



WHAT IS A RID CODE?

'Reseller Identification Code' (RID code) means a three-character alphabetic (e.g. XXX) Administrative Code that is used to identify a reseller of fixed line and broadband services.

RID Codes can be requested by applying on line from our Numbering Management System (NMS) located on our website [here](#) Please Note, NMS works best if you are using Internet Explorer or Safari, other browsers may not allow you to complete the application.

The process is broken down into 4 easy sections: a) **Initial registration** - adding your Company data; b) **CP Data** – adding internal contact details c) **RID Request** - applying for the code; and d) **Confirmation of Allocation** – printing/saving your allocation notification.

Please follow these basic instructions in full: **Please note: your application is NOT complete until you have reached guidance point # 24; this is when you have successfully requested a Rid Code.**

A) Initial Registration:

1. Click on **New CP Registration**;
2. Create your own User ID (this should be between 8-10 characters);
3. Enter your contact email address and security code as prompted on the screen – Click the submit button – you will get a message to say that it was successful - now **LOG OUT**;
4. You will then receive an email with your temporary password. Once in receipt of this password you will need to access the NMS home page and log in using your username and the temporary password provided **Please Make a note of your username & password for future logins**);
5. Once logged in please ensure you change your password to something more personal. You should note the password needs to be between 8-10 characters in length, and should include a capital letter and special character such as: * or \$ it must also include a numerical digit;
6. After a successful password change, click on **TO HOME PAGE**
7. You will go through to a screen called **CP data**;
8. Enter all the information at the top of the screen – Please ensure you input all the correct information including **your full official company name (include Ltd or Plc if applicable)**.

YOUR APPLICATION WILL BE DENIED IF THIS INFORMATION IS NOT CORRECT.

CP Data

CP Information:

CP Legal Entity: Company
 CP Name: Hello Ltd
 Trading Name: Hello 123
 Company Registration #: 12345678
 Nature of Business: Telecoms
 Country of Incorporation: United Kingdom
 Incorporation/Commencement Date:

Registered Office:

Street Address 1: 1 Two Street
 Street Address 2:
 Street Address 3:
 City: London
 Postcode: SG1 2SG
 Country: United Kingdom
 Telephone Number: 020 1234 5678
 Email Address: info@hello.test.uk
 Website:

UK Address & Contact info:

Street Address 1:
 Street Address 2:
 Street Address 3:
 City:
 Postcode:
 Telephone Number:
 Email Address:
 Website:

Form/Type: RID
 CP ID:
 CP Status:
 Processing Status:
 Processing Status Date:
 New CP Contact Name: Mr John Hello
 New CP Contact Number: 020 1234 5678

Numbering Representative:

Internal Numbering: Title: Forename:
External Numbering: Title: Forename:
Billing Representative: Title: Forename:

Callouts:

- Please state whether you are a Company, Individual or unincorporated entity
- If you are a company, ensure company registration number is completed and the name is exactly as detailed on companies house
- CP Name means the name of the reseller – If you are an unincorporated entity you need to put your company name here.
- Whatever name you put in CP Name should be the name that your Carrier Partner and Customers will recognise you as.
- TRADING NAME is if you trade as something different i.e. Marks and Spencer Plc is the registered name and M&S is the trading name
- Form/Type – Input Reseller
- CP contact name and number is the person in the company who Ofcom will contact regarding your application – this might be you!

9. **Date of incorporation** – this should be in format **DD/MM/YYYY**
10. In **FORM/TYPE** input: reseller (this is next to CP name on the right hand side);
11. **CP contact name and number** (see example above)
12. **UK Address & Contact** info only needs to be completed if you are an overseas provider.

Do not worry about greyed out areas – focus on red areas

You will notice three boxes underneath this section called Internal, External and Billing contact. Please ignore this section for the time being.

13. Once completed, scroll to the bottom of the page and click **SAVE**. Once you get a successful message, please log out whilst you wait for Ofcom’s emails confirmation of approval. Once you have received confirmation you will be able to log back in order to complete your request.

(Please note this is not confirmation of your Rid code).

B) CP Data

14. Once you have received the email log back in – **you will notice that you can now see a different screen and your home page is set at List/View requests**

CP Administration | Number Block Requests | Block Administration | Reports | Utilisation and Forecasting | Password Change | Help

List/View Requests

Number Types: All
CP Name: Another Telecom
Request Type: All
Request Status: All except Closed
Action Needed: All

To View, Edit, Cancel, Enter a Response, select from the entries below

Ticket #	Request Type	Number Type	Request Status	Review Status	Action Needed	Date Needed	CPName	ApplicationID
No records to display.								

Page size: 10 0 items in 1 pages

15. Place mouse icon over **CP Administration** (top of page in blue banner);
16. Click on **CP data**;
17. Above I mentioned three contacts that were greyed out in the previous screen. You now need to add your contact details here. **Click update** under **internal numbering contact**, and update the contact details for the person who will be responsible for all numbering issues and click **SAVE** see example below;

Administration | Number Block Requests | Block Administration | Reports | Utilisation and Forecasting | Password Change | Help


Contact Data

Contact ID: 5988 **CP Name:** Another Telecom **Contact Type:** Application

Contact Information:
Title: Mr **Forename:** John **Surname:** Smith
Telephone: 02012345678 **Mobile:**
Email1: me@me.co, **Email2:**
Position in Entity: MD

Address Information:
Street Address 1: 1 The Street
Street Address 2:
Street Address 3:
City: London **Post Code:** SWW WES
Country: United Kingdom

Once all the required fields are completed click the save button.



