

Revised Application Forms for Telephone Numbers – Form S18 for Reseller Identification Codes and Form S10 for Access Codes

**A consultation on a draft direction relating to changes to Telephone Number
Application Forms S18 and S10**

Issued: 24 June 2004

Closing date for responses: 26 July 2004

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The consultation

1. This document seeks comments on a draft direction relating to changes to specific application forms for Telephone Numbers – Form S18 for Reseller Identification (“RID”) Codes and Form S10 for Access Codes.
2. This document is being widely circulated, and comments are invited from any interested parties. The closing date for this consultation is 5pm on 26 Jul 2004. Any comments should be sent either in writing to:

Jonathan Dawson
Numbering Allocations and Database Manager
Numbering Unit
Office of Communications (Ofcom)
Riverside House
2a Southwark Bridge Road
London SE1 9HA

Tel: 020 7783 4169, Fax: 020 7783 4109
Or by email to Jonathan.Dawson@ofcom.org.uk

3. If possible please can responses be sent as email attachments, as this makes it easier to process them. If you have any queries about the issues raised in this consultation, or need guidance on the appropriate form of response, please contact us using the details above.
4. Also note that Ofcom is keen to make responding to consultations easy, and has published some consultation principles (see Annex 1) which it seeks to follow. If you have any comments or suggestions on how Ofcom conducts its consultations, please call our consultation helpdesk on 020 7981 3003.

Alternatively you can contact Philip Rutnam, Partner, Competition and Strategic Resources, who is Ofcom’s consultation champion, with any concerns or comments about consultation processes:

Philip Rutnam
Ofcom
Riverside House
2A Southwark Bridge Road
London SE1 9HA

Tel: 020 7981 3585, Fax: 020 7981 3333
Or by email to philip.rutnam@ofcom.org.uk

5. All comments will be treated as non-confidential and posted on Ofcom’s website unless respondents identify that part or all of the response is confidential and should not be disclosed.
6. Following the end of the consultation period, subject to representations received, Ofcom intends to publish a direction relating to changes to specific application forms for Telephone Numbers, namely Form S18 for RID Codes and Form S10 for Access Codes. It is anticipated that this statement will be published within three months of the end of the conclusion of this consultation.

Executive Summary

1. This consultation invites comments on a draft direction relating to changes to specific application forms for Telephone Numbers – Form S18 for RID Codes and Form S10 for Access Codes. The proposed direction would be made under paragraph 17. 9(a) of General Condition 17 of the General Conditions of Entitlement ‘Allocation, Adoption and Use of Telephone Numbers’.
2. Changes to the application form for RID Codes are required because of proposed changes in the use of RID Codes by the telecommunications (“telecoms”) industry. The additional data being requested should ensure that Ofcom allocates codes that are able to be used as required by the allocatee and which should help to ensure that they can compete effectively in the market for the reselling of Carrier Pre Selection (“CPS”).
3. Changes to the application form for Access Codes is required to ensure that allocates can apply for an Access Code from a range excluded from the list of Indirect Access (“IA”) Codes to which IA call barring is applied by Wholesale Line Rental (“WLR”) service providers. This means that end-users using one of these codes to obtain internet access over a line subject to WLR will be unaffected by WLR. The proposed change would help to ensure that allocates can compete effectively in the market for IA services.
4. This consultation is not seeking comments on changes in use of RID Codes by the telecoms industry, nor is it seeking comments on use of a specific range of codes that are not affected by WLR. These issues have been discussed with industry outside of this consultation.
5. A notification of the draft direction is at Annex 4. The period of time for responses to this consultation will be one month. The reason for the shorter consultation period than that set out in Ofcom’s consultation guidelines is that Ofcom believes the issue only affects applicants for these codes and is a fairly limited change to existing policy.

Section 1

Use of RID Codes and background on changes in their use

- 1.1 Ofcom assumed their functions under the Communications Act 2003 (the “Act”) on 29 December 2003. References in this document to Ofcom include references to the Director-General of Telecommunications where appropriate.
- 1.2 RID Codes are three character alphabetic codes used to identify the reseller when a reseller wishes to offer CPS via a wholesale carrier (known in this document as the CPS operator). RID Codes are also used in the provision of WLR when a WLR service provider wishes to transfer a particular line to WLR and retain the existing CPS arrangements on that line.
- 1.3 The telecoms industry is proposing a change in use of the RID Code because it has become apparent that in some situations where CPS is being set up, the end-user concerned does not know the name of the gaining CPS provider, despite the mandatory ‘notification of transfer’ letters from the gaining and losing providers. Sometimes this may be because the end-user has simply forgotten the name of the gaining CPS provider, but sometimes (more seriously) it may be because the end-user is unaware of or cannot recall having agreed to a CPS transfer. Whatever the cause, it has been found to be particularly frustrating for end-users not to be able to easily find out the name and contact details of the gaining CPS provider.
- 1.4 As a result of that problem and the consequential end-user complaints to BT and Ofcom, BT has already introduced an interim process under which a BT manager can give out the name of the CPS operator whilst explaining carefully to the end-user that that might not have been the actual CPS operator who sold CPS to the end-user (since a CPS reseller may have been involved). Whilst this process has helped to diffuse the immediate problem, it is clearly far from ideal for end-users who want to know the name of the CPS provider, not the CPS operator, and who do not want to be passed around between different companies.
- 1.5 The industry has therefore proposed, by means of the CPS Industry Groups, to implement a system whereby BT’s systems will recognise and record RID Codes against individual Calling Line Identifications (“CLI”) that are in the process of having CPS enabled. This will make it possible for an end-user in the process of having CPS enabled to (for example) call a free-to-caller telephone ‘hotline’ to find out the name and contact details of the CPS provider that has requested that CPS be set up on that end-user’s line.
- 1.6 The proposed additional information requested on the application form S18, both for the RID Code being applied for, and for any previously allocated RID Codes, is a brand name by which the CPS reseller will be known to end-users, and a contact telephone number and address associated with each brand name so that end-users can contact the CPS reseller. It is likely that the new system for the use of the RID Code proposed by the telecoms industry will involve BT rejecting any CPS order that either: (i) does not contain a RID Code or (ii), the RID Code on the order is one for which the additional information required on the revised application form has not been provided. The RID Code being applied, and

previously allocated RID Codes being used for new CPS orders, would therefore be useless to the allocate. The revised application form for RID codes will therefore allow Ofcom to allocate a RID Code that is able to be used in the way allocatees require (ie to enable a CPS order to be accepted by BT), thus helping to ensure that they can compete effectively in the market for the reselling of CPS services.

