



Telephone number application form

New number application form for
communications providers to use
within existing numbering policy

(✂ Redacted for publication)

Statement

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About this document

This document is about the application form that communications providers must complete when applying for an allocation of telephone numbers from Ofcom (including an allocation of numbers transferred from another communications provider).

In preparation for our move to a new online system for managing the UK's telephone numbers, we consulted in December 2013 on a new application form which made some modifications to the information that we request from communications providers as part of the application process.

Having considered the responses to our consultation, we have decided to introduce the new application form setting out the modifications to the information requested as proposed in the December 2013 consultation, with some adjustments in response to stakeholders' comments in order to clarify the information requested. The new form will come into use on 8 December 2014.

The changes being made to the application form do not affect consumers' use of numbers or our policy on how numbers may be used.

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Section 1

Summary

Introduction to the document

1.1 Ofcom administers the UK's telephone numbers and codes,¹ which includes allocating them to communications providers (CPs). This document sets out our decision to introduce a new number application form² (referred to as 'the form') which CPs must complete when applying for the allocation of numbers from Ofcom. Our decision does not affect consumers' use of numbers or our policy on how numbers may be used.

Background

1.2 We set out our proposals to change the number application forms in the consultation document *Telephone number application form: Proposed modifications to the telephone number application forms within existing numbering policy* published on 18 December 2013 ('the December 2013 consultation').³

1.3 The context for the December 2013 consultation was our procurement of software for a new number management system which will, among other things, allow CPs to apply for the allocation of numbers through an online portal rather than the existing paper-based application process. As part of the design of the new system, we are amalgamating the current set of 16 application forms covering the range of numbers that we allocate into a single dynamic form that builds online to request the relevant information that we need in order to assess requests for allocations of numbers.

1.4 In redesigning the number application forms for the new system, we also reviewed the information we request from CPs as part of the application process. As a result, we proposed a new number application form which set out some modifications within existing numbering policy in order to assist our assessment of applications and to facilitate the ongoing monitoring of CPs' compliance with their requirement in General Condition 17 (GC17)⁴ to use allocated numbers effectively and efficiently.

1.5 The proposed new form would require CPs applying for numbers to provide:

- specific additional information on their business, including the network and/or service(s) that they provide or intend to provide;
- information on their adoption and use of existing number allocations; and
- declarations that the information supplied is accurate and that if numbers are allocated, they will be adopted within six months of allocation and used in compliance with the applicable legal and regulatory framework. We may

¹ In this document, we will refer collectively to the telephone numbers and codes allocated by Ofcom as 'numbers'.

² We publish number application form(s) in order to fulfil our duties in relation to telephone numbering under Part 2 of the Communications Act 2003.

³ <http://stakeholders.ofcom.org.uk/binaries/consultations/amends-numbering-apps/summary/condoc.pdf>.

⁴ General Condition 17 on the allocation, adoption and use of telephone numbers.

subsequently withdraw numbers which are not adopted within six months of allocation.

Responses to the December 2013 consultation and our decision

- 1.6 We received 11 responses to the December 2013 consultation. Overall respondents welcomed our proposals to review and modernise the number application process although, as CPs are yet to have access to the new system, some reservations were expressed as to how it would function and the impact that it may have on CPs applying for number allocations.
- 1.7 In terms of the proposed changes to the information requested from CPs when applying for numbers, the main concerns expressed by respondents were on: (i) the proportionality of the network and service information to be provided; and (ii) how we propose to ensure compliance with the requirement in GC17 for CPs to adopt the numbers within six months of allocation.
- 1.8 We have taken account of all responses received. We consider that CPs' concerns over the proportionality of the information requested was a result of CPs not yet having had the opportunity to use the new system in practice and difficulties in envisaging how the paper-based representation of the new form included in the December 2013 consultation would translate to the online version. We do not consider the proposed information requirement to be a substantive change. Adoption of numbers within six months of allocation is an existing obligation in GC17, and the emphasis provided in the form is a means of ensuring that applicants have given it due attention when applying for the allocation of numbers.
- 1.9 We expect CPs to benefit from our modernising and simplifying of the procedure that they must follow when applying for the allocation of numbers. The system will give CPs on demand access to the information that they have entered into their individual account, allowing them to update their CP profile, contact details, information on the service and/or network provided and the adoption of numbers allocated to them. This information will help to streamline the number application process and will also help CPs to show compliance with their obligations under GC17. The modifications to the information requested from CPs when applying for the allocation of numbers will support these improvements.
- 1.10 We have therefore decided to introduce the new application form setting out the modifications to the information requested from CPs as proposed in the December 2013 consultation, with some adjustments in response to stakeholders' comments in order to clarify the information.

Next steps

- 1.11 The form will come into effect on the same day as the new number management system becomes operational for CPs to apply for numbers. This is scheduled for 8 December 2014.
- 1.12 In order to bring the form into operation, we will withdraw the Direction on CPs to use the existing set of number application forms and give a Direction to CPs to use the form. The Direction is provided in Annex 4 of this document, with the form, highlighting the modifications to information requested as compared to the existing requirements, provided in the schedule to the Direction.

Section 2

Introduction and background

Introduction to number application forms

- 2.1 Ofcom is responsible for the administration of the UK's telephone numbers. We do this as part of our regulation of the communications sector under the framework established by the Communications Act 2003 ('the Act').⁵ Section 58 of the Act provides for the setting of general conditions about the allocation, adoption and use of telephone numbers. The relevant general condition is GC17.
- 2.2 GC17 requires CPs to use the appropriate form as directed by us and provide the information required when applying for number allocations.
- 2.3 It is our duty under section 63 of the Act, in carrying out our functions under sections 56 to 62, to secure what appears to us to be the best use of numbers and to encourage efficiency and innovation for that purpose. As part of fulfilling our numbering functions, we review our number allocation processes from time to time. When undertaking such reviews, we may identify modifications to the number application forms that we consider necessary to ensure that they remain consistent with numbering policy and elicit all necessary information on which to assess an application.
- 2.4 GC17 provides that when applying for an allocation or reservation of telephone numbers CPs are to use an appropriate application form as directed by Ofcom from time to time. The Act sets out the process we must follow when making such a direction. Further information on the legal framework is provided in Annex 3.

Background

Ofcom's current number management database

- 2.5 Our current number management system is a database that functions as our internal tool for administering the UK's telephone numbers and their allocation. CPs have no access to the information stored in the database. Number applications are submitted to us and uploaded manually to the system for assessment by our Numbering Team. Correspondence is conducted predominately by email and is not captured by the database. CPs are informed of the day-to-day status of numbers by consulting the National Numbering Scheme on our website.⁶

The existing number application forms

- 2.6 Under existing arrangements, we have made a set of 16 application forms available for CPs to use when applying for the allocation of numbers. These are available for

⁵ <http://www.legislation.gov.uk/ukpga/2003/21/section/49>.

⁶ The National Numbering Scheme provides a day-to-day record of number block status. It is available on our website at <http://www.ofcom.org.uk/static/numbering/index.htm>. We also help make CPs aware of changes to number block status by providing lists of transactions made over a rolling 12 month period. This is available at <http://stakeholders.ofcom.org.uk/telecoms/numbering/telephone-no-availability/number-block-transactions>.

CPs to download from our website in Microsoft Word format.⁷ We have directed CPs to use the appropriate application form for the type of numbers for which they are applying. The applicant must complete the relevant form and submit it by email, fax, post or hand delivery. In accordance with GC17, we must assess the application within three weeks of receipt of a completed application form⁸ that contains all the requested information.⁹

- 2.7 Most of the existing forms share certain commonalities, including the information requested on the CP's profile, contact details and the service and/or network provided or intended to be provided. There is, therefore, scope to amalgamate the forms to create a single reference point for CPs applying for the allocation of numbers.

The new number management system

- 2.8 As the telephone numbering landscape becomes increasingly sophisticated, and CPs' demand for numbers increases, we require extended system capabilities to manage number resources effectively. We believe that there will be benefits to CPs in modernising and simplifying the procedure that they must follow when applying for the allocation of numbers, as well as benefits for our management of numbers.
- 2.9 For these reasons, we are changing the medium for submission of number application forms and replacing our existing numbering database with a new web-based number management system to deliver capabilities including:
- automated number application and administrative processes;
 - integrated communications services between Ofcom and CPs;
 - self-service online account management for CPs;
 - workflow management for numbering processes; and
 - analytics and reporting for effective number management and forecasting.
- 2.10 We want CPs' move to the new system to be as straightforward as possible. It has been designed with CPs in mind and we consider it to be intuitive to use. CPs' numbering representatives have been offered system demonstration sessions and will be provided with access to a comprehensive guidance document on the new system. The CP guide will include instructions on how to use the system and will provide explanations on what is required to complete the form appropriately.

⁷ The number application forms are on our website at:

<http://stakeholders.ofcom.org.uk/telecoms/numbering/applying-activating-tele-no/applying-tele-numbers/>. The forms are for CPs' use only and are password protected. Sample versions of the current application forms are provided via the following link for reference purposes only: <http://stakeholders.ofcom.org.uk/binaries/consultations/amends-numbering-apps/Sample-forms.pdf>.

