

Topic	Description of information	Explanation
<p>1. The subscriber of, and accounts, services, telecommunications devices and other relevant services relating to, the relevant service</p>	<p>The following:</p> <p>(a) any information that is one or both of the following:</p> <p>i) any name or address information;</p> <p>ii) any other information for identification purposes;</p> <p>relating to the relevant service, being information used by the service provider for the purposes of identifying the subscriber of the relevant service;</p> <p>(b) any information relating to any contract, agreement or arrangement relating to the relevant account, service or device;</p> <p>(c) any information that is one or both of the following:</p> <p>(i) billing or payment information;</p> <p>(ii) contact information;</p> <p>relating to the relevant service, being information used by the service provider in relation to the relevant service;</p> <p>(d) any identifiers relating to the relevant service or any related account, service or device, being information used by the service provider in relation to the relevant service or any related account, service or device;</p> <p>(e) the status of the relevant service or any related account, service or device</p>	<p>This category includes customer identifying details, such as name and address. It also includes contact details, such as phone number and email address. This information allows agencies to confirm a subscriber's identity or link a service or account to a subscriber.</p> <p>This category also includes details about services attached to account, such as the unique identifying number attached to a mobile phone, or the IP address (or addresses) allocated to an internet access account or service.</p> <p>This category further includes billing and payment information.</p> <p>Information about the status of a service can include when an account has been enabled or suspended, a relevant service has been enabled or suspended or is currently roaming, or a telecommunications device has been stolen.</p> <p>The phrases 'any information' and 'any identifiers' should be read to mean the information that the provider obtains or generates that meets the description which follows that phrase. If the provider has no information that meets the description, including because that kind of information does not pertain to the service in question, no information needs to be retained. For instance, if a provider offers a free service and therefore has no billing information, no billing information needs to be retained by that provider with respect to that service the provider will need to retain subscriber and transactional data with respect to that service, but no billing information needs to be retained.</p> <p>Service providers are not required to collect and retain passwords, PINs, secret questions or token codes, which are used for authentication purposes.</p>
<p>2. The source of a communication</p>	<p>Identifiers of a related account, service or device from which a communication has been sent or attempted to be sent by means of the relevant service.</p>	<p>Identifiers for the source of a communication may include, but are not limited to:</p> <ul style="list-style-type: none"> • the phone number, IMSI, IMEI from which a call or SMS was made • identifying details (such as username, address, number) of the account, service or device from which a text, voice, or multi-media communication was made (examples include email, Voice over IP (VoIP), instant message

Topic	Description of information	Explanation
		<p>or video communication)</p> <ul style="list-style-type: none"> • the IP address and port number allocated to the subscriber or device connected to the internet at the time of the communication, or • any other service or device identifier known to the provider that uniquely identifies the source of the communication. <p>In all instances, the identifiers retained to identify the source of the communication are the ones relevant to, or used in, the operation of the particular service in question.</p>
<p>3. The destination of a communication</p>	<p>Identifiers of the account, telecommunications device or relevant service to which the communication:</p> <p>a) has been sent; or</p> <p>b) has been forwarded, routed or transferred, or attempted to be forwarded, routed or transferred.</p>	<p>Paragraph 187A(4)(b) puts beyond doubt that service providers are not required to keep information about subscribers' web browsing history.</p> <p>The destination of a communication is the recipient. Identifiers for the destination of a communication may include, but are not limited to:</p> <ul style="list-style-type: none"> • the phone number that received a call or SMS • identifying details (such as username, address or number) of the account, service or device which receives a text, voice or multi-media communication (examples include email, VoIP, instant message or video communication) • the IP address allocated to a subscriber or device connected to the internet at the time of receipt of the communication, or • any other service or device identifier known to the provider that uniquely identifies the destination of the communication. <p>For internet access services, the Bill explicitly excludes anything that is web-browsing history or could amount to web-browsing history, such as a URL or IP address to which a subscriber has browsed.</p> <p>In all instances, the identifiers retained to identify the destination of the communications are the ones relevant to, or used in, the operation of the particular service in question. If the ultimate destination of a communication is not feasibly available to the provider of the service, the provider must retain only the</p>

Topic	Description of information	Explanation
		last destination knowable to the provider.
4. The date, time and duration of a communication, or of its connection to a relevant service	<p>The date and time (including the time zone) of the following relating to the communication (with sufficient accuracy to identify the communication):</p> <ul style="list-style-type: none"> a) the start of the communication b) the end of the communication c) the connection to the relevant service, and d) the disconnection from the relevant service. 	<p>For phone calls this is simply the time a call started and ended.</p> <p>For internet sessions this is when a device or account connects to a data network and ends when it disconnected – those events may be a few hours to several days, weeks, or longer apart, depending on the design and operation of the service in question.</p>
5. The type of a communication and relevant service used in connection with a communication	<p>The following:</p> <ul style="list-style-type: none"> a) the type of communication; Examples: Voice, SMS, email, chat, forum, social media. b) the type of the relevant service; Examples: ADSL, Wi-Fi, VoIP, cable, GPRS, VoLTE, LTE. c) the features of the relevant service that were, or would have been, used by or enable for the communication. Examples: call waiting, call forwarding, data volume usage. 	<p>The type of communication means the form of the communication (for example voice call vs. internet usage).</p> <p>The type of the relevant service (5(b)) provides more technical detail about the service. For example, for a mobile messaging service, whether it is an SMS or MMS.</p> <p>Data volume usage, applicable to internet access services, refers to the amount of data uploaded and downloaded by the subscriber. This information can be measured for each session, or in a way applicable to the operation and billing of the service in question, such as per day or per month.</p> <p>Note: This item will only apply to the service provider operating the relevant service: see paragraph 187A(4)(c).</p>
6. The location of equipment or a line used in connection with a communication	<p>The following in relation to the equipment or line used to send or receive the communication:</p> <ul style="list-style-type: none"> a) the location of the equipment or line at the start of the communication; b) the location of the equipment or line at the end of the communication. <p>Examples: Cell towers, Wi-Fi hotspots.</p>	<p>Location records are limited to the location of a device at the start and end of a communication, such as a phone call or Short Message Service (SMS) message.</p> <p>For services provided to a fixed location, such as an ADSL service, this requirement can be met with the retention of the subscriber's address.</p> <p>Paragraph 187A(4)(e) of the Bill provides that location records are limited to information that is used by a service provider in relation to the relevant service. This would include information such as which cell tower, Wi-Fi hotspot or base station a device was connected to at the start and end of communication.</p> <p>Service providers are not required to keep continuous, real-time or precise location records, such as the continuous GPS location of a device. These limitations seek to ensure that the locations records to be kept by service providers do not allow continuous monitoring or tracking of</p>

Topic	Description of information	Explanation
		devices.