the data available as per the

agreed data requirements?

3. If the data requirements are not finalised between Crosby Textor and the IPND Manager and the respective attestations are not produced / accepted by 2<sup>nd</sup> May 2023, the Authorisation granted by the ACMA in May 2019 is no longer valid / has expired, and no data can be provided by the IPND Manager to Crosby Textor.

Many thanks in advance,

Kind regards,

[REDACTED]  
IPND Manager

Risk and Compliance Management  
C&SB Services, Global Business Services

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W [www.telstra.com](http://www.telstra.com)

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**From:** Juliet Stuart-Smith <[Juliet.Stuart-Smith@acma.gov.au](mailto:Juliet.Stuart-Smith@acma.gov.au)>  
**Sent:** Friday, 20 January 2023 12:09 PM  
**To:** ! IPND Manager <[IPND.Manager@team.telstra.com](mailto:IPND.Manager@team.telstra.com)>; [REDACTED]  
<[REDACTED]@team.telstra.com>  
**Cc:** IPND <[IPND@acma.gov.au](mailto:IPND@acma.gov.au)>  
**Subject:** ACMA has specified an additional condition on CT and EMRS join authorisation to access IPND data [SEC=OFFICIAL]

[External Email] This email was sent from outside the organisation – be cautious, particularly with links and attachments.

Hi [REDACTED],

Further to my phone call yesterday, the ACMA has specified additional conditions on the research authorisation granted by the ACMA to Crosby Textor Research Strategies Results Pty Ltd (CT) and Enterprise Marketing & Research Services Pty Ltd under the *Telecommunications Regulations 2001* on 9 May 2019.

I attached the Additional Condition for your reference. The Additional Conditions have effect from **1 February 2023**.

Kind regards,

Juliet

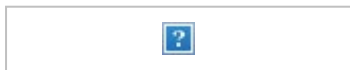
**Juliet Stuart-Smith**

A/g Manager  
Numbers Section

---

**Australian Communications and Media Authority**  
+61 [REDACTED]  
E [juliet.stuart-smith@acma.gov.au](mailto:juliet.stuart-smith@acma.gov.au)

[acma.gov.au](http://acma.gov.au)



*The ACMA acknowledges the Traditional Owners of Country throughout Australia and their continuing connection to land, culture and community. We pay our respects to Elders past, present and future.*

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General

General

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General

General