1.7 Resellers may obtain a RID Code by submitting a RID application form S18, to Ofcom. The revised application form for RID Codes – Form S18 – is set out in the Annex to the draft direction at Annex 4.

1.8 Ofcom will publish revised text on its website to advise potential RID Code applicants how RID Codes are used and why the industry is proposing to change how it uses RID Codes. The proposed text is set out in Annex 5, for reference.

Question 1:

Do you have any comments on Ofcom's revised application form for RID Codes – Form S18 (as set out in the Annex to the draft direction at Annex 4)?

Section 2

Access Codes and WLR

- 2.1 WLR is a product that BT is obliged to provide to other Communications Providers. It enables other Communications Providers to offer both line rental and calls to end-users over BT's local network. Once the line has been transferred to the WLR provider, that provider is not obliged to allow end-users to make calls using IA. WLR providers can prevent IA calls being made from the line using Indirect Access Call Barring ("IACB"). Therefore, if several Internet Service Providers ("ISP") are using IA Codes to provide internet access to end-users, there is a potential problem of end-users no longer being able to use dial-up internet access if they move their exchange line to a new WLR service provider.
- 2.2 To ensure that end-users who move their exchange line to a new WLR service provider do not have their dial-up internet access barred, Ofcom has set aside a range of 29 IA Codes specifically for internet traffic – codes 18601 to 18629 inclusive. This range is excluded from the list of IA Codes to which IA call barring is applied by WLR service providers. This means that end-users using one of these codes to obtain internet access will be unaffected by WLR.
- 2.3 This range was made available for applicants in February 2004. Applicants were advised at that time to request a code through the standard process with the submission of an S10 form, and to indicate in Section 6 (Service & Market) of the form that the IA code is for IA data access only. Ofcom also advised that amendments to Form S10 would be proposed to reflect that the application is for an IA data access only code.
- 2.4 The revised application form for Access Codes will ensure that the applicant applies for Access Codes from the appropriate range, which they can then allocate to end-users to be used to obtain internet access over a line subject to WLR. This should help to ensure that the applicant can compete effectively in the market for the reselling of IA services.
- 2.5 Communications Providers may obtain an appropriate Access Code for IA services by submitting an Access Code application form S10, to Ofcom. The revised application form for Access Codes – Form S10 – is set out in the Annex to the draft direction at Annex 4.

Question 2:

Do you have any comments on Ofcom's revised application form for Access Codes – Form S10 (as set out in the draft direction at Annex 4)?

Section 3

Changes to application forms S18 for RID Codes and S10 for Access Codes

S18 Form for RID Codes

- 3.1 The second and third paragraphs, which explain the use of RID Codes, have been updated to reflect the revised use of RID Codes by the telecoms industry.
- 3.2 Section 4 has been updated in order to request information on end-user facing brand name and the contact details associated with the brand name and RID Code. Section 4 has become Section 5 on the revised form.
- 3.3 Section 6 has been added to request the end-user facing brand name and contact details associated with the brand name and RID Code, for any RID Codes previously allocated before the revised form was introduced.
- 3.4 Section 5 has become Section 7 on the revised Form.

S10 Form for Access Codes

- 3.5 The guidance note in Section 5a. ii) has been updated to ensure that applicants select the Access Codes appropriately marked on Ofcom's website.
- 3.6 A new column has been added to the table in Section 5a entitled 'If applying for an Access Code in the range '18600-18629', confirm that the code will be used for data traffic only'. This will help ensure that applicants apply for a code from the appropriate range.
- 3.7 Other minor drafting changes have been made to each form.

Section 4

Draft Direction on revised application forms S18 for RID Codes and S10 for Access Codes

- 4.1 The effect of the draft direction included in this document will be to specify the revised application forms to be used to apply for RID Codes (Form S18) and Access Codes (Form S10) – a notification of the draft direction is at Annex 4.
- 4.2 Ofcom is satisfied that the draft revised application forms - S18 and S10 - are appropriate for use to apply for RID Codes and Access Codes, respectively, in that they specify the appropriate information that must be provided to determine the application for Telephone Numbers and ensure that the appropriate Telephone Number is allocated, and that the draft direction satisfies the tests set out in Section 49(2) of the Act, in that they are:
- objectively justifiable, in that they will ensure that Communications Providers apply for appropriate Telephone Numbers and are allocated Telephone Numbers which are appropriate for the proposed use to which the Telephone Numbers will be put, enabling Ofcom to fulfil its duty to ensure best use of numbering and enabling the Providers to compete in the relevant market;
 - non-discriminatory, in that all Communications Providers and resellers of CPS services affected by the direction will have to use the same forms and provide the same information;
 - proportionate, in that the application form only requests the minimum information necessary for Ofcom to make a decision on whether the applicant is eligible to be allocated Telephone Numbers, or to be allocated further Telephone Numbers, and for Ofcom to ensure that any Telephone Numbers allocated are able to be used for the specified purpose; and
 - transparent in that the draft direction, and its effect, have been set out in this consultation and will be set out in the forthcoming statement and determination.
- 4.3 In proposing the draft direction, Ofcom has considered its general duties in carrying out its functions as set out in Section 3 of the Act, in particular the requirement to further the interests of citizens in relation to communications matters and consumers in relevant markets, where appropriate by promoting competition. By making available the appropriate procedure for Communications Providers to request allocations of RID Codes and Access Codes, this will help to ensure that those Providers are able to provide services and thus compete in the relevant markets, to the benefit of consumers.
- 4.4 In proposing the draft Direction, Ofcom has also considered the Community obligations set out in Section 4 of the Act (see paragraph 2.16), in particular the requirement to promote competition in relation to the provision of Electronic Communications Networks and Services and to promote the interests of European citizens. As described above the proposals should help to ensure that

Communications Providers can compete in the relevant markets, having applied for, and been allocated appropriate Telephone Numbers, thus helping to ensure that end-users have as wide a choice as possible in terms of services and Communications Providers.