The sample forms may not be used to apply for numbers.

⁸ The three week time frame is set out in section 58(4) of the Act and Article 5.2 of Directive 2002/20/EC as amended (the 'Authorisation Directive').

⁹ As set out in GC17.10, where we require additional information under GC17.9(c) in relation to an application, we will assess the application within three weeks of the receipt of that additional information.

The December 2013 consultation

- 2.11 The new system will remove the need for paper-based forms and an email submission procedure¹⁰ as the whole process will take place through an online portal. We have decided that the new system should generate a single dynamic application form that builds online to request the relevant information from each applicant according to the information it provides on its profile, the service and/or network it provides or intends to provide, and the numbers that it is requesting for allocation.
- 2.12 To deliver the single form, we had to redesign the current set of forms and make changes to the layout of the requested information. In designing the form for the new system, we also reviewed the information that CPs must provide as part of the application process. We proposed:
- changes to the way we ask for some information, in terms of clarifications and examples of how we would like the information to be supplied. This is to aid applicants' understanding of the type of information we require in response to particular questions; and
 - some changes of substance to the information currently requested in order to assist our assessment of applications.
- 2.13 The proposed changes were explained in Section 3 of the December 2013 consultation. In Annex 3 of that document we set out a draft Direction specifying the new form that CPs are required to use, which we proposed would replace the existing Directions requiring CPs to use the appropriate form from the set of 16 currently available. The schedule to the draft Direction set out the information we propose to consider when determining an application for numbers. To facilitate stakeholders' review, we highlighted changes of substance with blue shading.
- 2.14 The schedule to the draft Direction provided a paper-based representation of the proposed online form. The representation showed the information to be requested for all number types for illustrative purposes and specified where information fields were relevant to particular number types. In practice, when completing the form online, only the information fields relevant to the applicant's request for particular number types will appear for completion. The layout of the online form may differ and information may be requested in a different order. Information already supplied on the CP's profile, contact details and network and/or service provision would not need to be resubmitted unless a change had occurred.
- 2.15 The new system is expected to come into operation for CP use on 8 December 2014. This is later than anticipated when we published the December 2013 consultation.
- 2.16 In Section 3 we summarise stakeholders' comments on the proposals put forward in the December 2013 consultation, provide our responses and set out our decision.

¹⁰ A paper version of the application form will be made available for use where required in exceptional circumstances (e.g. if access to the number management system is temporarily unavailable or the applicant is unable to use the online portal for other reasons).

Policy development since the December 2013 consultation in relation to the application form for 08 numbers

- 2.17 In June 2014, we published a statement explaining our decision to withdraw the 0500 freephone number range from use on 3 June 2017 ('the 0500 statement').¹¹ To facilitate the withdrawal, we have provided a migration path for current users of 0500 numbers to move to an alternative freephone sub-range, 08085. We made the 08085 sub-range available for allocation to Vodafone, as the sole allocatee of 0500 numbers, in order to support migration of their own and other CPs' customers (i.e. customers with ported 0500 numbers). Any number blocks within the 08085 sub-range not used for migration purposes would be returned to us at the end of the migration period.
- 2.18 In order to assist the sole allocatee of the original range (i.e. Vodafone) with its application for allocation of the 08085 sub-range, we decided that provision of information in relation to: (i) the service and market for which the 08085 numbers would be used; and (ii) the adoption of existing allocations of freephone numbers, need not be provided as part of the application process.
- 2.19 Following consultation, the 0500 statement included a Direction instructing CPs to use the modified number application form for 08 numbers. The modified form includes the statement "*With respect to an application for an 08085 block, this requirement only applies where the block will be allocated after 3 September 2017*". The reference to '*this requirement*' is in relation to the service and market for which the 08085 numbers would be used, and information relating to the adoption of existing allocations of freephone numbers.
- 2.20 We have now received the application for the 08085 sub-range from Vodafone and made the allocation. Therefore the statement in the current form for 08 numbers relating to an application for 08085 numbers is now redundant and will not be transferred into the new form.

¹¹ *The 0500 Number Range: Decision to withdraw 0500 telephone numbers*, statement published 3 June 2014. Available on our website [here](#).

Section 3

The telephone number application form: responses to the December 2013 consultation and our decision

Introduction

- 3.1 In the December 2013 consultation, we invited general comments on our proposals and asked stakeholders to consider the following two specific questions:

Question 1: Do you have any comments on the proposed material modifications to the information requested in the number application form? In considering this question, please refer to the explanation of the proposals set out in Section 3 [of the December 2013 consultation] and the proposed modifications to the number application form as highlighted in blue in the schedule to the draft Direction in Annex 3 [of the December 2013 consultation].

Question 2: Do you have any comments on our view as to how the proposed modifications in the December 2013 consultation meet the relevant legal tests?

- 3.2 The period for responses closed on 31 January 2014. We received 11 submissions. Respondents are listed in Annex 1 and the non-confidential responses are available on our website.¹² The points raised in the submissions and our responses are set out below.
- 3.3 Having considered the submissions, we then set out our decision on directing the new application form and consider how this meets our duties and the applicable legal tests.

Responses to the December 2013 consultation

General comments on the proposal to modify the information requested in the number application form

Stakeholders' comments

- 3.4 The majority of respondents broadly welcomed our proposals and agreed in principle with our objectives in creating a more efficient number application process and moving to a new system with an online portal to aid Ofcom's and CPs' management of numbers.¹³
- 3.5 Verizon considered our proposals to represent a significant improvement over the current arrangements and considered that these should modernise and simplify the procedure used by CPs to obtain numbers. BT agreed that the amalgamation of the current set of 16 application forms into a single form which builds online would

¹² See <http://stakeholders.ofcom.org.uk/consultations/amendments-numbering-applications/?showResponses=true>.

¹³ Those respondents were BT, Colt, Gamma, Sky, Verizon, [3<] and [3<].

modernise and simplify the application process for both CPs and Ofcom and that overall the proposed information would be very similar to that required by the current application forms. Sky considered any steps to improve number allocation would be a positive development and that the proposals would simplify the process. Vodafone supported our investment in improving system capabilities to meet CPs' increasingly sophisticated and continuing demand for numbers.

- 3.6 A number of respondents expressed some general reservations over our proposals.¹⁴ [X] considered that the proposals would constitute a substantial increase to the information that needed to be supplied when applying for numbers and would extend current regulation. Colt considered that the proposals may result in unintended consequences and increase the administrative burden on CPs that have always followed the current process with a high level of due diligence and professionalism. Marathon Telecom was concerned that repetitive submission of unchanged information would be required by the form.
- 3.7 CPs' responses also expressed uncertainties about how the new system would be implemented. Vodafone considered it misleading to categorise the consultation as tightening number allocation management policies when, in Vodafone's view, we were, in practice, introducing an entirely new application process.
- 3.8 Colt and Vodafone raised concerns about ongoing changes to the number application process and the form, asking us to recognise the impact that this has on CPs. Colt argued for a period of stability, with Ofcom minimising the number of instances that we modify the form, so that CPs have sufficient time, resources and budget to implement changes.

Ofcom's response

- 3.9 We welcome stakeholders' general support for the proposals. We believe that there will be benefits to CPs in our modernising and simplifying the procedure that they must follow when applying for the allocation of numbers and when reporting on numbers' adoption and use.
- 3.10 We believe that CPs' concerns over the proportionality and provision of the information requested was a result of CPs not having yet had the opportunity to use the new system in practice and from difficulties in envisaging how the paper-based representation of the form included in the December 2013 consultation will translate to the online version. We do not consider that the proposals constitute a substantial increase to the information requested or the burden of its provision. These issues are considered further in this section. was a result of
- 3.11 We agree that changes to the number application process and form have an impact on CPs and that we should endeavour to keep the frequency of changes to a minimum. However, we must ensure that the form reflects numbering policy and we will need to consult on changes from time to time.

Information on each CP's profile and contact details

- 3.12 We require each applicant to provide us with up-to-date information that we can use to contact that CP. It is important that this is kept accurate as we may rely on this information in performing our numbering duties. The system will allow CPs to update

¹⁴ Those respondents were BT, Colt, Gamma, Marathon Telecom and [X].

their profile and contact details on demand to facilitate the provision of valid information both as part of, and outside of, the number application process.

- 3.13 In the December 2013 consultation, we identified categories of information which are required and are currently gathered from CPs on an ad hoc basis but do not feature in the existing application forms. This information is required to enhance efficient administration of numbering matters. Its provision in a structured manner would streamline the allocation process. We proposed that CPs provide us with additional information regarding their legal status, trading information and their numbering representative(s) in the form.

