
PDPC Do Not Call (DNC) Registry Bulk Filtering File Formats

Version 1.03

REVISION HISTORY

Version	Date	Summary of Changes
1.00	8 Nov 2013	Initial creation
1.01	25 Nov 2013	Minor textual changes
1.02	29 Nov 2013	Result files now have a DateReceived datetime stamp prefixed at the start of the filename.
1.03	17 Oct 2014	Corrected error in Section 3.4.2. Header/Footer for On Behalf List File - change from "Number,Error Code,Error Message" to "Name"

Table of Contents

1. INTRODUCTION	4
1.1. OVERVIEW OF TELEPHONE NUMBER CHECKING	4
1.2. BULK FILTERING	5
2. UPLOAD FILE.....	6
2.1. FILENAME	6
2.2. HEADER/FOOTER	6
2.3. FILE FORMAT	6
3. RESULT FILES.....	8
3.1. SUMMARY FILE.....	8
3.1.1. FILENAME	8
3.1.2. HEADER/FOOTER	8
3.1.3. FILE FORMAT	8
3.1.4. STATUS OF UPLOAD FILE PROCESSING	10
3.2. FILTERED NUMBERS FILE.....	11
3.2.1. FILENAME	11
3.2.2. HEADER/FOOTER	11
3.2.3. FILE FORMAT	13
3.3. REJECTED NUMBERS FILE	15
3.3.1. FILENAME	15
3.3.2. HEADER/FOOTER	15
3.3.3. FILE FORMAT	16
3.3.4. ERROR CODES AND MESSAGES FOR THE REJECTED NUMBERS FILE	17
3.4. ON BEHALF LIST FILE.....	18
3.4.1. FILENAME	18
3.4.2. HEADER/FOOTER	18
3.4.3. FILE FORMAT	19

1. Introduction

This guide explains the file formats for submitting telephone numbers for checking using the Bulk Filtering method at the DNC website, as well as the file formats of the result files.

Please visit www.pdpc.gov.sg for more information about the DNC Registry.

1.1. Overview of Telephone Number Checking

The following is an overview of the steps required to check telephone numbers with the DNC Registry:

- a. Create an account (only needs to be done once)
- b. Submit telephone numbers to DNC for checking, via one of the following methods
 - Small Number Lookup
 - Bulk Filtering
- c. Utilise pre-paid credits or pay by Pay-Per-Use
- d. DNC will automatically deduct from the user's free credits first (if any), followed by pre-paid credits. If there are insufficient pre-paid credits, the DNC Registry will prompt the user to either top up credits, or pay for the balance via Pay-Per-Use.
- e. For Bulk Filtering, DNC Registry will send an email to the organisation when the results are available (within 24 hours of submission). Retrieve the results by logging into the DNC Registry website

1.2. Bulk Filtering

The following diagram shows an overview of the number checking process done via the DNC website.

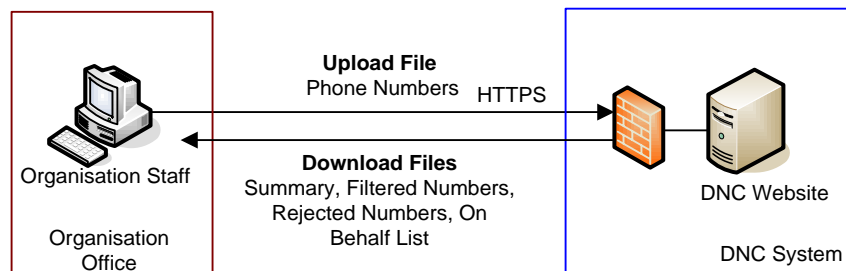


Figure 1: Checking Telephone Numbers at the DNC Website by Bulk Filtering

An email will be sent to the organisation when the result files are available. Within 24 hours, the DNC Registry will provide 4 result files (summary, filtered numbers, rejected numbers & on behalf list) which will be available for download from the DNC Registry website.