4.5 Comments are invited on the draft direction by 26/07/04.

Annex 1

Ofcom's consultation principles

How we will approach each formal consultation

There are seven principles which we will follow for each written consultation:

Before the consultation

A1.1 Where possible, we will hold informal talks with people and organisations before announcing a big consultation to find out whether we are thinking in the right direction. If we do not have enough time to do this, we will hold an open meeting to explain our proposals shortly after announcing the consultation.

During the consultation

A1.2 We will be clear about who we are consulting, why, on what questions and for how long.

A1.3 We will make the consultation document as short and simple as possible with a summary of no more than two pages. We will try to make it as easy as possible to give us a written response. If the consultation is complicated, we may provide a shortened version for smaller organisations or individuals who would otherwise not be able to spare the time to share their views.

A1.4 We will normally allow ten weeks for responses.

A1.5 There will be a person within Ofcom who will be in charge of making sure we follow our own guidelines and reach out to the largest number of people and organisations interested in the outcome of our decisions. This individual (who we call the consultation champion) will also be the main person to contact with views on the way we run our consultations.

A1.6 If we are not able to follow one of these principles, we will explain why. This may be because a particular issue is urgent. If we need to reduce the amount of time we have set aside for a consultation, we will let those concerned know beforehand that this is a 'red flag consultation' which needs their urgent attention.

After the consultation

A1.7 We will look at each response carefully and with an open mind. We will give reasons for our decisions and will give an account of how the views of those concerned helped shape those decisions.

We think it is important for everyone interested in an issue to see the views of others during a consultation. We would usually publish all the responses we have received on our website.

We would prefer people and organisations to give us views which they would be happy to see in public. But if those who have responded to a consultation tell us that some or all of their views must stay confidential, we will respect this.

We will also:

- list these seven principles in every consultation document that we publish;
- run a consultation helpdesk - to help organisations such as small businesses and end-user and community groups make their views heard in response to our consultations; and

keep a table on our website at www.ofcom.org.uk listing all current consultations, those recently closed and (as far as possible) those we are planning in the near future. The table will include a brief summary of each document.

Annex 2

Consultation response cover sheet

A2.1 In the interests of transparency, we will publish all consultation responses in full on our website, www.ofcom.org.uk, as soon as possible after the consultation period has ended, unless a respondent specifies that all or part of their response is confidential. We will also refer to the contents of a response when explaining our decision, unless we are asked not to.

A2.2 We have produced a cover sheet for responses (see below) and would be very grateful if you could send one with your response. This will speed up our processing of responses, and help to maintain confidentiality by allowing you to state very clearly what you don't want to be published. We will keep your completed cover sheets confidential.

A2.3 We strongly prefer to receive responses in the form of a Microsoft Word attachment to an email. Our website therefore includes an electronic copy of this cover sheet, which you can download from the 'Consultations' section of our website.

A2.4 Please put any confidential parts of your response in a separate annex to your response, so that they are clearly identified. This can include information such as your personal background and experience. If you want your name, contact details, or job title to remain confidential, please provide them in your cover sheet only so that we don't have to edit your response.

Cover sheet for response to an Ofcom consultation

BASIC DETAILS

Consultation title:

To (Ofcom contact):

Name of respondent:

Representing (self or organisation/s):

Address (if not received by email):

CONFIDENTIALITY

What do you want Ofcom to keep confidential?

Nothing

Name/contact details/
job title

Whole response

Organisation

Part of the response

If there is no separate annex, which parts?

If you want part of your response, your name or your organisation to be confidential, can Ofcom still publish a reference to the contents of your response (including, for any confidential parts, a general summary that does not disclose the specific information or enable you to be identified)?

Yes

No

DECLARATION

I confirm that the correspondence supplied with this cover sheet is a formal consultation response. It can be published in full on Ofcom's website, unless otherwise specified on this cover sheet. If I have sent my response by email, Ofcom can disregard any standard email text about not disclosing email contents and attachments.

Name

Signed (if hard copy)

Annex 3

Consultation questions

Question 1:

Do you have any comments on Ofcom's revised application form for RID Codes – Form S18 (as set out in the draft direction at Annex 4)?

Question 2:

Do you have any comments on Ofcom's revised application form for Access Codes – Form S10 (as set out in the draft direction at Annex 4)?

Annex 4

Notification of proposals under section 49(4) of the Act

Proposal for making a Direction under paragraph 17.9(a) of the Condition relating to revised application forms S18 for Reseller Identification Codes and S10 for Access Codes

1. The Office of Communications ('Ofcom') hereby makes the following proposal for a Direction to be given under paragraph 17.9(a) of the Condition (the "draft Direction").
2. The draft Direction is set out in the Schedule to this Notification.
3. The effect of the draft Direction is set out in the accompanying Consultation Document.
4. The reasons for making the proposal for the Direction are set out in the accompanying Consultation Document.
5. Representations may be made to the Ofcom about the proposed draft Direction by 26 July 2004.
6. A copy of this Notification have been sent to the Secretary of State in accordance with section 50(1)(a) of the Act.
7. Except as otherwise defined in this Notification, words or expressions used shall have the same meaning as they have been ascribed in the Act.
8. In this Notification –
 - (a) "Act" means the Communications Act 2003;
 - (b) "Condition" means General Condition 17 of the General Conditions of Entitlement set by the Director on 22 July 2003 pursuant to section 45 of the Act by way of publication of a Notification pursuant to section 48(1) of the Act;
 - (c) "Director" means the Director General of Telecommunications as appointed under section 1 of the Telecommunications Act 1984; and
 - (d) "OFCOM" means the Office of Communications.

Name: Caroline Wallace
Job Title: Competition Policy Director

Date: 21/06/04

Schedule

Draft Direction under paragraph 17.9(a) of the Condition

Whereas –

A. paragraph 17.9(a) of the Condition provides that when applying for an Allocation or reservation of Telephone Numbers, the Communications Provider shall use an appropriate application form as directed by the Director from time to time as he thinks fit;

B. by virtue of the Transitional Provisions, references to the Director in the General Condition 17 should be read as references to Ofcom.