Stakeholders' comments

- 3.14 BT considered that the ability for a CP to update information on its profile and contact details on demand via the system would be beneficial. However, it also argued that much of the requested information is already available to us from various sources (e.g. Companies House) or previously supplied to us by the CP. BT considered that the provision of this information should not be required as part of the numbering administration regime.
- 3.15 [X] asked for clarity on who should be considered as an 'external numbering representative' for a CP. It felt that this was particularly unclear in the context of outsourced services and was concerned about the additional administrative burden on CPs if the interpretation of external numbering contact caught an increased number of entities involved in aspects of a CP's network or service management. The same uncertainty was expressed in relation to whether the internal or external numbering contact should be responsible for signing the declarations in the form.
- 3.16 [X] referred to the proposal that CPs supply details of a 'billing representative' if applying for geographic numbers. It argued that the pilot scheme to charge CPs for geographic numbers allocated to them in 30 specific area codes was not 'business as usual' (the pilot scheme launched on 1 April 2013 and is to be reviewed after two years of operation, i.e. after 1 April 2015). Therefore billing information should not be required from CPs applying for numbers from area codes not included in the pilot scheme.

Ofcom's response

- 3.17 We consider it a valuable aspect of the system that CPs can provide and update their profile and contact details online and on demand. We consider it more appropriate for CPs to enter this information into the system and declare its accuracy than for us to seek it from other sources or to rely on previously supplied material which may no longer be valid.
- 3.18 The new system will require CPs to review, and amend if necessary, their CP profile and contact details each time an application is submitted. However, there will be no requirement to re-enter this information for each subsequent application (unless that information has changed) as it will be retained by the system. We may also prompt CPs to review and amend details entered in the system on a regular basis. Where information risks being substantially out of date, we may consider using our statutory information gathering powers under s.135 of the Act if considered necessary to ensure the validity and accuracy of information submitted.
- 3.19 For clarification, an external contact is an individual nominated by the CP to act on its behalf and be its numbering representative for interaction with Ofcom. This may be,

for example, a consultant or solicitor. It would be for the CP to decide if a party involved in aspects of its network or service management should be authorised to act on its behalf as its numbering representative.

- 3.20 On the provision of a billing representative, we agree that this is needed only in relation to a CP allocated, or applying for the allocation of, geographic numbers included in the pilot scheme for charging for numbers. The applicable numbers are set out in the Annex to GC17. We have clarified the requirement on the form.

Information on network and/or service provision

- 3.21 CPs that provide, or intend to provide within six months, a Public Electronic Communications Network (PECN) and/or a Public Electronic Communications Service (PECS), may apply to Ofcom for the allocation of numbers.¹⁵

- 3.22 We proposed to introduce a set of:

- questions into the application form to elicit specific information from CPs on their network and/or service provision; and
- declarations to be completed by or on behalf of the applicant CP that relate to the provision of a PECS and/or PECN.¹⁶

- 3.23 The proposed specific information would inform our analysis of whether numbers should be allocated to a particular applicant and help to ensure that our decisions on number allocations result in the best use of numbers (for example, by taking into account evidence that there is a clear operational plan that the numbers would be adopted within six months of allocation). The declarations would formalise CPs' statements on provision, or intention to provide within six months, a PECS and/or PECN.

- 3.24 We also consulted on removing from the form references to two different approaches to considering applications depending on whether they were submitted by a provider of a PECN or a provider of PECS. Specifically, we proposed removing questions relating to whether providers of PECS have sought a sub-allocation of numbers before applying for an allocation of numbers from Ofcom.

Stakeholders' comments

- 3.25 A number of CPs¹⁷ commented on the proposal to gather additional information from CPs on their network and service provision as part of the number application process.
- 3.26 BT and [X] questioned our requirement for the supply of, what they considered to be, complex and highly sensitive network and commercial information from CPs when they apply for the allocation of numbers. BT considered that the supply of

¹⁵ "Communications provider", "electronic communications network", "electronic communications service", "public electronic communications network" and "public communications service" are defined in sections 405, 32 and 151 of the Act: <http://www.legislation.gov.uk/ukpga/2003/21/contents>.

¹⁶ We also allocate two types of administrative codes – Communications Provider Identification Codes (CUPIDs) and Reseller Identification Codes (RIDs). It is not necessary for an applicant for a RID or CUPID code to be a PECN or PECS and we reflected this position in the proposed changes.

¹⁷ Those respondents were BT, Colt, Gamma, Magrathea and [X].

commercial network and/or service information was not proportionate or justifiable in relation to number applications. [X] was concerned about our handling of commercially sensitive information and BT additionally raised concerns about providing this information via an online portal.

- 3.27 BT argued that CPs have an obligation under GC17 to use allocated numbers effectively and efficiently and to adopt numbers within six months of allocation, therefore detailed information on network and service provision should not be required as part of the number application process.
- 3.28 Some respondents argued against a requirement for network providers already operating with numbers allocated directly by Ofcom to supply network information as part of the application process. Gamma stated that it would not expect to supply network information in order to demonstrate that it was a PECN for each application (either currently or when using the new form) or even to supply it for the first application using the new form. Gamma considered that network information had already been supplied to Ofcom and it would be an unnecessary administrative burden to update. [X] understood that network information might be needed from CPs new to the market, however considered it unnecessary for an incumbent CP to complete information relating to PECN provision, and considered this to be the current working practice. Colt also considered that the supply of a high-level network diagram for each application would be disproportionate for established network CPs that have obtained and managed their numbers effectively for many years.
- 3.29 Respondents were uncertain about the nature of the network diagram and information requested. Some felt that, as network details would not alter greatly between applications, a continual requirement to provide high-level network diagrams and information would be excessive. Also, if the requirement was for a detailed network diagram (for instance, including signalling links/protocols and subscriber database information), this was considered disproportionate.
- 3.30 [X] considered that the supply of information on how numbers would be deployed on switches or used to provide services could only be guaranteed as accurate on the day it was provided and therefore would be of limited value to us. Colt argued that network CPs can offer various products across number blocks and split the numbers across switches and platforms, and questioned whether we would expect the network diagram supplied with an application to be updated over time, for instance if the numbers were moved or split across switches at a later date or if the product(s) changed.
- 3.31 Comments were also received on the proposed provision of service information. Colt questioned the benefit to Ofcom of CPs supplying a service flow diagram illustrating how customers would access and use the service. Colt considered that the proposed granularity of information sought on service provision went significantly beyond the scope of current provisions and would have extensive practical ramifications. Magrathea referred to our example¹⁸ of a hosting agreement as being a relevant document acceptable for the purpose of demonstrating how a CP intends to provide a PECS within six months of numbers being allocated. Magrathea pointed out that contractual terms for number hosting tend to be agreed after numbers have been allocated due to the lack of certainty prior to allocation. It considered that supply of a hosting agreement with an application could be possible, if the relevant numbers could be inserted into the schedule once allocated by Ofcom.

¹⁸ See paragraph 3.16 of the December 2013 consultation.

- 3.32 We received two responses to our proposal to remove references to a different approach to considering applications from providers of PECN and providers of PECS. Magrathea welcomed this development. Gamma requested clarification on our policy of allocating numbers to PECS as [X].

Ofcom's response

- 3.33 It is evident from CPs' responses that concerns exist over the supply of network and/or service information when applying for numbers. Notably, concern is expressed by CPs that have been allocated numbers by us for many years, starting before the current set of application forms (brought in with the Act in 2003) required its submission, when they operated under a licensing regime. Those CPs may not have had to provide us with information on network provision before now.
- 3.34 We consider that the substance of CPs' concerns arise from:
- uncertainty over why we need this information when assessing number applications;
 - misinterpretation that the supply of network and/or service information would be a new requirement or would significantly extend the existing requirement;
 - confusion over the level of detail required and the correlating administrative burden that its supply might create; and
 - misunderstanding of when the information would need to be supplied.
- 3.35 The efficient use and effective management of numbering resources is necessary to promote competition in the provision of electronic communications networks and services to consumers. We require information on the network and/or service that an applicant provides, or intends to provide within six months, in order to inform our assessment of whether the CP is in a position to make best use of the numbers if allocated. This is our duty under section 63 of the Act. Numbers are a limited resource. It is in the interests of all stakeholders that numbers are managed effectively to avoid the impact of any measures required to increase the supply. We need to be reasonably satisfied when determining an application for the allocation of numbers that, if allocated, the numbers will be used effectively and efficiently by the CP. We consider the information requested in the form is proportionate and objectively justified for such an assessment.
- 3.36 We are seeking provision of high level information on the network and/or service in order to assess the application. We consider it unlikely that the level of information sought would include details that are commercially or network security sensitive. Nevertheless, CPs should be confident that its provision via the new system would be secure and that we would not replicate or disclose this information in any manner.
- 3.37 The annex to most of the existing application forms requests certain details from the applicant in order for us to assess whether it is a provider of a PECN and/or PECS, or intends to provide within six months. However, the annexes currently contain limited instruction on how this information should be provided and the details that we would expect to see included. This can lead to protracted engagement with applicants as we seek to secure the necessary information. The proposed amendments in relation to the provision of network and service information are intended to clarify what we might expect to see provided to meet this requirement. They are designed to reduce rather than increase the administrative burden of

applying for numbers and would not substantially increase the requirement to provide information in support of a number application.