2. Upload File

2.1. Filename

Format:

<filename>.csv

Note:

The upload file can have any filename BUT must have a “.csv” extension.

E.g.:

telephone-20140301.csv

2.2. Header/Footer

The upload file does not require a header and footer.

2.3. File Format

The Upload File consists of a single column of phone numbers, as described in the table below.

Field Name	Description
Telephone Number	<ul style="list-style-type: none">• 8-digit Singapore telephone number, starting with `3`, `6`, `8` or `9`.• Exclude country/area code• Exclude any symbols such as `(`, `)`, `-`, `+` etc

The file is encoded in UTF-8, column delimited by comma (,) and record separated by new line.

Sample data without errors in format:

80000001
80000002
80000003
80000004
80000005
60000001
60000002
60000003
60000004
60000005

Sample data with errors in format:

Sample Data	Remarks
9123 4567	Wrong format due to space
(65)31234567	Wrong format due to bracket symbols and more than 8 digits
6123-4567	Wrong format due to the dash symbol

3. Result Files

3.1. Summary File

The Summary File is returned by the DNC Registry after processing the uploaded file. It contains a summary of the results of processing.

3.1.1. Filename

Format:

<DateReceived>_<UploadFilename>-**summary**.csv

Note:

Whereby <DateReceived> is the date that DNC Registry received the file, in the format YYYYMMDDHHMMSS, and <UploadFilename> is the filename (excluding the extension) of the file uploaded by the Organisation.

E.g.:

20140304111500_XYZ-20140304_111005-summary.csv

3.1.2. Header/Footer

The summary file does not have a header and footer.

3.1.3. File Format

The file has 2 columns of data. The file is encoded in UTF-8, column delimited by comma (,) and record separated by new line.

Name (First Column)	Value (Second Column)
Transaction ID	DNC Registry transaction ID
Processed Date	Date that the file processing was started. (dd/mm/yyyy hh:mm:ss)

Result Expiry Date	Date that the results will expire (dd/mm/yyyy)
Submitted Filename	Name of the file that the organisation submitted.
Submitted Header Date	This field is currently not in use.
Received Date	Date of the file that was submitted to the DNC Registry. (dd/mm/yyyy hh:mm:ss)
Interface	"Web"
Quantity Submitted	<p>Quantity of telephone numbers submitted in this file.</p> <p>Note: Quantity Submitted = Quantity Checked + Quantity Rejected</p>
Quantity Checked	Quantity of telephone numbers checked by the DNC Registry (this number will be used to compute the credits required)
Quantity Rejected	<p>Quantity of telephone numbers that are rejected due to:</p> <ul style="list-style-type: none"> • Empty, or • Incorrect format.
Credits Deducted	Number of credits deducted for this submission
Credits Remaining	Total credits available after deduction
Status Code	Status code of the upload file processing by DNC Registry
Status Message	Description of the upload file processing status

Sample summary file is as follows:

```

Transaction ID,00000000000000000132
Processed Date,04/03/2014 11:10
Result Expiry Date,03/05/2014
Submitted Filename,XYZ-20140304-numbers.csv
Submitted Header Date,
Received Date,04/03/2014 11:05
Interface,Web
Quantity Submitted,22
Quantity Checked,19
Quantity Rejected,3
Credits Deducted,19
Credits Remaining,250
Status Code,000
Status Message,Successful
  
```

3.1.4. Status of Upload File Processing

The list of statuses for upload file processing is as follows:

StatusCode	StatusMsg
000	Successful
xxx (other error codes)	Contact info@pdpc.gov.sg or call the PDPC hotline at 63773131 with the error code

3.2. Filtered Numbers File

This file is returned by the DNC Registry after processing the uploaded file. It contains the list of phone numbers submitted which are not rejected and the status of each phone number in the DNC Registry.