C. for the reasons set out in the Statement accompanying this Direction OFCOM are satisfied that the application forms in the Annex to this Direction are appropriate for use by Communications Providers when applying for an Allocation or reservation of Telephone Numbers;

D. for the reasons set out in the Statement accompanying this Direction OFCOM are satisfied that this Direction is:

- objectively justifiable in relation to the networks, services, facilities, apparatus or directories to which it relates;
- not such as to discriminate unduly against particular persons or against a particular description of persons;
- proportionate to what it is intended to achieve; and
- in relation to what it is intended to achieve, transparent.

E. for the reasons set out in the Statement accompanying this Direction OFCOM are satisfied that they have acted in accordance with the relevant duties set out in Sections 3 and 4 of the Act;

F. a notification of a proposal to give this Direction was given under section 49(4) of the Act on [insert date of publication] (the 'Notification');

G. a copy of the Notification was sent to the Secretary of State in accordance with section 50(1)(b) of the Act;

H. in the Notification and accompanying consultation document OFCOM invited representations about any of the proposals therein by 26 July 2004;

I. by virtue of section 49(9) of the Act, OFCOM may give effect to the proposal set out in the Notification, with or without modification, only if -

- they have considered every representation about the proposal that is made to them within the period specified in the notification; and
- they have had regard to every international obligation of the United Kingdom (if any) which has been notified to them for this purpose by the Secretary of State;

J. OFCOM received responses to the Notification and have considered every such representation made to them within the period specified in the Notification and

accompanying consultation document and these representations are discussed in [Chapter X of the Statement accompanying this Direction]; and the Secretary of State has not notified OFCOM of any international obligation of the United Kingdom for this purpose;

Now, therefore, Ofcom, pursuant to paragraph 17.9(a) of the Condition, hereby direct that -

1. for the time being the application forms S18 and S10 in the Annex to this Direction shall be used by Communications Providers when applying for an Allocation or reservation of Reseller Identification Codes and Access Codes, respectively.
2. to the extent that the direction made under paragraph 17.9(a) of the Condition by the Director on 24 July 2003 (The “July Direction”) specifies the application forms S18 and S10 in the Annex to the July Direction to be used for applications for Reseller Identification Codes and Access Codes respectively, the July Direction shall cease to have effect.
3. In this Direction-
 - (a) “Act” means the Communications Act 2003;
 - (b) “Condition” means General Condition 17 of the General Conditions of Entitlement set by the Director on 22 July 2003 pursuant to section 45 of the Act by way of publication of a Notification pursuant to section 48(1) of the Act;
 - (c) “Director” means the Director-General of Telecommunications as appointed under section 1 of the Telecommunications Act 1984;
 - (d) “OFCOM” means the Office of Communications; and
 - (e) “Transitional Provisions” means sections 408 and 411 of the Act, the Communications Act 2003 (Commencement No.1) Order 2003 and the Office of Communications Act 2002 (Commencement No.3) and Communications Act 2003 (Commencement No 2) Order 2003.
4. Except in so far as the context otherwise requires, words or expressions shall have the meaning assigned to them. Otherwise, any word or expression shall have the same meaning as it has –
 - (i) in the National Telephone Numbering Plan published by the Director on 22 July 2003 pursuant to section 56 of the Act;
 - (ii) if, and only if, it has no meaning ascribed as mentioned in (i) above, and only if the context so permits, the Condition;
 - (iii) if, and only if, it has no meaning ascribed as mentioned in (i) and (ii) above, and only if the context so permits, in paragraph 1 of Part 1 of the Schedule to the Notification published by the Director on 22 July 2003 under section 48(1) of the Act; and
 - (iv) if, and only if, it has no meaning ascribed as mentioned in (i), (ii) and (iii) above, and only if the context so permits, in the Act.

5. The Interpretation Act 1978 shall apply as if this Direction were an Act of Parliament.
6. Headings and titles shall be disregarded.
7. This direction takes effect on the date it is published.

[Signed]

Annex to Direction

Form S18



RESELLER IDENTIFICATION (“RID”) CODE APPLICATION

Reseller Identification (“RID”) Codes are three character alphabetic codes that are used to provide information to the Communications Providers and End-users about which person is providing Carrier Pre-Selection (“CPS”) to End-users.

The RID will be included in the electronic order for Carrier Pre-Selection.

RIDs are allocated from the range ‘AAB’ to ‘ZZZ’ (i.e. there are 17,575 combinations).

Definitions and Interpretation:

1. In this application form –
 - (i) “Act” means the Communications Act 2003;
 - (ii) “Director” means the Director-General of Telecommunications as appointed under section 1 of the Telecommunications Act 1984; and
 - (iii) “OFCOM” means the Office of Communications.

2. Except in so far as the context otherwise requires, words or expressions shall have the meaning assigned to them. Otherwise, any word or expression shall have the same meaning as it has –
 - (iv) in the National Telephone Numbering Plan published by the Director on 22nd July 2003 pursuant to section 56 of the Communications Act 2003 (the ‘Act’);
 - (v) if, and only if, it has no meaning ascribed as mentioned in (i) above, and only if the context so permits, in General Condition 17 (entitled ‘Allocation, Adoption and Use of Telephone Numbers’) in Part 2 of the Schedule to the Notification published by the Director on 22nd July 2003 under section 48(1) of the Act;
 - (vi) if, and only if, it has no meaning ascribed as mentioned in (i) and (ii) above, and only if the context so permits, in paragraph 1 of Part 1 of the Schedule to the Notification published by the Director on 22nd July 2003 under section 48(1) of the Act; and
 - (vii) if, and only if, it has no meaning ascribed as mentioned in (i), (ii) and (iii) above, and only if the context so permits, in the Act.

3. The Interpretation Act 1978 shall apply as if this Application Form were an Act of Parliament.

(Applicants should ensure that all sections have been completed where relevant – incomplete Application Forms may not be processed within the 3-week deadline).