- 3.38 To help explain the level of detail required on network provision, we would normally expect the CP to be able to answer each question in the form in a few sentences and for the network diagram to cover a single page. The network diagram should illustrate at a summary level: (i) the main elements of the network; and (ii) how it interconnects with other networks. The practicalities of summarising this information will vary according to CP and we understand that it may be difficult for large network providers to capture their network in such a manner. However, the CP should focus on demonstrating to us that it is a provider of a PECN and supply only such information as is relevant to do so.
- 3.39 Under our proposals, CPs that intend to become a provider of a PECN are given examples of documentation that may be used to demonstrate access to a network. As Magrathea points out, providing complete documentation ahead of number allocation may present some challenges. However, we consider that CPs will have some relevant material (e.g. an interconnection, hosting or MVNE/MVNO agreement or a business plan) that can be submitted to demonstrate their plans and arrangements for network provision.
- 3.40 Similarly, the provision of service information will be at a high level, covering: (i) an overall summary of the service and market; and (ii) an illustration of how customers would access the service. As with the network information, we would normally expect the CP to be able to answer each question in the form in a few sentences and/or a one page diagram.
- 3.41 We will require that all CPs provide network and/or service information (as applicable) with their initial application using the new form. This information will be retained on the system. Each time a CP applies for further numbers, they will be required to review the information and declare that it is complete, accurate and up-to-date. Further submission of information on network and/or service provision is required only if a change of substance has taken place. In practice, we expect this to occur infrequently. We do not, therefore, consider it to be unreasonable or unduly burdensome to ask each CP to provide the requested network and/or service information on the first occasion that they submit a number request using the new form and to confirm its accuracy thereafter.
- 3.42 Gamma asked about our policy for allocating numbers to PECS. We confirm that providers of PECS are CPs, and as such, are eligible to apply for number allocations. We regularly receive applications from providers of PECS and, where appropriate, allocate numbers.

Information on numbers requested for allocation

- 3.43 CPs are required to use numbers allocated to them effectively and efficiently. We have a general duty under section 63(1) of the Act in carrying out our numbering functions to “(a) to secure that what appears to [Ofcom] to be the best use is made of the numbers that are appropriate for use as telephone numbers; and (b) to encourage efficiency and innovation for that purpose”.
- 3.44 Consistent with the duty above, we require an explanation and justification from CPs in support of applications for numbers where they already hold allocations of the same number type.

- 3.45 Most of the existing application forms request certain details from the applicant regarding their existing allocations. To assist our assessment of whether the allocation of further numbers of the same type to the applicant is justified (and the likelihood that any additional numbers allocated would be adopted within six months), we proposed to request additional information for this purpose and to specify more clearly how the information on existing allocations should be provided.
- 3.46 In the December 2013 consultation, we also emphasised that we may withdraw an allocation of numbers under the Act from a CP where *“the Communications Provider has not Adopted those Telephone Numbers within six months, or such other period as Ofcom may from time to time direct, from the date on which the Telephone Numbers were Allocated”*.¹⁹

Adoption of requested numbers within six months of allocation

Stakeholders' comments

- 3.47 BT agreed with a “tightening up” of our existing powers to withdraw allocations that are not adopted, such as the six month “use it or lose it” rule in GC17. However, it questioned the need for CPs to supply additional information on adoption in order for us to exercise this power.
- 3.48 Other respondents expressed some concerns over the emphasis of our power under GC17.19 to withdraw numbers that have not been adopted within six months of allocation.²⁰ Magrathea and Colt commented that legitimate reasons exist as to why allocated numbers might not be adopted within six months of allocation. Magrathea referred to the number of steps involved in the adoption process, including databuild. This relied on the action of third parties, taking three months on average. Therefore, while six months may be a reasonable timeframe for adoption in many instances, it may not always be possible to have databuild completed and to start using numbers within this time period. Magrathea considered that adoption within 12 months of allocation would be a more realistic timeframe.
- 3.49 Colt was of the opinion that we proposed to withdraw unused numbers after six months of allocation. It argued that such an approach would not be workable and that there may be genuine reasons why some of the allocated numbers might remain unused. Colt thought a more appropriate approach would be to consider withdrawal of the block if all numbers remained unused after six months of allocation.
- 3.50 Magarathea referred to GC17.19(b), which requires adoption of a series of allocated telephone numbers *“to any significant extent within six months, or such other period as Ofcom may from time to time direct”*. Magarathea asked for clarification on our intended approach when some allocated numbers are not adopted within six months of allocation and whether we had a *de minimis* level in mind when considering enforcement of the requirement.
- 3.51 [3<] considered that increased emphasis on the six month adoption period may result in unintended consequences. It cautioned that excessive regulation in this area may encourage the databuild of allocated numbers purely to satisfy the adoption deadline without these numbers actually being used, thus further entrenching dormant numbers.

¹⁹ GC17.19(a).

²⁰ Those respondents were Colt, Gamma, Magrathea, Name Withheld 1 and [3<].

Ofcom's response

3.52 CPs' concerns over the emphasis on adoption within six months of allocation appear to arise from confusion over the terms 'Adoption' and 'use' of numbers. CPs need to be aware of what actions are covered by 'Adoption' in order to ensure that they can fulfil regulatory requirements in relation to the allocation of numbers.

3.53 Adoption is defined in the 'Definitions and Interpretation' section in Part 1 of the General Conditions²¹ as follows:

"Adoption" means doing any of the following by a Communications Provider in relation to an Allocated Telephone Number (whether or not such Allocation is to that Communications Provider)-

- (a) assigning or transferring that number to a particular Customer or piece of Apparatus;*
- (b) using that Telephone Number for identifying a service or route used by that Communications Provider or by any of his Customers;*
- (c) using that Telephone Number for identifying a communication as one to be transmitted by that Communications Provider;*
- (d) designating that Telephone Number for use in selecting a service or the required elements or characteristics of a service; or*
- (e) authorising the use of that Telephone Number by others for any of the following purposes:*
 - (i) identifying the destination for, or recipient of, an Electronic Communication;*
 - (ii) identifying the origin, or sender, of an Electronic Communication;*
 - (iii) identifying the route for an Electronic Communication;*
 - (iv) identifying the source from which an Electronic Communication or Electronic Communications Service may be obtained or accessed;*
 - (v) selecting the service that is to be obtained or accessed, or required elements or characteristics of that service; or*
 - (vi) identifying the Communications Provider by means of whose network or service an Electronic Communication is to be transmitted, or treated as transmitted;*

3.54 In practical terms, building allocated numbers onto a telecommunications network identifies *"the Communications Provider by means of whose network or service an electronic communication is to be transmitted, or treated as transmitted"*. Therefore completing the act of building numbers onto a network (known to CPs as carrying out 'Data Management Amendments' or 'DMA' on a network's switches) would therefore be an act of 'Adoption' and would fulfil the requirement.

3.55 Adoption and use are two distinct concepts. Adoption must take place first before numbers can be used and adoption is necessary in order for numbers to be used. For the avoidance of doubt, numbers do not need to be in use in order for them to have been adopted.

²¹ The Consolidated version of the General Conditions as at 22 September 2014 is available on our website here: <http://stakeholders.ofcom.org.uk/telecoms/ga-scheme/general-conditions/>.

- 3.56 Adoption is an important indicator of the operational readiness of the CP to provide an electronic communications service on the numbers. Information provided by CPs on adoption will assist us in monitoring how CPs are progressing in terms of readiness to use allocated numbers and will form part of our number management processes.
- 3.57 CPs should note that, for numbers allocated from 8 December 2014 onwards (i.e. the date on which the form and system become operational), they will be able to use the 'block maintenance' section of the system to record the date on which those numbers are adopted (e.g. the date on which the block of numbers is built onto the network). We will actively monitor CPs' recording of adoption information on the system and will contact CPs that have not provided this information within six months of allocation to review progress.
- 3.58 We agree with Magrathea's comment that legitimate situations may occur that prevent adoption within six months. We will consider any objectively justifiable reasons why the numbers have not been adopted and will review CPs' activation milestones and expected date of adoption when considering any appropriate action.
- 3.59 Magrathea asked for clarification on GC17.19(b), which requires adoption of a series of allocated telephone numbers to a significant extent within six months of allocation. Situations where a series of numbers (i.e. multiple number blocks) are allocated may vary, and there may be objectively justifiable reasons why some of the allocated numbers are not adopted within six months (for instance the trialling of an innovative service where the decision to adopt all numbers depends on the outcome of the trial). We will consider what constitutes "*to any significant extent*" on a case-by-case basis. In such situations, it is important that the CP keeps us informed of progress and plans for adoption.
- 3.60 We have considered [3] caution that an emphasis on timely adoption may result in unintended consequences. While we will be alert to such practices, we do not consider that many CPs would undertake the actions of requesting allocation and completing adoption of numbers without the real intention of putting the numbers into use.

Provision of information on adoption of allocated numbers

Stakeholders' comments

- 3.61 Colt, Sky and [3] questioned the relevance and proportionality of requesting information on any existing allocations in the same '0X' number range that have not been adopted within six months of allocation when applying for the allocation of non-geographic numbers starting 08 or 09.
- 3.62 [3] also questioned the requirement to provide information on any allocated geographic number blocks not adopted within six months of allocation when requesting geographic numbers from different area codes. Vodafone interpreted the proposed requirement as being for the supply of utilisation information on all allocated geographic number blocks in the requested area code, regardless of the switch used, which would be additional information to that currently requested. In this case, Vodafone submitted that CPs' reporting tools would need to be developed accordingly and additional time may be required to provide this data.
- 3.63 Colt considered that we already hold information on allocated number blocks, and this would be enhanced with the move to the new system and its reporting

capabilities. Sky argued that information on allocated numbers would be best supplied as part of a separate audit process.

