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Reseller identity (RID) – mandatory use in CPS and WLR orders and backfill of existing databases

1. As of 24 April 2006, all providers of CPS and WLR will require a valid and active reseller identity (RID) code. From this date, a RID will be required for all the order types placed on the WLR Gateway and CPS Service Provider Gateway as set out in paragraphs 2 and 3 respectively. A RID will be required by all providers offering CPS and WLR even if they already have a CPSO ID 8xxx code or a Service Provider ID.
2. For WLR order types, a valid and active RID is required for:
 - New Provide;
 - Standard Transfer;
 - Like-for-like transfer;
 - Conversion; and
 - Remote Call Forwarding when a new presence is required only.
3. For CPS order types, a valid and active RID is required for:
 - Set-up;
 - WLR set-up; and
 - Renumber set-up
4. This change is necessary to:
 - reflect the reality that a large proportion of direct end-user contact is performed by resellers and service providers rather than operators;
 - enable full implementation of the Cancel Other Direction;
 - enable identification of the companies that have placed orders;

- support the bulk migration functionality; and
- enable Openreach engineers to be aware of the identity of the end-user's reseller.

Background

5. The need for this change has been highlighted in a number of Ofcom documents, including:
 - the consultation document (24 June 2004) and final statement (23 September 2004) on Revised application forms for telephone numbers (http://www.ofcom.org.uk/consult/condocs/rid_ac2/);
 - the information on Ofcom's website regarding RIDs (http://www.ofcom.org.uk/telecoms/ioi/numbers/numbers_administered/#rid);
 - the final statement (21 January 2005) on BT's use of Cancel Other (<http://www.ofcom.org.uk/consult/condocs/cancel-other/codir/codir.pdf>); and
 - the briefing regarding the implementation of the Cancel Other direction circulated to all CPSOs, WLR providers and service providers in February 2005.

“Backfill” of RIDs

6. In addition to all providers of CPS and WLR being required to have RIDs for the purpose of placing orders for CPS and WLR, there is also a need to “backfill” Openreach's and Wholesale systems for existing lines. The purpose of this “backfill” operation is to ensure that the correct information is stored within the Openreach and Wholesale systems for lines that either already have CPS and / or WLR applied.

How to apply for a RID

7. If your company does not yet have a RID, you will need to apply for one from Ofcom's Numbering Unit. Details on RIDs can be found at http://www.ofcom.org.uk/telecoms/ioi/numbers/numbers_administered/#rid.
8. Please e-mail numbering.applications@ofcom.org.uk to request the S18 RID application form should you need to do so.

Timetable

9. Ofcom aims to process RID applications within three weeks. To ensure, as far as possible, the timely process of RID applications, therefore, Ofcom needs to receive any such requests by 31 March 2006. The full timetable, including backfill dates, is as follows:
 - 31 March 2006 – last date for applying to Ofcom for a RID to ensure that Ofcom can process the application pre-24 April;

- 24 April 2006 – from this date all orders placed on the WLR Service Provider Gateway (see paragraph 2) and CPS Gateway (see paragraph 3) will require a RID to be entered in a mandatory field;
- Early-May 2006 – Openreach will contact all WLR SPs to agree approach to backfill and Wholesale will contact CPSOs to determine interest for backfill;
- Late-May 2006 – Backfill operation starts; and
- August 2006 – Backfill operation completed.

Next steps

10. Please distribute this within your own organisation as necessary to ensure that all relevant staff are aware of the new processes. Also, please distribute to any downstream partners, resellers, etc. that your company may have relationships with.
11. If you require any further information or guidance, please contact Michael Galvin on 020 7783 4158 or me.

Yours sincerely

A handwritten signature in black ink, reading "Chris Rowsell", written over a horizontal line.

Chris Rowsell