S18

1. <u>Your reference (optional):</u>	
2. <u>Applicant details and date of application:</u> Your name, company name, address, direct telephone, direct fax, direct e-mail, mobile. <i>(Where you are acting on behalf of a Communications Provider (eg a consultant, solicitor, etc), and if you have not previously supplied one, you should enclose a letter from that Communications Provider confirming that you are authorised to represent it).</i>	<u>Date of application:</u>
3. <u>Communications Provider details:</u> If different from 2. above (eg where you are a consultant, solicitor, etc), provide the name and address of the Communications Provider on behalf of whom you are applying for Telephone Numbers.	
4. <u>End-user brand name and contact details for the Reseller Identification Code for which you are applying</u> Would you provide the following information for each Reseller Identification Code for which you are applying: a) the brand name facing the End-user to be associated with the Reseller Identification Code (NB. the brand name for each individual code should be different); and b) contact details to be associated with the brand name specified in accordance with paragraph 4(a) above comprising, where applicable, the following – i) telephone number; and ii) postal address. (NB. The above information will appear next to the Reseller Identification Code(s) on the Ofcom web site).	

<p>5. <u>Adoption of existing Telephone Numbers – Reseller Identification Codes:</u></p> <p>Consistent with its duty in the Communications Act 2003 to secure best use of numbers, Ofcom requires a justification for applying for further numbering capacity.</p> <p>Therefore:</p> <ul style="list-style-type: none">a) provide details of any Reseller Identification Codes you have been allocated to date; andb) provide a justification for why a further Reseller Identification Code is required.	
<p>6. <u>End-user brand name and contact details for existing Reseller Identification Codes:</u></p> <p>With regard to your existing Reseller Identification Codes (if any), and where you have not previously supplied it, would you provide the following information:</p> <ul style="list-style-type: none">a) the brand name facing the End-user associated with any Reseller Identification Codes you have been allocated to date (NB. the brand name for each individual code should be different);a) contact details to be associated with each brand name specified in accordance with paragraph 6(a) above comprising, where applicable the following -<ul style="list-style-type: none">i) telephone number; andii) postal address. <p>(NB. This information will appear next to the Reseller Identification Code on the Ofcom web site).</p>	
<p>7. <u>Other Telephone Numbers:</u></p> <p>Would you confirm:</p> <ul style="list-style-type: none">a) whether your company has previously been allocated any types of Telephone Numbers by Ofcom; and if sob) which types of Telephone Numbering has your company been allocated by Ofcom eg. Geographic, Premium Rate Service numbers, etc.	

(You should e-mail this application form to numbering.applications@ofcom.org.uk)

Annex to Direction

Form S10



ACCESS CODE APPLICATION

This form should be used to apply for 'Type B' Access Codes only.

Type B Access Codes are commonly used for:

- (i) Directory Enquiry Facilities (6-digit codes of the format 118XXX) – codes used by callers to access services available from their own provider of Public Electronic Communication Networks or from that of another; and
- (ii) Indirect Access ("IDA") (5-digit codes of the format 1XXXX) - codes used by the End-users of one provider of a Public Electronic Communication Network to have selected calls connected by another.

NB. If you are applying for Access Codes for Directory Enquiry Facilities (ie. 118XXX codes) on behalf of a sub-allocatee(s), you MUST enclose a signed, letter-headed 'statement of intent' from each sub-allocatee you are representing.

Ofcom has also set aside two specific types of Access Codes – Type A and Type C:

Type A – to allow directly connected End-users access to services recognised as having such widely understood significance that they may be used throughout the United Kingdom by all providers of Public Electronic Communication Networks offering equivalent services (whether directly or through the agency of another), and will not be used by anyone for any other service e.g. 100 – operator assistance, 123 – speaking clock, etc. and

Type C – for independent use by providers of Public Electronic Communication Networks to allow directly connected end-users and employees access to services, other than services covered by Type A and Type B access codes.

Providers of Public Electronic Communication Networks should inform Ofcom in writing as and when they use Type A and Type C Access Codes, and provide details of the service.

1. In this application form -

- (i) "Act" means the Communications Act 2003;
- (ii) "Director" means the Director-General of Telecommunications as appointed under section 1 of the Telecommunications Act 1984;
- (iii) "OFCOM" means the Office of Communications; and

- (iv) “Wholesale Line Rental” shall have the same meaning as in Part 1 of Schedule 1 to the Notification published by the Director on 27 November 2003 pursuant to section 48(1) and section 79 of the Act relating to the identification of certain fixed narrowband wholesale exchange, call origination, conveyance and transit markets.
2. Except in so far as the context otherwise requires, words or expressions shall have the meaning assigned to them in paragraph 1 above. Otherwise, any word or expression shall have the same meaning as it has –
- (i) in the National Telephone Numbering Plan published by the Director on 22nd July 2003 pursuant to section 56 of the Communications Act 2003 (the ‘Act’);
 - (ii) if, and only if, it has no meaning ascribed as mentioned in (i) above, and only if the context so permits, in General Condition 17 (entitled ‘Allocation, Adoption and Use of Telephone Numbers’) in Part 2 of the Schedule to the Notification published by the Director on 22nd July 2003 under section 48(1) of the Act;
 - (iii) if, and only if, it has no meaning ascribed as mentioned in (i) and (ii) above, and only if the context so permits, in paragraph 1 of Part 1 of the Schedule to the Notification published by the Director on 22nd July 2003 under section 48(1) of the Act; and
 - (iv) if, and only if, it has no meaning ascribed as mentioned in (i), (ii) and (iii) above, and only if the context so permits, in the Act.
3. The Interpretation Act 1978 shall apply as if this Application Form were an Act of Parliament.

(Applicants should ensure that all sections have been completed where relevant – incomplete Application Forms may not be processed within the 3-week deadline).