Ofcom's response

- 3.64 As explained in paragraph 3.56 above, an important element of our consideration of a request for numbers is whether the CP is operationally ready to use the numbers if allocated. We consider that one indication of this readiness is that numbers already allocated have been adopted within six months of allocation. We therefore proposed that CPs provide adoption information on all geographic numbers (01/02 ranges) and numbers starting with 08 or 09 that have not been adopted within six months of allocation when applying for the allocation of additional numbers in those 0X ranges. This information is already a requirement when applying for allocation of other 0X number ranges.
- 3.65 We do not consider the requirement to supply information on numbers not adopted to be unreasonable or unduly burdensome. CPs may choose to provide this information on the form at the time of application or by updating the 'block maintenance' section of the system regularly, thus informing us of progress made in adoption of allocated numbers. We consider this to be a more efficient process and less burdensome to the CP than periodic audits of number use.
- 3.66 In response to Vodafone's interpretation of the adoption and utilisation information to be submitted when applying for the allocation of geographic numbers, we confirm that we are not requiring information on all allocated numbers with the same area code. Aside from information on allocated geographic numbers that have not been adopted within six months of allocation as described in the above paragraphs, the form only requests utilisation information for numbers with the same area code and that are situated on the same network switch (or processor) as the requested numbers would be situated if allocated. This is the same level of information that is requested on the existing geographic number application form

Layout/clarification of information requested on the form

Stakeholders' comments

- 3.67 BT identified some areas on the proposed form where it considered that CPs would require further clarification in order to follow the process and request the appropriate number resource for their services. Specifically, BT noted that:
- the current application forms for 08 and 09 numbers provide guidance on the appropriate sub-ranges for specific services and/or tariffs and this assists CPs in applying for the appropriate number range for their service. This information had been removed from the proposed form and BT considered that it should be reinstated or included elsewhere for guidance (e.g. in the National Telephone Numbering Plan);²²

²² Ofcom is responsible for the publication of the National Telephone Numbering Plan (the Numbering Plan), which sets out numbers available for allocation and any restrictions on their adoption or use. *The National Telephone Numbering Plan*, current version published on 8 July 2014, is available on our website [here](#).

- the current application form for Directory Enquiry 118XXX codes requests the trading name of the company if different from its company name. The proposed form does not allow for provision of a trading name;
- the proposed amalgamation of information requested on different number types²³ into one table on the new form may cause confusion for CPs;
- clarification was requested on the provision for free text space on the form, given that some information to be entered could be complex and lengthy; and
- the current number application forms allow for multiple number selections in case the first choice is unavailable. However, it was unclear how many selections could be entered on the online form.

Ofcom's response

3.68 We aim to design a form that is straightforward for CPs to complete, that facilitates the provision of relevant information and avoids confusion for applicants. We welcome BT's comments in helping us to achieve these aims.

3.69 In answer to BT's specific points:

- the form will guide applicants on the sub-ranges available for allocation by showing the designated sub-ranges in a 'drop down' list when filling out an application for the allocation of relevant numbers;
- in relation to applications for Directory Enquiry 118XXX codes, we have restored the provision to state the trading name of a company if different from its company name;
- information requested on different number types will be presented to the applicant on separate tables on the form to avoid potential confusion from amalgamation;
- the online form should provide sufficient capacity for CPs to enter the necessary information and there will be the opportunity to enter up to 500 characters in free text boxes. CPs can also upload documents if the free text space proves insufficient; and
- one of the advantages of the system is that CPs can view numbers available for allocation in 'real time', and therefore submission of competing requests for the same numbers is not possible, making the need for first and second choices of numbers redundant.

Declarations

3.70 In the December 2013 consultation we proposed a set of declarations for applicants to complete confirming the accuracy of the information supplied and that, if allocated, the numbers would be adopted within six months and used in compliance with the applicable legal and regulatory framework.

²³ BT referred to the amalgamation onto one table of the questions relating to International Signalling Point Codes (ISPC), National Signalling Point Codes (NSPC) and Partial Calling Line Identity Codes (PCLI); and on another table the questions in relation to Mobile Network Codes (MNC) and Carrier Pre-Selection Codes (CPS).

Stakeholders' comments

- 3.71 Magrathea did not agree with the proposed wording of the declaration in Part 4 of the form in relation to the adoption of numbers within six months of allocation. The concern came from Magrathea's interpretation of the proposed declaration as requiring CPs not only to adopt but also to put all numbers into use within six months of allocation. Magrathea argued that, as a CP never uses all of the numbers in a block, this was not practicable. For this reason, Magrathea suggested revising the declaration text to "*the applicant will use its best endeavours to adopt a number or numbers from the allocated number block within six months of the date of allocation*".
- 3.72 Colt noted that we may consider taking enforcement action in the event of a CP's declaration turning out to be false and/or misleading. To ensure transparency in our proposed approach, Colt requested the provision of guidelines on the enforcement actions that we may consider taking in such an event.

Ofcom's response

- 3.73 The proposed declaration in Part 4 refers to CPs' requirement under GC17.19 to adopt allocated numbers within six months of allocation otherwise we may withdraw the allocation.²⁴ As discussed in paragraphs 3.52 to 3.55, stakeholders' comments have suggested that confusion exists over the terms 'Adoption' and use. Contrary to Magrathea's interpretation, the declaration proposed in Part 4 of the form relates to allocated numbers being adopted within six months of allocation. This does not mean that the numbers must be in use within that timeframe.
- 3.74 As explained in paragraphs 3.57 to 3.59, should allocated numbers not be adopted after six months of allocation, we would seek information from the CP allocated the numbers on the progress achieved in relation to adoption. If best endeavours have been used, yet a legitimate and demonstrable reason exists as to why the numbers are not adopted, we would take this into account when considering any action. We therefore consider it appropriate to retain the wording as proposed in the December 2013 consultation, as this reflects the requirement on adoption in GC17.9.
- 3.75 We expect applicants to consider their responses to the questions in the forms carefully before completing the declaration, as we may act in reliance on the information provided in the form. If, in considering the application, some or all of the declarations are found to be false and/or misleading, the application will be considered incomplete and rejected.
- 3.76 Colt asked about enforcement guidelines. We have published guidelines for the handling of competition complaints and complaints concerning regulatory rules on our website.²⁵

²⁴ Included in the proposed declaration text is that the applicant confirms "*that if the allocated numbers have not been adopted within months from the date of the allocation, they may be withdrawn*". This relates to our power to do so in GC17.19.

²⁵ *Enforcement Guidelines: Ofcom's guidelines for the handling of competition complaints and complaints concerning regulatory rules, Ofcom guidance published 25 July 2012 available on our website here: http://stakeholders.ofcom.org.uk/binaries/consultations/draft-enforcement-guidelines/annexes/Enforcement_guidelines.pdf.*

Process for transfer and return of number allocations

Stakeholders' comments

- 3.77 Gamma commented that the consultation on the new form covered the number allocation process in detail but did not consider transfer or return of number allocations, novation or other exceptional situations that may arise.

Ofcom's response

- 3.78 The form may be used by CPs to apply to us for the:

- (i) allocation;
- (ii) transfer of allocation; and
- (iii) return

of numbers.²⁶ For clarity, we have included a table at the start of Part 3 of the form requesting the applicant to state which type of application is being submitted (i.e. an application for the allocation of numbers, the transfer of an allocation of numbers or the return of an allocation of numbers).

- 3.79 With regards to transfer of an allocation, both the CP currently holding the allocation and the CP to whom the allocation is to be transferred need to complete the form as appropriate and submit it to Ofcom independently. The form allows for the CP currently holding the allocation to state the CP to whom they wish to transfer the allocation, referred to as the 'receiving CP'. The receiving CP should apply to us for the allocation of the same numbers by submitting a completed form in the same way that it would when applying for unallocated numbers. The receiving CP will tick a box on the form to indicate that its application relates to a transfer. The Numbering Team will coordinate the two applications.
- 3.80 Returning an allocation of numbers is relatively easy and the administrative burden minimal. The form requests for the CP holding the allocation to state the numbers concerned and the requested date on which the allocation should be withdrawn.
- 3.81 When completing the form to request the transfer or return of allocated numbers, the CP would also need to: (i) review that its profile and contact details are complete, accurate and up-to-date and sign the declaration in Part 1 of the form accordingly; and (ii) confirm the accuracy of the information provided by signing the relevant declaration in Part 4 of the form.
- 3.82 Gamma also asked about the process for novation. Novation relates to the transfer of contracts between legal entities. They can be used in business change situations such as mergers and acquisitions. We are not a party to, and have no involvement in, novations between CPs. CPs should apply to us, using the form, for the allocation, transfer or return of numbers as appropriate in advance of a novation taking place.

