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| Standard Business Reporting  Australian Taxation Office  Client Communication  CLNTCOMM.0001 2020 Package v1.7 Contents    Date: 17th July 2025 | | | |
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| attention_pms This document and its attachments are **Official** | direction_pms **For further information or questions, contact the SBR Service Desk at** [SBRServiceDesk@sbr.gov.au](mailto:SBRServiceDesk@sbr.gov.au) **or go to** [Online Services for DSPs](https://developer.sbr.gov.au/portal/servicedesk/customer/portal/1) **or** [DPO@ato.gov.au](mailto:DPO@ato.gov.au) **if unable to use Online Services.** | | |
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VERSION CONTROL

| **Version** | **Release date** | **Description of changes** |
| --- | --- | --- |
| 1.7 | 17.07.2025 | Final release of the ATO Client Communication 2020 service to support the EVTE deployment on 17th of July 2025. This release includes updates for communication history to view secure messages sent to ATO app enrolled clients.  **Section 2 Package Contents**  **Updated:**   * **ATO CLNTCOMM.0001 2020 List Request Message Structure Table.xlsx** |

***Note:*** *Previous Version history can be found in Appendix A of this document.***Copyright**

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# Introduction

## Document purpose

The purpose of this package content note (PCN) is to advise software developers of the package contents for Standard Business Reporting (SBR) Client Communication (CLNTCOMM) 2020 provided by the Australian Taxation Office (ATO).

## Audience

The audience for this Package Content note is software developers who have or are interested in developing CLNTCOMM services on SBR ebMS3 platforms.

## Purpose of this package

The purpose of this package is to streamline the way message artefacts are presented to software developers.

All relevant message artefacts that comprise the CLNTCOMM suite are contained within one zip file. The package will be versioned up each time artefacts are added or updated.

## Summary of artefacts within ATO packages

### In general

For each service, the following artefacts may be released under this package title:

* Message Repository,
* Message Structure Tables (MSTs),
* Contract schemas,
* Rule Implementation (C#) and
* Validation Rules (VRs).

The first PCN released outlines the expected artefacts to be within the package at an end state – as known at that point in time.

As a general rule, each service will have at minimum an MST.

Where a ‘suite’ of like services is packaged, there will be service specific MSTs and VRs packaged to form a bundle of related information.

The basic exception to the above is Income tax Returns. Due to complexity of relationships between parent returns and child schedules each has its own set of documents (MSTs and VRs) yet is packaged together as a ‘suite’.

### Services

The following table shows the services that form the CLNTCOMM product suite and their relationship to previous service versions:

| **Description** | **Service** | **Change** | **Comments** |
| --- | --- | --- | --- |
| Client Communication 2020 | CLNTCOMM.0001 2020 | Present |  |

### Interactions

The following table lists the interactions for a given service within this package.

| **Description** | **Interaction** | **Change** | **Comments** |
| --- | --- | --- | --- |
| Client Communication 2020 - List | clntcomm.0001.2020.list | Present |  |
| Client Communication 2020 - Get | clntcomm.0001.2020.get | Present |  |

Detailed information on each service can be found in the Service Registry, along with associated messages.

### Package artefact status description

The table in *Section 2 Package Contents* reflects the status of artefacts in the *Package Status* column and needs to be read in conjunction with the *Comments* column in order to understand the scale of change that may be applicable.

The table below describes the terminology used in the *Package Status* column and the business description of the package status:

| **Package Status** | **Business Description** |
| --- | --- |
| **Pending** | The artefact is currently under development and is expected to be released in a future package. |
| **New** | The artefact is new for the package and has not been published previously. This would usually occur when an artefact has previously been marked as Pending (under development) or a new Government/ATO initiative sees the development of new services/messages to be deployed. |
| **Updated** | The artefact has changed since the last public release for this package. It could occur as a result of refining service/messages due to feedback or defects. |
| **Present** | The artefact is within the package and has had no change from the prior package for this year or a previous/forward year where artefacts cross multiple years. |
| **Removed** | The artefact was within the package in a prior release but has been removed as it is not relevant for the service/suite in question. This could occur due to Government legislation waiting on Royal Assent not being passed or other factors. |

# Package contents

The table below outlines the package contents.