S10

<p>1. <u>Your reference (optional):</u></p>	
<p>2. <u>Applicant details and date of application:</u></p> <p>Your name, company name, address, direct telephone, direct fax, direct e-mail, mobile.</p> <p><i>(Where you are acting on behalf of a Communications Provider (eg a consultant, solicitor, etc), and if you have not previously supplied one, you should enclose a letter from that Communications Provider confirming that you are authorised to represent it).</i></p>	<p><u>Date of application:</u></p>
<p>3. <u>Communications Provider details:</u></p> <p>If different from 2. above (eg where you are a consultant, solicitor, etc), provide the name and address of the Communications Provider on behalf of whom you are applying for Telephone Numbers.</p>	
<p>4. <u>Declaration of ‘Public Electronic Communications Network’ or ‘Public Electronic Communications Service’</u></p> <p>The information requested in Annex A helps Ofcom to assess your eligibility to be Allocated Telephone Numbers.</p> <p>If you are a provider of a Public Electronic Communications Network:</p> <p>confirm whether you have previously supplied the information requested in Annex A (or information equivalent to it), to Ofcom’s Numbering Unit; or</p> <p>if not, you <u>must</u> complete in full all relevant questions in Annex A and submit it along with the form.</p> <p>If you have previously supplied the information in Annex A, then move onto the next question – you do not need to submit Annex A with this form.</p> <p>If you are a provider of Public Electronic Communications Services:</p> <p>You MUST complete all relevant questions in Annex A each time you apply for Telephone Numbers and submit it with this form.</p>	<p><i>(For providers of Public Electronic Communications Networks, please ensure you <u>have</u> previously supplied the information requested, before you confirm this – your application may be rejected if this is not the case).</i></p>

5a. Telephone Numbers required - Access Code(s) for Indirect Access services:

The table below should be used only when applying for Access Codes for Indirect Access services. When completing the table below, you should:

- i) give a 1st, 2nd and 3rd choice for each Access Code required in case the code you have applied for is not available at the time the application is processed;
- ii) select only those codes listed as Type 'B', and which are shown as 'Free' or 'Free for Indirect Access data only', as appropriate, in the 'Status' column, and of the format '1XXXX'; and
- iii) apply for a maximum of 3 Access Codes on this Application Form. A new Form S10 should be completed for further codes for Indirect Access.

	Choice of Access Code (5-digit format ie. 1XXXX)	Is this Access Code to be used in conjunction with the British Telecommunications plc ("BT") Standard Interconnection Service known as Indirect Access?	¹ State the set-up of the code on the switch – either: Calling Line Identification ('CLI') - 1 stage or Personal Identification Number ('PIN') - 2 stage or Both CLI & PIN	If applying for an Access Code in the range '18600-18629', confirm that the code will be used for data traffic only (NB. codes outside of this range may be subject to Indirect Access call barring by providers of Wholesale Line Rental)	What is the name and the National Signalling Point Code of the switch where the Access Code will be set-up?	Is this your own company's switch, or that of another Public Electronic Communications Network Provider (please state name)?	Planned 'In-Service' Date (applications should not be submitted more than 6 months prior to in-service date)	
e.g. 1 st Code	1 st Choice	18629	Yes	CLI	data only	London 1, 12630	Yes, own switch	mid Oct 2004
	2 nd Choice	18627	Yes	CLI	data only	London 1, 12630	Yes, own switch	mid Oct 2004
	3 rd Choice	18621	Yes	CLI	data only	London 1, 12630	Yes, own switch	mid Oct 2004
e.g. 2 nd Code	1 st Choice	14377	Yes	PIN		Leeds 2, 12625	No, J Bloggs Telecom	beg. Dec 2004
	2 nd Choice	16042	Yes	PIN		Leeds 2, 12625	No, J Bloggs Telecom	beg. Dec 2004
	3 rd Choice	18182	Yes	PIN		Leeds 2, 12625	No, J Bloggs Telecom	beg. Dec 2004
1 st Code	1 st Choice							
	2 nd Choice							
	3 rd Choice							
2 nd Code	1 st Choice							
	2 nd Choice							
	3 rd Choice							
3 rd Code	1 st Choice							
	2 nd Choice							
	3 rd Choice							

¹ Please note that the type of set-up (and whether the code is for data services only), will be shown on the 'Notification of Allocation' from Ofcom. The provider of Public Electronic Communications Network with whom you Interconnect will set-up the code **only** as stated. If you wish to change the type of set-up, you must seek permission from Ofcom and provide a suitable justification. If Ofcom agrees to the change of set-up, a new Notification of Allocation will be issued.

5b. Telephone Numbers required – Access Codes for Directory Enquiry Facilities - 118XXX - Access Code(s):

The table below should be used only when applying for codes for Directory Enquiry Facilities. When completing the table below, you should:

- i) give a 1st, 2nd and 3rd choice for each Access Code required in case the code you have applied for is not available at the time the application is processed;
- ii) select only those codes listed as Type ‘B’, and which are shown as ‘Free’ in the ‘Status’ column, and of the format ‘118XXX’; and
- iii) apply for a maximum of 3 DQ codes designated for Directory Enquiry Facilities on this Application Form. A new S10 Form should be completed for further 118XXX codes required.

		Choices of 118XXX DQ Code:	Name of sub-allocatee ² providing the Directory Enquiry Facility (where relevant)	Trading Name of Company (if different from Company Name):	Name of Directory Enquiry Facility to be Provided:	³ Description of Directory Enquiry Facility to be Provided behind 118XXX Code (must be in accordance with definitions for NDQ and/or IDQ): (eg. Full National in English, IDQ for France in English, etc.)	Confirmation that this service will offer the caller the number requested if available from the database (YES/NO):	Planned ‘In-Service’ Date (applications should not be submitted more than 6 months prior to in-service date)
e.g. 1 st DQ Code	1 st Choice	118888	Zebra Telecom Ltd	Stripes ‘R’ Us	Find Friends in France	IDQ English language service providing numbers in Europe.	YES	December 2004
	2 nd Choice	118765						
	3 rd Choice	118567						
1 st DQ Code	1 st Choice							
	2 nd Choice							
	3 rd Choice							
2 nd DQ Code	1 st Choice							
	2 nd Choice							
	3 rd Choice							
3 rd DQ Code	1 st Choice							
	2 nd Choice							
	3 rd Choice							

² If you are applying for 118XXX codes on behalf of a sub-allocatee(s), you MUST enclose a signed, letter-headed serious ‘statement of intent’ from each sub-allocatee you are representing.