3.2.1. Filename

Format:

<DateReceived>_<UploadFilename>-**result**.csv

Note:

Whereby <DateReceived> is the date that DNC Registry received the file, in the format YYYYMMDDHHMMSS, and <UploadFilename> is the filename (excluding the extension) of the file uploaded by the Organisation.

E.g.:

20140304111500_XYZ-20140304_110105-result.csv

3.2.2. Header/Footer

Type	Description
Header	<p>Format: Transaction ID,<transactionID> Processed Date,<dd/mm/yyyy hh:mm:ss> Result Expiry Date,<dd/mm/yyyy> Number,No Voice Call,No Text Message,No Fax Message ---</p> <p>Note: The header starts at the beginning of the file with multi-line metadata and column headers until the line with 3 dashes ("---").</p> <p>E.g.:</p>

	<p> Transaction ID,000000000000000000131 Processed Date,04/03/2014 11:10:05 Result Expiry Date,03/05/2014 Number,No Voice Call,No Text Message,No Fax Message --- </p>
<p>Footer</p>	<p>Format:</p> <p>***</p> <p>Total,<Total number of rows (excluding header and footer rows)></p> <p>Legend: DNC = Do not call/Do not text/Do not fax NR = Not registered</p> <p>Note:</p> <p>The footer starts at the line with 3 asterisk ("***") until the end of the file.</p> <p>E.g.:</p> <p>***</p> <p>Total,19</p> <p>Legend: DNC = Do not call/Do not text/Do not fax NR = Not registered</p>

3.2.3. File Format

The file has a header, main section and footer. The file is encoded in UTF-8, column delimited by comma (,) and record separated by new line. If there are no numbers/records, this file will only contain the header and footer.

The main section has 4 columns of data, described below:

Field Name	Description
Telephone Number	<ul style="list-style-type: none"> 8-digit Singapore telephone number, starting with '3', '6', '8' or '9'. Exclude country/area code Exclude symbols such as '(', ')', '-', '+', etc
Status for No Voice Call Register	'DNC' meaning Do Not Call/Text/Fax, i.e. Registered with DNC Registry or 'NR' for Not Registered
Status for No Text Message Register	'DNC' meaning Do Not Call/Text/Fax, i.e. Registered with DNC Registry or 'NR' for Not Registered
Status for No Fax Message Register	'DNC' meaning Do Not Call/Text/Fax, i.e. Registered with DNC Registry or 'NR' for Not Registered

Sample Filtered Numbers file (including the header and footer) is as follows:

```
Transaction ID,000000000000000000132
Processed Date,04/03/2014 11:10:05
Result Expiry Date,03/05/2014
Number,No Voice Call,No Text Message,No Fax Message
---
80000001,DNC,NR,DNC
80000002,DNC,DNC,NR
80000004,NR,NR,NR
80000005,NR,NR,NR
80000006,NR,DNC,NR
80000007,DNC,NR,NR
80000008,NR,NR,NR
80000009,NR,NR,NR
80000010,NR,DNC,DNC
60000001,DNC,DNC,NR
60000002,NR,DNC,NR
60000003,DNC,NR,NR
60000004,DNC,DNC,NR
60000005,NR,NR,NR
60000007,DNC,DNC,DNC
60000009,NR,DNC,NR
60000010,DNC,NR,NR
60000011,DNC,DNC,DNC
60000012,NR,DNC,NR
***
Total,19

Legend:
DNC = Do not call/Do not text/Do not fax
NR = Not registered
```

3.3. Rejected Numbers File

The Rejected Numbers File is returned by the DNC Registry after processing the uploaded file. It contains the numbers rejected by the DNC Registry.

3.3.1. Filename

Format:

<DateReceived>_<UploadFilename>-**rejected**.csv

Note:

Whereby <DateReceived> is the date that DNC Registry received the file, in the format YYYYMMDDHHMMSS, and <UploadFilename> is the filename (excluding the extension) of the file uploaded by the Organisation.