| **Name** | **Document**  **Date** | **Document Status** | **Version** | **Comments** | **Package Status** |
| --- | --- | --- | --- | --- | --- |
| ATO CLNTCOMM.0001 2020 Message Repository.zip | 19.05.2022 | Final | 1.1 | No change since prior release. | Present |
| ATO CLNTCOMM.0001 2020 List Request Message Structure Table.xlsx | 17.07.2025 | Final | 1.2 | Updated delivery channel codes for communication history to view secure messages sent to ATO app enrolled clients (documentation only).   * CLNTCOMM11   Max Occurs updated for the following alias as a new delivery channel is added (documentation only).   * CLNTCOMM11 | Updated |
| ATO CLNTCOMM.0001 2020 List Response Message Structure Table.xlsx | 06.02.2025 | Final | 1.4 | No change since prior release. | Present |
| ATO CLNTCOMM.0001 2020 List Validation Rules.xlsx | 19.05.2022 | Final | 1.1 | No change since prior release. | Present |
| ATO CLNTCOMM.0001 2020 List XML Contract.zip | 06.02.2025 | Final | 1.2 | No change since prior release. | Present |
| ATO CLNTCOMM.0001 2020 List Rule Implementation.zip | 06.02.2025 | Final | 1.2 | No change since prior release. | Present |
| ATO CLNTCOMM.0001 2020 Get Request Message Structure Table.xlsx | 03.06.2021 | Final | 1.0 | No change since prior release. | Present |
| ATO CLNTCOMM.0001 2020 Get Validation Rules.xlsx | 19.05.2022 | Final | 1.1 | No change since prior release. | Present |
| ATO CLNTCOMM.0001 2020 Get Batch Validation Rules.xlsx | 19.05.2022 | Final | 1.1 | No change since prior release. | Present |
| ATO CLNTCOMM.0001 2020 Get XML Contract.zip | 03.06.2021 | Final | 1.0 | No change since prior release. | Present |
| ATO CLNTCOMM.0001 2020 Get Rule Implementation.zip | 03.06.2021 | Final | 1.0 | No change since prior release. | Present |

|  |  |
| --- | --- |
| **Total artefacts in this Package:** | **11** |
| Present artefacts | 10 |
| New artefacts | 0 |
| Updated artefacts | 1 |
| Pending artefacts | 0 |
| Removed artefacts | 0 |

1. C# changes

## Technical changes

The table below outlines the changes made in the C# files where the code has been updated, yet the design artefacts have remained the same. Where both the code and design has changed, this will be reflected in the individual design artefact (validation rules) maintained in the package, and will not be called out in the table below.

| **Service Action** | **Rule ID** | | **Change** | | **Previous Rule** | **Previous Message ID** | **New Rule** | **New Message ID** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| None. |  |  | |  | |  |  |  |

***Note:*** *Some modifications to C# may not always have an impact to the technical rule or response message. There may be instances where the change made impacts to content not captured in this section such as the ‘Rule Type’ e.g.: Crossform to Crossfield, or updates to the ‘English Business Rule’ or the Namespace Prefix version associated to a data element has incremented.*

## Event message changes

| **Service Action** | **Rule ID** | **Change** | **Previous Event Message** | **Previous Message ID** | **New Event Message** | **New Message ID** | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| None. |  |  |  |  |  | |  |

1. Known issues and future scope

The following is a list of issues and/or future work to be implemented. There may be impacts to successful development until the issues are resolved or the future scope has been implemented (as an example where a service is deployed over multiple iterations and won’t be complete for some time).

## Issues and incidents

| **Issue**  **#** | **Issue Description** | **Impacted**  **Interactions** | **Reference Number** | **Resolution** | **Proposed**  **EVTE Date** | **Proposed**  **PROD Date** | **Issue Status (Open/ Closed/ Deferred)** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| None. |  |  |  |  |  |  |  |

## Future scope

| **Change**  **#** | **Change Description** | **Impacted**  **Interactions** | **Proposed**  **EVTE Date** | **Proposed**  **PROD Date** | **Change Status (Open/**  **Closed)** |
| --- | --- | --- | --- | --- | --- |
| None. |  |  |  |  |  |