³ Description of Directory Enquiry Facility must be sufficiently different from that of any code you have previously been allocated or from any others you are currently applying for – Ofcom will not allocate more than one code for the same type of service for the same provider. Also, the description should be worded in a way that is clear and conforms to either the National or International Directory Enquiry Facility or a combination of both. NB. The description you provide will be published on Ofcom’s website – you may wish to ensure that the description does not contain commercially confidential information.

6. Service and Market:

For each of the Access Codes applied for in 5a. above, give a brief description of the type of Public Electronic Communications Service for which the Access Codes will be Adopted, and the market to be served by the service. You do not need to answer this question for any Access Codes applied for in Section 5b.

7. Adoption of existing Telephone Numbers:

For each type of Access Code applied for above, you should provide details, in the table below, of any other Access Codes that you have been allocated to date where:

for Indirect Access Codes – the set-up and is the same; or
for codes designated for Directory Enquiry Facilities – the service and provider is the same

- consistent with its duty in the Communications Act 2003 to secure best use of numbers Ofcom requires a justification for applying for further numbering capacity where there may be non-utilised numbers or a duplication of set-up (Indirect Access Codes) or same service and provider (Directory Enquiry Facilities).

Existing Type B Access Codes: (1XX, 1XXX, 1XXXX format) or DQ codes – (118XXX format).	State the set-up of the Code on the switch – either: Personal Identification Number (1 stage) or Calling Line Identification (2 stage) or PIN & CLI (Indirect Access codes ONLY)	Is this Access Code used in conjunction with the BT Standard Interconnection Service known as Indirect Access, or for another service (please state the type of service)? (Indirect Access Codes ONLY)	What is the name and the National Signalling Point Code of the switch where the Access Code is set up? (Indirect Access Codes ONLY)	Is this your own company’s switch, or that of another Public Electronic Communications Network Provider (please state name)? (Indirect Access Codes ONLY)
1251	PIN	Yes, Indirect Access	London2, 12680	Yes, own switch
12494	CLI	Yes, Indirect Access	Leeds3, 12627	Yes, own Switch

(You should e-mail this application form to numbering.applications@ofcom.org.uk)

Form S10 - Annex A

A1. Confirmation of Status:

Ofcom generally only Allocates Telephone Numbers to providers of Public Electronic Communications Networks.

Ofcom may also Allocate numbers, where number resource implications do not preclude allocation, to providers of a Public Electronic Communications Service. Ofcom would also normally expect to see that the provider has arrangements in place for its service to be carried over a network, and, where appropriate, would usually expect the provider to have taken reasonable steps to seek a sub-allocation of Telephone Numbers of the type applied for prior to making the application.

Providers of Public Electronic Communications Networks

It is not Ofcom's intention for a Communications Provider to be assessed more than once to determine whether or not it is a provider of a Public Electronic Communications Network.

Therefore, please now complete question A4. If you have answered 'yes' to question A4(a), you do not need to answer questions A1 (a) and (b) below.

If you have not registered i.e. you have answered no to question A4 (a), Ofcom needs certain information from you in order to determine whether or not you are a provider of a Public Electronic Communications Network.

Please provide details of:

- a) the Electronic Communications Network on which the Telephone Numbers applied for are intended to be Adopted;

(a diagram may be useful to assist Ofcom in assessing your eligibility for Telephone Numbers)

- b) the Electronic Communications Service which you are intending to provide over that network.

Providers of Public Electronic Communications Services

In order to determine whether or not you are a provider of a Public Electronic Communications Service, Ofcom needs certain information from you. Please provide details of:

- c) the Electronic Communications Service which you are intending to provide with the Telephone Numbers applied for. Please also provide details of the network on which the numbers you are applying for will be Adopted.

<p><u>A2. Applications from providers of Public Electronic Communications Services</u></p> <p>If you are applying for Telephone Numbers as a provider of Public Electronic Communications Services, where appropriate Ofcom would usually expect your company to have already taken reasonable steps to obtain a sub-allocation of Telephone Numbers of the type you are applying for from a provider of a Public Electronic Communications Network.</p> <p>a) Have you taken steps to obtain a sub-allocation of Telephone Numbers of the type for which you are applying? If not, would you please provide a justification for that; and</p> <p>b) If you have taken steps, would you provide a brief explanation of the steps you have taken, and state why did you not obtain a sub-allocation?</p>	
<p><u>A3. Interconnection arrangements</u></p> <p>Describe your Interconnection arrangements (or those of the provider of a Public Electronic Communications Network on whose network the Telephone Numbers applied for would be Adopted), if any, with other Communications Providers – a simple network diagram may be useful.</p>	
<p><u>A4. Register of providers of Public Electronic Communication Networks</u></p> <p>Ofcom maintains a voluntary register of providers of Public Electronic Communications Networks.</p> <p>a) Is your company listed on this register?</p> <p>b) If so, under which name is your company registered?</p> <p>c) If different from b), what is the ‘trading name’ under which your company will sub-allocate the Telephone Numbers applied for in this application?</p>	

(You should e-mail this application form to numbering.applications@ofcom.org.uk)

Annex 5

Proposed revised text on Ofcom web site about RID codes

Reseller Identification (“RID”) Codes

1. RID Codes are three character alphabetic codes that are used to identify the reseller when a reseller wishes to offer carrier pre-selection (“CPS”) via a wholesale carrier (also known as a ‘CPS operator’). RIDs are also used in the provision of wholesale line rental (WLR) when a WLR service provider wishes to transfer a particular line to WLR and retain the existing CPS arrangements on that line.
2. Ofcom will issue a RID to any reseller requesting one by means of a RID application form. There is a list of allocated RIDs in a spreadsheet on Ofcom’s web site at http://www.ofcom.org.uk/licensing_numbering/numbers/numbers_administered/rid.xls

Previous use of RIDs for CPS

3. The previous way in which RIDs were used is as follows:
 - BT’s systems did not recognise RIDs, nor was the RID recorded against individual CPS end-users.
 - A RID was not mandatory for resellers wishing to offer CPS. The CPS processes supported the provisioning of CPS via resellers without the use of the RID. However some CPS operators may have requested that their resellers obtain a RID for administrative purposes internal to the CPS operator.
 - The RID was able to be quoted in the CPS order number submitted by the CPS operator to BT Wholesale, providing the rules below were observed, and would not cause BT to reject the CPS order.
 - BT would accept the RID embedded in the CPS order number. However, BT’s systems did not specifically recognise and record the RID against individual end-users’ Calling Line Identifications (“CLI”).
 - The first three digits of the 11 digit order number had to be the Communications Provider Identification (“CUPID”) Codes. The remaining 8 digits could be alpha/numeric except that the letter O would not be accepted as an alpha character. All alpha characters had to be in upper case.
 - If a reseller wished to change from one CPS operator to another for wholesale conveyance, then an electronic order was still required to be sent to BT for each CLI by the appropriate CPS Operator. A standard CPS set-up charge would apply to each CLI.