²⁶ 'Numbers' refers to the numbering resource at the level at which it is allocated, e.g. a block of numbers or an individual code.

The impact assessment and meeting of relevant legal tests as presented in the December 2013 consultation

Stakeholders' comments

- 3.83 Verizon considered the proposed modifications to be reasonable, proportionate and not unduly burdensome. Gamma considered that Ofcom had discharged its relevant legal duties through the December 2013 consultation.
- 3.84 Colt and [3<] considered that the proposals did not meet the relevant legal tests for a modification to the number application forms as they went beyond "*the minimum considered necessary to achieve an effective number application and management process for implementation of the new number management system*".²⁷ In particular, they questioned the proportionality of the information to be requested on network and service provision and considered this to be substantially beyond the current requirement.
- 3.85 Colt also considered that our intentions to move to an online application process were not transparent and that we had failed to include industry in their development. It argued that the consultation focused on the design of the form and did not provide an assessment of the likely impact on CPs that would result from the proposals or present a cost benefit analysis. Section 7 of the Act requires that such an assessment be undertaken and if not, we should state our reasons for considering it unnecessary. Colt considered that we had not completed this duty.
- 3.86 Vodafone thought that the consultation period was too short to allow stakeholders to undertake a full assessment of the impact of the proposals on CPs.

Ofcom's response

- 3.87 We consider that the Direction set out in Annex 4 meets the legal tests. In response to Colt and [3<], we consider that the information requested comprises the minimum required.
- 3.88 As set out in paragraphs 3.33 to 3.41, stakeholders' concerns regarding the provision of network and service information appear to arise from a misunderstanding of the level of detail required by the form. The proposed modifications to the current information requirements are intended to clarify how information may be provided in order for us to assess whether the applicant provides, or intends to provide within six months of number allocation, a PECN and/or a PECS. The information requested is not considered to be substantially beyond the current requirement.
- 3.89 Our move to an online system is undertaken for the benefit of CPs' and Ofcom's management of the UK's numbers. We consulted on changes to the content of the application form, as we are required to do. We consider that the analysis presented in the December 2013 consultation acts as an impact assessment (as defined in section 7 of the Act).
- 3.90 The December 2013 consultation provided for comments to be submitted during the period 18 December 2013 to 31 January 2014. Our statutory duty is to consult for a minimum of one month. We met this requirement and included additional time for the Christmas period. We considered this period sufficient for the nature of the proposals.

²⁷ Paragraph 4.8 of the December 2013 consultation.

Responses on other matters

The new number management system

Stakeholders' comments

- 3.91 A number of CPs²⁸ welcomed the forthcoming introduction of the new system, regarding it as a positive change and a necessary modernisation that will allow both Ofcom and CPs to streamline the number application process and to manage numbers more effectively.
- 3.92 [3<] urged us to consider a broad scope for the system, as there would be many ways that an online portal could benefit our interaction with CPs beyond number allocation requests. The portal should therefore be designed in a manner that will provide value and usability for general number management purposes.
- 3.93 Some CPs questioned whether they would have an opportunity to help develop the design of the system. Colt noted that little information had been supplied on the system specification, but that as procurement of the system was underway, it was unclear if CPs would have any opportunity to shape the final design. Colt argued for a detailed plan for engaging with CPs so that appropriate planning and input could be provided in a transparent manner. Vodafone commented that when we previously considered replacing our number management system, the industry was engaged via workshops to scope the design.
- 3.94 CPs also referred to the impact of the system on their processes and resources. Colt questioned the urgency of driving implementation of the system forward (which at the time of consultation was understood to be summer 2014). The timeline was considered challenging for CPs to secure sufficient finance and resource for implementation. Vodafone argued that we had wrongly predicted a negligible impact. It referred to its own number management system, which it had developed to automatically populate Ofcom's number application forms, and which the proposed changes would make redundant.
- 3.95 Some CPs commented on the implementation issues involved in moving to the online application process. Gamma noted that a move to any new system or substantial change to a process can generate risks. Sky also considered that implementation issues may arise from such a switchover and requested that we conduct a trial to assess how the system would operate in practice. Verizon and Sky suggested comprehensive user acceptance testing in advance of the system going live. Verizon requested a back-up system in case of failure of the automated process.
- 3.96 A number of respondents expressed concerns over a hard switchover between the current application forms/manual process and the move to the new form/online system. Colt, Gamma and Vodafone favoured an implementation period before the introduction of the online submission process in order to integrate with their own internal systems and avoid any disruptions to the number application process. Vodafone suggested a nine month implementation period.
- 3.97 CPs raised some questions on how the new system would operate. Verizon referred to the guidelines to be published advising CPs on the capabilities of the system²⁹ and

²⁸ Those respondents were BT, Sky, Verizon and [3<].

²⁹ Paragraph 4.18 of the December 2013 consultation.

requested that these also include clear instructions for CPs on using the system to ensure a smooth transition process. Gamma and [3] asked whether the system would allow CPs flexibility when applying for numbers and Ofcom flexibility when assessing applications (for instance, by retaining the ability to submit and consider applications manually where a non-standard issue arises that the system/form does not cover). Gamma questioned whether the system would increase the burden of completing the form (e.g. would it allow for copying and pasting of information from CPs' own systems into the form). Colt requested that the new system retains copies of the forms submitted.

- 3.98 CPs were also concerned about access to the system. BT requested assurances that access would be restricted to the CP's designated numbering contact or account holder in order to safeguard the security of information provided. Colt also asked if there would be an authorisation process for the provision of access to the system. Gamma expressed concerns about any obstacles that CPs' nominated external representatives might face in gaining access (e.g. the need to manage multiple online logins when representing a number of CPs).

Ofcom's response

- 3.99 We welcome stakeholders' general support for our plans to introduce a modernised and more effective number management system, which includes the ability for CPs to submit number applications online. We note that a large proportion of comments received in response to the December 2013 consultation concerned the system's implementation, although the consultation proposals related to the content of the form and not the method of its submission via the online portal.
- 3.100 We have designed the system to assist CPs and Ofcom in the number application process and the ongoing management of numbers. We have worked closely with the system's vendors and used our experience of number application and management processes to produce a system that will be functional for all parties. While CPs have not been directly involved in its design, the system has been constructed with the objective of being intuitive and user friendly for the CP.
- 3.101 We agree that CPs will experience some impact as they move from using the manual application process to the new system, and that the level of impact may vary depending on the CP's number management processes and their fit with those used by Ofcom. We believe this to be an inevitable consequence of a system change. We consider, however, that extended system capabilities are required to manage numbers effectively and the benefits of the new system will outweigh the impact from adapting to its launch.
- 3.102 The new system is expected to become operational for CPs on 8 December 2014. We will switch from accepting manual submission of the current number application forms to online submission of the new form on the same day. We have decided against a dual running period, as we consider that this could lead to error and increased administration. We anticipate that launch in December, which is a relatively quiet period for number applications, will facilitate the changeover. There has been an extended period before system launch, which was predicted for summer 2014 in the December 2013 consultation. This may have assisted CPs to plan and budget for the change (although we recognise that this may be limited until CPs gain access to the system).
- 3.103 We share CPs' demands that the system is robust and secure. We have carried out extensive testing to verify that these requirements are met. We have also completed

exhaustive user acceptance testing to ensure that the system is fit-for-purpose before providing CP access.

- 3.104 We understand that CPs will have questions on how the new system will operate. CPs' numbering representatives have been offered system demonstration sessions and will be provided with access to a comprehensive guidance document on the new system. The CP guide will include step-by-step instructions on how to use the system and provide explanations on what is required to complete the form appropriately. We have looked to reduce the burden for CPs in completing the form and there will be the ability to 'cut and paste' external information. We confirm that the system will retain copies of the form as submitted by the CP.
- 3.105 We note that CPs have some concerns about how the system will deal with 'non-standard' applications. The system allows for the inclusion of additional documents when submitting forms so that CPs have flexibility in providing supporting information. There is also a manual version of the form available for use in exceptional circumstances. The Numbering Team will be available to provide guidance and consider numbering requests outside of the system if necessary (although this requirement should be rare).
- 3.106 Access to the system will be via 'user name' and 'password'. These will be provided by Ofcom only to a CP's nominated representative(s). CPs will be responsible for ensuring the user name and password remains secure within their company.

Regulatory issues

Timescales for Ofcom's assessment of number applications

Stakeholders' comments

- 3.107 A number of respondents commented that, as the new system is designed to improve the application process, it should result in a faster and more efficient process, leading to reduced timescales for our processing of number applications.³⁰ These respondents submitted that this would achieve real benefits for industry and should be an objective of the proposals and the online application process.

Ofcom's response

- 3.108 We agree with stakeholders that the new system and form should result in a more efficient number application process for CPs and Ofcom. This in turn may lead to reduced timescales for our assessment of applications and where it does, we will ensure that applicant CPs also benefit from this efficiency saving. We will make decisions as soon as possible after receipt of a completed application form (and in any event within the prescribed three week timeframe set in section 58(4) of the Act).³¹

³⁰ Those respondents were BT, Colt, Marathon and Sky.