E.g.:

20140304111500_XYZ-20140304_111005-rejected.csv

3.3.2. Header/Footer

Type	Description
Header	<p>Format:</p> <p>Transaction ID,<transactionID> Processed Date,<dd/mm/yyyy hh:mm:ss> Number,Error Code,Error Message ---</p> <p>Note:</p> <p>The header starts at the beginning of the file with multi-line metadata until the line with 3 dashes ("---").</p> <p>E.g.:</p>

	Transaction ID,000000000000000000131 Processed Date,04/03/2014 11:10:05 Number,Error Code,Error Message ---
Footer	Format: *** Total,<Total number of rows (excluding header and footer rows)> Note: The footer starts at the line with 3 asterisk ("***") until the end of the file. E.g.: *** Total,19

3.3.3. File Format

The Rejected Numbers File has a header, a main section and a footer.

The main section has 3 columns of data, as described below:

Field Name	Description
Telephone Number	<ul style="list-style-type: none"> 8-digit Singapore telephone number, starting with '3', '6', '8' or '9'. Exclude country/area code Exclude any symbols such as '(', ')', '-', '+' etc
Error Code	A code, e.g. "400".
Error Message	A text message

The file is encoded in UTF-8, column delimited by comma (,) and record separated by new line. If there are no records, this file will only contain the header and footer.

Sample Rejected Numbers file (including the header and footer) is as follows:

```

Transaction ID,000000000000000000132
Processed Date,04/03/2014 11:10:05
Number,Error Code,Error Message
---
40000003,404,Invalid telephone number - does not start with 3 6 8 or 9
6-000006,402,Invalid telephone number format
6000008,403,Invalid telephone number - length is not 8 numbers
***
Total,3
  
```

3.3.4. Error Codes and Messages for the Rejected Numbers File

The list of error codes and error message for the Rejected Numbers File is as follows:

Error Code	Error Message
400	Invalid record format
401	Telephone number missing
402	Invalid telephone number format
403	Invalid telephone number – length is not 8 characters
404	Invalid telephone number - does not start with 3 6 8 or 9
xxx (other error codes)	Contact info@pdpc.gov.sg or call the PDPC hotline at 63773131 with the error code

3.4. On Behalf List File

The On Behalf List File is returned by the DNC Registry after processing the uploaded file. It contains the list of the organisations that the user's organization had declared it is checking the DNC on behalf of.

3.4.1. Filename

Format:

<DateReceived>_<UploadFilename>-**onbehalf**.csv

Note:

Whereby <DateReceived> is the date that DNC Registry received the file, in the format YYYYMMDDHHMMSS, and <UploadFilename> is the filename (excluding the extension) of the file uploaded by the Organisation.

E.g.:

20140304111500_XYZ-20140304_111005-onbehalf.csv

3.4.2. Header/Footer

Type	Description
Header	<p>Format:</p> <p>Transaction ID,<transactionID> Processed Date,<dd/mm/yyyy hh:mm:ss> Name ---</p> <p>Note:</p> <p>The header starts at the beginning of the file with multi-line metadata until the line with 3 dashes ("---").</p>

	E.g.: Transaction ID,000000000000000000131 Processed Date,04/03/2014 11:10:05 Name ---
Footer	Format: *** Total,<Total number of rows (excluding header and footer rows)> Note: The footer starts at the line with 3 asterisk ("***") until the end of the file. E.g.: *** Total,19

3.4.3. File Format

The On Behalf List File has a header, a main section and a footer.

The main section has a single column of data i.e.:

Field Name	Description
Name of Organisation	<ul style="list-style-type: none"> Textual form of the organization name

The file is encoded in UTF-8, column delimited by comma (,) and record separated by new line. If there are no records, this file will only contain the header and footer.

Sample On-Behalf List file is as follows:

```
Transaction ID,000000000000000000132
Processed Date,04/03/2014 11:10:05
Name
---
XYZ Pte Ltd
ABC Pte Ltd
***
Total,2
```