- End-users who contacted BT with a query about CPS would have simply been directed to their 'alternative service provider', rather than being directed to either their CPS operator or reseller by name. If however the end-user did not know the name of their CPS provider, then the BT supervisor would have directed the end-user to the CPS operator (with a suitable explanation to the end-user that it may not have been the CPS Operator who sold them CPS, but that it would be a service provider who would have an agreement with that CPS Operator for the service provider to resell CPS to the end-user).

Use of RIDs for WLR

4. Service Provider Identity codes (“SPID”) are three numerical IDs that are used by BT to identify service providers using the Wholesale Line Rental (aka Wholesale Access) products (including Calls & Access). They have associated with them three character alphabetic abbreviations of the service provider trading name e.g. AB Telecom may be ABT.
5. BT (not Ofcom) allocates SPIDs to WLR service providers during the WLR service establishment process. Queries about SPIDs should be directed to the service provider’s BT Commercial Manager.
6. An important part of the Wholesale Line Rental – Phase 2 product is ‘CPS Retain’ functionality which allows lines transferring to retain pre-existing CPS arrangements. This can only be done if the CPS provider is the same entity now transferring the line. BT’s CPS Gateway will notify the current CPS operator of pending (and actual) CPS Retain orders, so that the CPS operator can be fully informed as to what is happening to the lines on which it provides CPS. Within this notification will be the RID of the WLR service provider initiating the CPS Retain order. The CPS operator will be able to look on Ofcom’s web site to work out which reseller uses this code, and by checking their own records identify if the CPS Retain order is valid or not.
7. Since BT identifies WLR2 service providers by SPID rather than RID, BT must translate the SPID to the appropriate RID in order to send the correct information in the CPS Retain notifications. All WLR2 service providers have therefore previously been asked to inform BT of their SPID-to-RID mapping (if they intend to use CPS Retain). If the service provider does not provide this information to BT, then no translation is possible and a dummy RID of “AAA” is used in the CPS Retain notification to the CPS operator. If WLR2 service providers require more information about SPIDs or wish to update their SPID-to-RID relationship, they should contact their BT Commercial Manager.

Revised use of RIDs

8. The way RIDs are used for WLR is not currently proposed to change.
9. However, in relation to CPS, the telecoms industry is proposing a change in use of the RID code because it has become apparent that in some situations where CPS is being set up, the end-user concerned does not know the name of the gaining CPS provider, despite the mandatory ‘notification of transfer’ letters from the gaining and losing providers. Sometimes this may be because the end-user has simply forgotten the name of the gaining CPS provider, but sometimes

(more seriously) it may be because the end-user is unaware of or cannot recall having agreed to a CPS transfer. Whatever the cause, it has been found to be particularly frustrating for end-users not to be able to easily find out the name and contact details of the gaining CPS provider. (It should be noted that the initial sales process and the mandatory notification letters should be the primary means by which the end-user is informed of who is initiating the CPS transfer. The functionality set out here should only be necessary where for some reason these processes have not functioned correctly.)

10. As a result of that problem and the consequential end-user complaints to BT and Ofcom, BT has already introduced an interim process under which a BT manager can give out the name of the CPS operator whilst explaining carefully to the end-user that that might not have been the actual CPS provider (since a CPS reseller may have actually sold CPS to the end-user). Whilst this process has helped to diffuse the immediate problem, it is clearly far from ideal for end-users who want to know the name of the CPS provider, not the CPS operator, and who do not want to be passed around between different companies.
11. The industry has therefore proposed, by means of the CPS Industry Groups, to implement a system whereby, at a future date (to be determined following completion of a feasibility study by BT and to be announced via the CPS Commercial Group) BT's systems will recognise and record RIDs against individual CLIs that are in the process of having CPS enabled. This will make it possible (for example) for a end-user in the process of having CPS enabled to call a free-to-caller telephone 'hotline' (likely to be run by BT Wholesale) to find out the name and contact details of the CPS provider that has requested that CPS be set up on that end-user's line. The telephone number for the hotline will be included in the losing provider's notification letter. The hotline is intended for the use of end-users only and must not be used by any company as a marketing tool.
12. The development of this functionality has the following implications for CPS providers (whether CPS operators or CPS resellers):
 - Each CPS provider now requires a separate RID for each 'brand name' facing the end-user it uses to sell CPS. This includes CPS operators who sell directly to end-users.
 - A CPS provider is able to obtain more than one RID if necessary, if it sells to end-users under several different brand names. However, the CPS provider will have to justify each request for an additional RID.
 - From the agreed implementation date (still to be determined), it will be mandatory for each CPS set-up order to contain an authentic, Ofcom-allocated RID (details of the brand name facing the end-user and contact details **must** have been provided). Set-up orders without this information will be rejected. From the agreed implementation date, resellers should not start submitting CPS orders using a particular RID until it is on the official list of RIDs on Ofcom's web site with the brand name facing the end-user and contact details available alongside.
 - To obtain a RID, the CPS provider will need to provide Ofcom with the information shown in revised S18 RID Application Form (in particular, the brand name facing the end-user and contact details suitable for providing to

end-users for example via a hotline). Holders of existing RIDs prior to the introduction of the revised S18 RID Application Form will have been contacted and asked to supply the brand name facing the end-user and contact details, which was not previously required on the S18 RID Application Form.