Appendix A – Prior Version History

| **Version** | **Release date** | **Description of changes** |
| --- | --- | --- |
| 1.6 | 06.02.2025 | Final release of the ATO Client Communication 2020 service to support the EVTE deployment on 6th of Feburary 2025. This release includes updates for communication history to view secure messages sent to ATO app enrolled clients.  **Section 2 Package Contents**  **Updated:**   * **ATO CLNTCOMM.0001 2020 List Response Message Structure Table.xlsx** * **ATO CLNTCOMM.0001 2020 List Rule Implementation.zip** * **ATO CLNTCOMM.0001 2020 List XML Contract.zip** |
| 1.5 | 19.09.2024 | Documentation only update due to Department of Employment and Workplace Relations (DEWR) extending the Trade Support Loan (TSL) to other types of apprenticeships.  **Section 2 Package Contents**  **Updated:**   * **ATO CLNTCOMM.0001 2020 List Response Message Structure Table.xlsx** |
| 1.4 | 16.03.2023 | Documentation only update to the List Response Message Structure Table’s Role Type Codes worksheet to remove Codes that are no longer returned. |
| 1.3 | 02.06.2022 | Final release of the ATO Client Communication 2020 service for 2nd of June 2022 publication.  No change to the artefacts in the package or the service. Versioned up to rectify a typo in the package zip file name.  FROM: ATO CLNTCOMM 2022 Package v1.2.zip  TO: ATO CLNTCOMM 2020 Package v1.3.zip |
| 1.2 | 19.05.2022 | Final release of the ATO Client Communication 2020 service to support the EVTE deployment on 19th of May 2022.  **Section 2 Package contents**  **Updated:**  Following artefacts have been updated to include new error codes:   * **ATO CLNTCOMM.0001 2020 Message Repository.zip** * **ATO CLNTCOMM.0001 2020 List Validation Rules.xlsx** * **ATO CLNTCOMM.0001 2020 Get Validation Rules.xlsx** * **ATO CLNTCOMM.0001 2020 Get Batch Validation Rules.xlsx**   **Section 4.2 Future Scope**  **Updated:** Change #1 – Removed as resolved in a previous release. |
| 1.1 | 13.01.2022 | Final release of the ATO Client Communication 2020 service to support the EVTE deployment on 13th of January 2022. The updates will be available in PROD on 14th of January 2022.  **Section 2 Package contents**  **Updated:**  Following artefacts have been updated to include a new enumeration : "ActivityStatement" to the Document category field(s).   * **ATO CLNTCOMM.0001 2020 List Request Message Structure Table.xlsx** * **ATO CLNTCOMM.0001 2020 List Response Message Structure Table.xlsx** * **ATO CLNTCOMM.0001 2020 List XML Contracts.zip**   **ATO CLNTCOMM.0001 2020 List Rule Implementation.zip** |
| 1.0 | 03.06.2021 | **Final release of the ATO Client Communication 2020 service for 3rd June 2021 EVTE.**  This release includes updated artefacts due to changes in interactive errors returned for the CLNTCOMM Get interaction (single and batch).  **Section 2 Package contents**  **Updated:**  ***Functional changes***  The following artefacts were updated to Final (v1.0) with functional changes from the prior release:   * **ATO CLNTCOMM.0001 2020 Message Repository.zip** * **ATO CLNTCOMM.0001 2020 Get Validation Rules.xlsx** * **ATO CLNTCOMM.0001 2020 Get Batch Validation Rules.xlsx**   A number of interactive errors returned for the CLNTCOMM Get single and batch interactions have been added, updated or deleted.  ***No functional changes***  The following artefacts were updated to Final (v1.0) with no functional changes from the prior release:   * **ATO CLNTCOMM.0001 2020 List XML Contracts.zip** * **ATO CLNTCOMM.0001 2020 List Request Message Structure Table.xlsx** * **ATO CLNTCOMM.0001 2020 List Response Message Structure Table.xlsx** * **ATO CLNTCOMM.0001 2020 List Validation Rules.xlsx** * **ATO CLNTCOMM.0001 2020 List Rule Implementation.zip** * **ATO CLNTCOMM.0001 2020 Get Request Message Structure Table.xlsx** * **ATO CLNTCOMM.0001 2020 Get XML Contract.zip** * **ATO CLNTCOMM.0001 2020 Get Rule Implementation.zip**   **Section 3.2 Event Message Changes**  Detailed changes to interactive errors added, updated and deleted for the CLNTCOMM Get single and batch interactions.  **Section 4.2 Future Scope**  Closed Change item 1 regarding potential updates to CLNTCOMM Get single and batch interactive errors. The scope item will be implemented in the June EVTE release. |