³¹ Section 58(4) of the Act provides "*The procedure to be followed on the making of an application for the allocation of numbers that are available for allocation in accordance with the National Telephone Numbering Plan must require OFCOM's determination of the application to be made: (a) in the case of an application made in response to an invitation in accordance with subsection (5), before the end of six weeks after the day on which the application is received; and (b) in any other case, before the end of three weeks after that day.*

Ofcom's process for ensuring efficient and effective use of numbers

Stakeholders' comments

- 3.109 Colt considered that currently there is no visibility of our processes for ensuring the efficient and effective use of allocated numbers, other than periodic audits in response to an identified shortage of numbers. Colt stressed that a robust process was required and asked us to set out our approach.
- 3.110 Sky asked us to update the National Numbering Scheme on our website, as it considered that a number of companies listed with allocated numbers were either dissolved, dormant or did not exist by reference to Companies House.

Ofcom's response

- 3.111 We have a number of processes for ensuring allocated numbers are used efficiently and effectively. As Colt mentions, one approach is to undertake periodic audits of allocated numbers and seek the return of numbers not in use. We also follow-up on statements made by CPs at the time of allocation to ensure numbers are being used in accordance with the application. As previously mentioned,³² we have introduced a pilot scheme for charging for certain geographic numbers to incentivise efficient and effective use.
- 3.112 We review the status of CPs that have been allocated numbers, as suggested by Sky, to ensure that the CP remains in a position to use the numbers. As well as undertaking this work regularly as part of our number management processes, we are currently carrying out an extensive audit of the accuracy of CPs' status and contact details on our number management database in preparation for the move to the new system.
- 3.113 The new system will provide additional functionality to support the effective management of numbers by Ofcom and CPs. This functionality will allow CPs to update information on their service and/or network profile, and on the adoption and use of their number allocations, to enable monitoring and enforcement. This will strengthen our number administration processes.

Number portability

Stakeholders' comments

- 3.114 Magrathea and BT considered that additional information gathered at the point of number allocation could help to address difficulties encountered in porting numbers. Magrathea suggested that we require applicants to declare that they (or their network provider) have the capability to port out numbers with at least one transit porting provider. In order to ensure compliance with GC18 on number portability, Magrathea considered that CPs should not be allocated numbers if they are unable to make such a declaration.
- 3.115 BT raised concerns about porting numbers from hosting networks. BT suggested that CPs state if allocated numbers would be hosted on another CP's network and, if so, name the hosting CP publically. It considered that Ofcom could then emphasise to the CP allocated the numbers that they must have a process in place with the hosting

³² See paragraph 3.16.

CP to facilitate number portability. Alternatively, BT considered that the form could include a declaration confirming that agreements are in place with the host CP to port numbers in accordance with obligations in GC18.

Ofcom's response

- 3.116 BT and Magrathea propose that we should require CPs to make certain declarations regarding portability when applying for numbers. However, an allocation of numbers does not trigger a requirement to provide portability under GC18 (the general condition on number portability). GC18.5 requires any CP to provide portability (i.e. any facility between CPs which enables subscribers to be able port their number(s) on request) to another CP on request as soon as is reasonably practicable and on reasonable terms. Therefore, the requirement to provide portability is not triggered until a CP makes a request to another CP. Once a request is made, a CP is required to provide portability.
- 3.117 Given the above, we do not think that it would be appropriate to include a declaration in the form specific to number portability. We have consulted on a declaration that the CP, if allocated the requested numbers, would use the numbers in compliance with the applicable legal and regulatory framework.

Ofcom's decision

- 3.118 We have taken into account the 11 responses received to the December 2013 consultation as set out in this section. We have decided to withdraw the current number application forms and move to the new form as proposed, with some adjustments in response to stakeholders' comments to clarify the information requested.
- 3.119 The differences between the proposals in the December 2013 consultation and those adopted in the form are summarised below:
- addition to Part 3 of a table requesting applicants to indicate whether the application is for: (i) an allocation of numbers; (ii) the transfer of an allocation of numbers; or (iii) the return of an allocation of numbers, plus the provision of supplementary information and clarification on the declarations that are relevant to each type of application;
 - information requested on different number types will be presented to the applicant in separate tables on the form;
 - clarification that provision of a billing representative is only required if the CP has been allocated, or is applying for the allocation of, geographic numbers included in the pilot scheme for charging for numbers; and
- the provision for applicants for Directory Enquiry 118XXX codes to state the trading name of the company if different from the company name.
- 3.120 We now consider how our decision to introduce the new application form falls within our duties and would meet the applicable legal tests.

Duties and legal tests

3.121 We consider that our Direction in Annex 4³³ accords with the applicable legal framework (as set out in Annex 3) in that:

- GC17 provides us with the power to direct the appropriate form of the application form used to apply for an allocation or reservation of telephone numbers; and
- we have followed the process for the withdrawal and making of a new Direction set out under section 49 of the Act.

3.122 We consider that our Direction satisfies section 49(2) of the Act in that:

- **objectively justifiable**,³⁴ in that they will ensure that the new form is accurate, clear, transparent and reflects current numbering policy in a consistent manner;
- **not unduly discriminatory**, in that all CPs that apply to Ofcom for numbers have to use the same form;³⁵
- **proportionate**, in that the information required by the form is the minimum considered necessary to achieve an effective number application and management process for implementation of the new system. We have sought to ensure that the information required replicates the same substantive effect as the current provisions and do not extend the current scope of regulation; and
- **transparent**, in that the new form is explained in Section 3 of the December 2013 consultation and is set out in the schedule to the Direction in Annex 4 of this document, and we are withdrawing the previous application forms.

3.123 We consider that we are fulfilling our general duty in relation to our telephone numbering functions, as set out in section 63 of the Act, by:

- **securing what appears to be the best use of telephone numbers**, in that the modifications to the information requested in the form will ensure that policy on the best use of numbers is reflected in a consistent, accurate, clear and transparent manner across the form. The modifications will result in the provision of additional information to be supplied by CPs which will assist us in our assessment of whether an allocation to the applicant would secure best use of numbers; and

³³ As discussed at paragraph 2.19, a Direction was made on 3 June 2014 in relation to 08 number application form. This Direction revised the 08 number application form to facilitate the withdrawal of the 0500 number range and the migration of users to an alternative sub-range (08085). Since we are withdrawing the 08 number application form, it is also necessary to withdraw this Direction. We have not notified the withdrawal of this Direction under section 49A on the basis that Ofcom considers that this section does not apply: the proposal to withdraw is not for the purposes of an SMP apparatus condition; and in our view the withdrawal would not have a significant impact on a market for any of the services, facilities, apparatus or directories in relation to which we have functions under Chapter 1 of Part 2 of the Act.

³⁴ We are no longer required to satisfy ourselves that the giving of a direction affecting a general condition is objectively justifiable. However, for completeness, we set out below why we consider that, in any event, the modifications are objectively justifiable.

³⁵ The form will be made available in a paper version in exceptional circumstances, such as where an applicant is unable to use the online system.

- **encouraging efficiency and innovation**, in that information required by the form will contribute to Ofcom's and CPs' effective management of numbers, while ensuring an environment that facilitates new entrants and innovation.

3.124 We also consider that the Direction is consistent with our duties under section 3 of the Act, and the Community requirements set out in section 4 of the Act (in particular, the requirement to promote the interests of all persons who are citizens of the European Union (EU)). In particular, we consider that our decision will further the interests of citizens in relation to communications matters and consumers in relevant markets by:

- simplifying the process for CPs to apply for the allocation, transfer and return of numbers; and
- informing (to a greater extent than at present) our assessment of number applications and facilitating the gathering of information for monitoring number use so as to secure that the best use is made of numbers and that adequate numbers continue to be available to meet demand.

3.125 Ultimately, we consider that the new form will lead to benefits for CPs in their supply of communications services to consumers. We have also had regard, as required by section 3(3)(a) and (b) of the Act, to the principle that regulatory activities should be transparent, accountable, proportionate, consistent and targeted only at cases in which action is needed, and to other principles of best regulatory practice.

3.126 Section 49B of the Act requires for directions in relation to proposals of EU significance to be notified to the European Commission, BEREC and the national regulatory authorities of every other EU member State. We do not consider that an EU notification is required in the case of the Direction in Annex 4, as the proposals are not of EU significance in that, in our opinion, it does not affect trade between EU Member States.³⁶

Impact assessment

3.127 Impact assessments form a key part of the policy-making process and provide a transparent way of considering different options for regulation, including not regulating. The analysis presented in the December 2013 consultation acts as an impact assessment as defined in section 7 of the Act.

Equality impact assessment

3.128 We assess the effect of functions, policies, projects and practices on equality in accordance with the Equality Act 2010. Equality impact assessments also assist us in making sure that we are meeting our principal duty of furthering the interests of citizens and consumers. We have therefore also considered what (if any) impact the issues under consideration in this document may have on equality. Where relevant, we have highlighted our consideration of equality issues.

³⁶ Section 150A(2) of the Act sets out the cumulative criteria that must be satisfied in order for a proposal to be of EU significance.