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C) RID Request

18. Once you have completed your contact details; place mouse on: **NUMBER BLOCK REQUESTS** in the blue ribbon second on the left;
19. Click **NEW REQUESTS**;
20. **Tick** the last box **Administrative Code – Reseller Identification Code (RID)** then press **SUBMIT**;
21. *You should now be on the Request Input/View Screen - Ensure that you read the application form and tick the applicable declaration boxes – these boxes are requesting that you declare that the information contained within the form is correct – Please note **NOT** all boxes are going to valid for re-sellers, therefore you should only tick the box which is valid to you. **Section 1, Part 2***

PECS/PECN– please tick the fifth box (this refers only to RIDs and CUPID), Part 2 service/confirmation.

Country of Incorporation: New CP Contact Name:
 Incorporation Date: New CP Contact Number:

Part 1 CP Profile Data Confirmation
 I have reviewed the information provided in response to Part 1 and confirm that it is complete, accurate, and up-to-date.

Part 2. PECS and PECN

I declare on behalf of the applicant, that the applicant is a provider of a Public Electronic Communications Service as defined in the Communications Act of 2003.
 I declare on behalf of the applicant, that the applicant shall commence the provision of a Public Electronic Communications Service as defined in the Communications Act of 2003 within six months from the date of allocation of the numbers requested in this application.
 I declare on behalf of the applicant, that the applicant is a provider of a Public Electronic Communications Network as defined in the Communications Act of 2003.
 I declare on behalf of the applicant, that the applicant shall commence the provision of a Public Electronic Communications Network as defined in the Communications Act of 2003 within six months from the date of allocation of the numbers requested in this application.
 I declare on behalf of the applicant, that this application is only for Communications Identity (CUPID) Codes or Reseller Identification (RID) Codes(s) and is not for any other type of code or number. If the user checks this declaration, the user is finished with Part 2 and need to click the confirmation checkbox for Part 2 to proceed.

2.1 PECS
 Service information: PECS

2.2 PECN
 Service information: PECN

Part 2. Network and/or Service Provision Confirmation
 I have reviewed the information provided in response to Part 2 and confirm that it is complete, accurate, and up-to-date.

Part 3. Application for Number Blocks

Section 3.2 will require you to input your brand information. Some Service Providers/Re-sellers may brand/advertise/promote themselves in different name or format from their official company name. This information may of course be the exactly the same. Regardless of your choice you should ensure that you provide a brand name, address and telephone number. You should note this information is published on our website, so it's advisable not to enter a mobile number.

22. Once you have entered the information, **Click ADD** and wait for this information to populate in the box above – click **SAVE**– if you are applying for more than one RID code before clicking save follow the process again - then click **SAVE**;

23. Continue to the bottom of the page, read and click the two declaration boxes in section 4 and then **SUBMIT**;

In this example, I have completed the information in the boxes and clicked add, it has now populated the information into the blue box above, now I will have to click the save button and scroll to the bottom of the page and click the two declaration boxes and **SUBMIT**

3.2 Requested Number Blocks

Administrative Code – Reseller Identification Code (RID)

RequestID	Code Allocated	BrandName	Contact Details	
Edit Delete		AN Other	1 Street, , London, SEW WES, United Kingdom, 020 1234 5678,	
<input type="button" value="Home"/> <input type="button" value="Previous"/> <input type="button" value="Next"/> <input type="button" value="End"/> Page size: <input type="text" value="5"/> 1 items in 1 pages				
Req.ID	Code Allocated	BrandName	Street Address 1	Street Address 2
<input type="text"/>	<input type="text" value="Select Code Allocated"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Street Address 3	City	Post Code	Country	Telephone
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="Select Country"/>	<input type="text"/>
				<input type="button" value="Add"/> <input type="button" value="Cancel"/> <input type="button" value="Save"/>

When finished requesting blocks, Click 'Save' button to Retrieve Allocated Blocks in Section 3.3 below.

3.3 Use of Existing Number Blocks

24. The screen will tell you that your application has been successful; if you have not completed any part of the application form, the system will give you an unsuccessful message and tell you what you need to do to submit the form successfully;

D) Confirmation of Allocation

25. Wait for a final email from Ofcom NMS telling you that you application has been approved. **The email will contain your RID which will be three letters in capitals.**

Example of e-mail below:

“Dear Communications Provider

This is to confirm that your recent request has been approved.

Ticket: 5000

CP Name: Your CP Name

Type of Request: Allocation

Number Type: Reseller Identification Codes

Block RequestID - Assigned Block - Review Status:

11 - **XXX** - Approved

In this case, CP has been allocated the RID code XXX – yours will be a different 3 letters

Allocation Notification: Please Note: Although you have been allocated this RID code today, it will not become effective until Ofcom updates the spreadsheets on the website. This is generally done weekly on a Wednesday. Subsequent to this, wholesale suppliers will need to update their own systems in order that a new RID may be utilised. Update times will vary by supplier so please confirm timescales with your particular supplier(s).

Remarks:

Kind regards

Ofcom Numbering Team”

After being notified that your Rid request has been successful, you may want to print or save the allocation notification:

To locate allocation notification:

- i. Log in to NMS using your user ID and password;
- ii. You should now be on List/View Request page; the default request status is “All except Closed” – you need to change this status to “Closed” and click ‘Retrieve’ – your closed ticket number will be in the box below;

- iii. You can now click the Ticket # of your case to bring up the Request Input/View screen for it.
(You can locate the ticket number from your approval email);
- iv. Click **View Response** at the bottom of the screen to bring up the Request Response Form screen for the case;
- v. Click **Print Certificate** at the bottom of the screen.

A PDF document of the allocation notice opens in a new window. This will then provide you with the ability to either save or print your notification using your own PC/Browser functions.

The notification, which is addressed in your Company name, provides details, including the block(s) that has been approved for allocation, along with any Ofcom terms that **may** also be specified where applicable.