

Numbering Plan - Your Rights, Obligations, and Service Limitations

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This page provides you with further information about specific rights, obligations, and service limitations that apply to your use of telephone numbers issued by Sinch ClickSend in Australia.

1. You Have a 'Right of Use', Not Ownership of a number

When Sinch ClickSend issues a number to you, you are granted a right to use that number. You do not own the number itself. This right is subject to the conditions outlined in the Numbering Plan and our Customer Terms.

2. Our Key Obligations as a Service Provider

As a Carriage Service Provider (CSP), Sinch ClickSend must comply with the Numbering Plan. Our key obligations include:

- **Number Portability:** You generally have the right to "port" (keep) your number when switching providers for portable services (e.g., Dedicated and Geographic numbers). Please note that some numbers, such as those in a shared pool for messaging, are not portable.
- **Information for Emergency Services (IPND):** We are required to provide your number and address information to the Integrated Public Number Database (IPND), which is used by emergency services to locate people in emergencies.
- **Withdrawal and Recall of Numbers:** We may be required to withdraw a number under specific circumstances, such as to comply with the law, if you cancel your service, or if the number is used for unlawful activities.

3. Your Responsibilities and Critical Service Limitations

As a user of a telephone number, you are responsible for adhering to the following rules and limitations:

a) No Access to Emergency Services

Sinch ClickSend's services are not a replacement for a traditional telephone service and cannot be used to contact Emergency Services like Triple Zero (000), 112, or 911.

Our services do not fall under the definition of an "Emergency Telephone Service" as specified in Australian telecommunications law. You must ensure you have an alternative method for making all emergency calls, such as a traditional mobile phone or fixed-line service.

b) Prohibition on IoT and Automated Systems

You must not use any mobile number provided by Sinch ClickSend in connection with any Internet of Things (IoT) device, "smart" device, data-only service, or any other application that links systems for automated communication. This includes, but is not limited to, automated telemetry, telematics, and vehicle tracking systems.

c) General Compliance

You must use the number in compliance with all applicable laws, including the *Spam Act 2003*, and adhere to the Sinch ClickSend Customer Terms and Acceptable Use Policy.

4. Further Information

For more detailed information, you can refer to the [Telecommunications Numbering Plan 2025 - Federal Register of Legislation](#).

If you have any questions about the use of your number, please contact our support team at <https://www.clicksend.com/help>.