| 0.4 | 20.05.2021 | Draft update of the ATO CLNTCOMM 2020 Get interaction for the May 2021 EVTE release.  **Section 2 Package contents**  **Updated:**  The data type and pattern of CLNTCOMM21 Communication identifier have been updated in the CLNTCOMM Get request message.  Artefacts updated as a result are:   * **ATO CLNTCOMM.0001 2020 Get Request Message Structure Table.xlsx** * **ATO CLNTCOMM.0001 2020 Get XML Contract.zip** * **ATO CLNTCOMM.0001 2020 Get Rule Implementation.zip**   A number of interactive errors returned for the CLNTCOMM Get single and batch interactions have been added, updated or deleted.  Artefacts updated as a result are:   * **ATO CLNTCOMM.0001 2020 Message Repository.zip** * **ATO CLNTCOMM.0001 2020 Get Validation Rules.xlsx** * **ATO CLNTCOMM.0001 2020 Get Batch Validation Rules.xlsx**   **Section 3.2 Event Message Changes**  Detailed the interactive errors added, updated and deleted for the CLNTCOMM Get single and batch interactions.  **Section 4.2 Future Scope**   * Added a new item regarding potential updates to CLNTCOMM Get single and batch interactive errors. * Removed previously closed items. |
| 0.3 | 15.04.2021 | Draft update of the ATO CLNTCOMM 2020 Get interaction for April 2021 EVTE.  This release allows for batch message processing for the CLNTCOMM Get interaction. Existing message structure table and XML contract for single messages are applicable to batch messages, with separate validation rules for each message invocation type  **Section 1.4.2 Services**  **Updated:**   * Comments updated to include batch for the Get service interaction.   **Section 2 Package contents**  **New:**  Artefact added for the validation of batch messages for the CLNTCOMM Get interaction.   * **ATO CLNTCOMM.0001 2020 Get Batch Validation Rules.xlsx**   **Updated:**  Artefacts updated for validation of CLNTCOMM Get batch requests and for interactive errors returned from CLNTCOMM Get batch transactions.   * **ATO CLNTCOMM.0001 2020 Message Repository.zip** * **ATO CLNTCOMM.0001 2020 Get Rule Implementation.zip**   **Section 4.2 Future Scope**  **Updated:**   * Change #2 – This item is now closed. |
| 0.2 | 18.03.2021 | Draft update of the ATO CLNTCOMM 2020 List interaction for March 2021 EVTE.  This release allows for batch message request and response. The message structures and validation rules for single messages are applicable to batch messages.  **Section 2 Package contents**  **Updated:**  The following artefacts are updated to include ATO Online as a valid delivery channel and introduce new date validation checks.   * **ATO CLNTCOMM.0001 2020 List XML Contracts.zip** * **ATO CLNTCOMM.0001 2020 List Request Message Structure Table.xlsx** * **ATO CLNTCOMM.0001 2020 List Response Message Structure Table.xlsx** * **ATO CLNTCOMM.0001 2020 List Validation Rules.xlsx** * **ATO CLNTCOMM.0001 2020 List Rule Implementation.zip** * **ATO CLNTCOMM.0001 2020 Message Repository.zip**   **Section 4.2 Future Scope**  **Updated:**   * Change #1 – This item is now closed. * Change #2 – Proposed EVTE and Proposed PROD dates have been added. |
| 0.1 | 19.11.2020 | **Initial release. Draft for consultation.**  **High level synopsis between 2016 and 2020**   * Message format transitioned from JSON to XML. * Message design structures changed from context based to tuple based, and contracts have the latest ATO XML schema generation algorithm applied. * List: New business functionality allows additional search criteria and removal of pagination. Communication record fields are returned in name value pairs. * Get: SRP service introduced, and no business response provided. Note the attachment contains the communication record.   **New**   * **ATO CLNTCOMM.0001 2020 Message Repository.zip** * **ATO CLNTCOMM.0001 2020 List Request Message Structure Table.xlsx** * **ATO CLNTCOMM.0001 2020 List Response Message Structure Table.xlsx** * **ATO CLNTCOMM.0001 2020 List Validation Rules.xlsx** * **ATO CLNTCOMM.0001 2020 List XML Contracts.zip** * **ATO CLNTCOMM.0001 2020 List Rule Implementation.zip** * **ATO CLNTCOMM.0001 2020 Get Request Message Structure Table.xlsx** * **ATO CLNTCOMM.0001 2020 Get Validation Rules.xlsx** * **ATO CLNTCOMM.0001 2020 Get XML Contracts.zip** * **ATO CLNTCOMM.0001 2020 Get Rule Implementation.zip** |