Section 4

Summary of decision and next steps

Summary of our decision

- 4.1 Having considered the 11 responses to the December 2013 consultation, we have decided to withdraw the existing 16 number application forms and implement the new form as proposed, with some adjustments in response to stakeholders' comments to clarify the information requested.
- 4.2 The new form introduces modifications to existing information requirements. Applicants for numbers need to provide additional information on:
- legal status, trading details and the individuals nominated as representatives;
 - network and/or service provision (actual or planned within six months of the numbers being allocated); and
 - use and adoption of existing number allocations relevant to the application.
- 4.3 The modifications to the information requested in the form also:
- require applicants to complete a set of declarations confirming the accuracy of the information supplied and that numbers allocated would be adopted within six months of allocation (otherwise they may be withdrawn) and used in compliance with the applicable legal and regulatory framework;
 - make provision for applications for 055 Corporate Numbers; and
 - remove references to a different approach to number allocation for providers of PECN and providers of PECS.
- 4.4 The differences between the proposals in the December 2013 consultation and those adopted in the form are:
- the addition to Part 3 of a table requesting applicants to indicate whether the application is for: (i) an allocation of numbers; (ii) the transfer of an allocation of numbers; or (iii) the return of an allocation of numbers, plus the provision of supplementary information and clarification on the declarations that are relevant to each type of application;
 - that information requested on different number types will be presented to the applicant in separate tables on the form;
 - clarification that provision of a billing representative is only required if the CP has been allocated, or is applying for the allocation of, geographic numbers included in the pilot scheme for charging for numbers; and
 - the provision for applicants for Directory Enquiry 118XXX codes to state the trading name of the company if different from the company name.

Next steps

- 4.5 The form will come into effect on 8 December 2014, the same day as the new system is scheduled to become operational for CPs to apply for numbers.

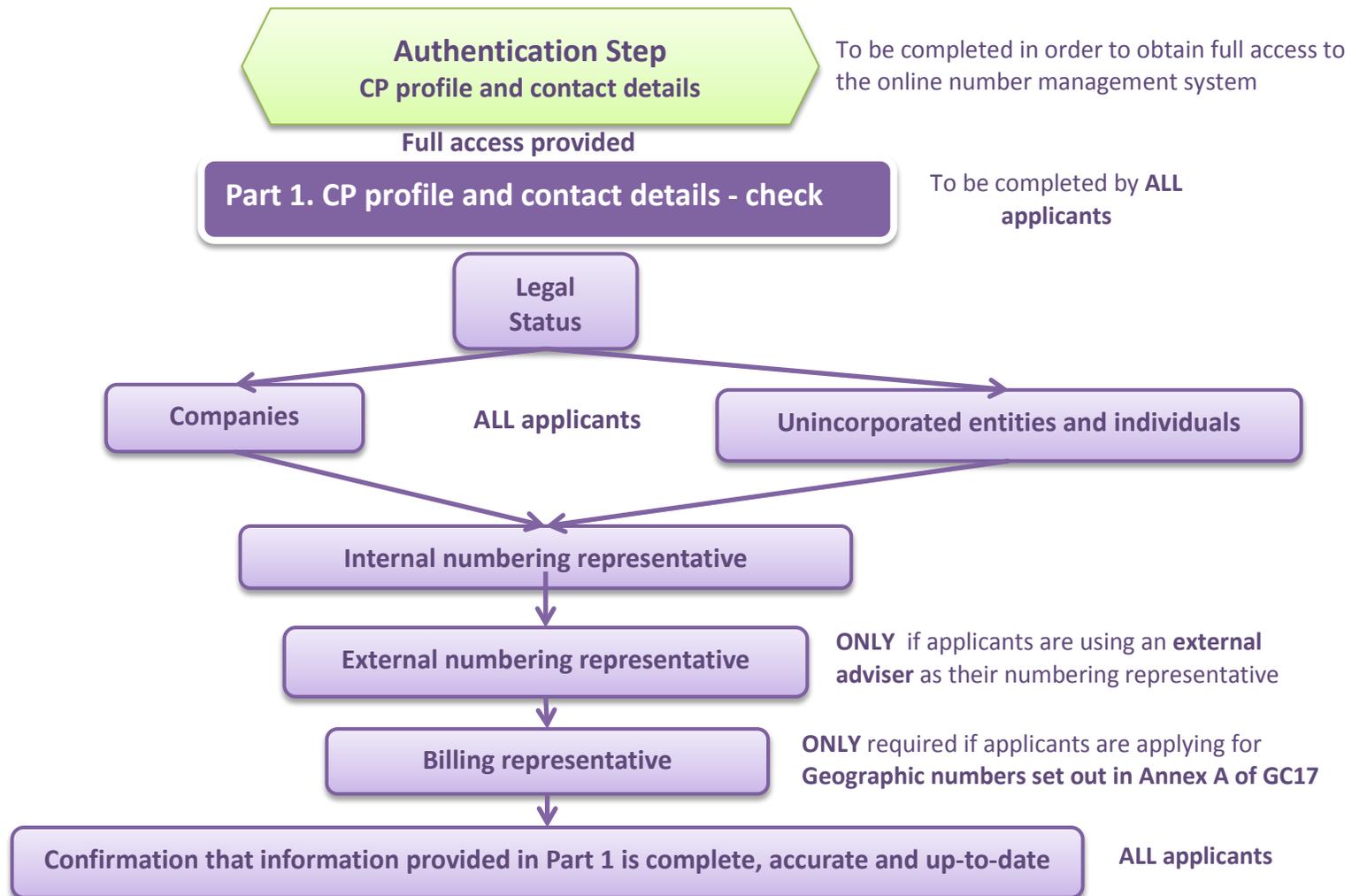
Annex 1

Respondents to the December 2013 consultation

- A1.1 We received 11 responses to the December 2013 consultation. The non-confidential responses are available on our website at:
<http://stakeholders.ofcom.org.uk/consultations/amendments-numbering-applications/?showResponses=true>.
- A1.2 Non-confidential responses were received from the following eight CPs:
- British Sky Broadcasting Limited (Sky)
 - BT plc (BT)
 - Colt Technology Services (Colt)
 - Gamma Telecom Holdings Limited (Gamma)
 - Magrathea Telecommunications Limited (Magrathea)
 - Marathon Telecom (Marathon)
 - Verizon Enterprise Solutions (Verizon)
 - Vodafone Limited (Vodafone)
- A1.3 One respondent requested that its name be withheld from publication and is referred to as 'Name Withheld 1' in this document.
- A1.4 Two respondents considered their submissions to be confidential.

Annex 2

Number application form diagram



Part 2. Declarations and information on network and/or service provision or application for CUPID/RID only

To be completed by **ALL applicants**

Declaration of provision of a PECS and/or PECN or application for CUPID/RID only

Applicants providing or intending to provide a **PECS** (except applicants **ONLY** applying for CUPID and/or RID Code(s))

Applicants providing or intending to provide a **PECN** (except applicants **ONLY** applying for CUPID and/or RID Code(s))

Service Information

Network Information

Note
An applicant will have to complete **both tables** if it is a provider of (or intends to provide) **both a PECS and a PECN**

ALL applicants

Confirmation that information provided in Part 2 is complete, accurate and up-to-date

Part 3. Telephone Numbers requested for allocation

To be completed by **ALL** applicants

Type of application

Number type(s) requested in the form

Information on requested numbers



Information on adoption and use of existing numbers

Part 4. Declarations

To be completed by **ALL** applicants

Table (s) relevant to the numbers requested (**Part 3**) are to be completed by **ALL** applicants

- Geographic Numbers (01/02)
- Non-Geographic Numbers starting 03
- Non-Geographic Numbers starting 055 or 056
- Non-Geographic Numbers starting 08
- Non-Geographic Numbers starting 09
- Mobile, Personal and Paging Numbers (07)
- Indirect Access Codes (IDA) – 1XXXX
- Directory Enquiry (DQ) - 118XXX
- Harmonised Numbers for Harmonised Services of Social Value - 116XXX
- National Signalling Point Codes (NSPC)
- International Signalling Point Codes (ISPC)
- Partial Calling Line Identity Codes (PCLI)
- Mobile Network Codes (MNC)
- Carrier Pre-Selection Codes (CPS)
- Number Portability Prefix Codes (NPPC)
- Target Transit Codes (TTC)
- Communications Provider ID Codes (CUPID)
- Reseller Id Codes (RID)

Annex 3

Legal Framework

The legal framework

A3.1 Ofcom regulates the communications sector under the framework established by the Communication Act 2003 (the Act). The Act provides, among other things in relation to numbering, for the publication of the National Telephone Numbering Plan (the Numbering Plan) and the setting of General Conditions of Entitlement relating to telephone numbers (the Numbering Condition or GC17). It also sets out statutory procedures governing the modification of the Numbering Plan and General Conditions.

Ofcom's general duty as to telephone numbering functions

A3.2 Ofcom has a general duty under section 63(1) of the Act in carrying out its numbering functions:

a) "to secure that what appears to them to be the best use is made of the numbers that are appropriate to use as telephone numbers; and

b) to encourage efficiency and innovation for that purpose."

Principal duties of Ofcom

A3.3 The principal duty of Ofcom to be observed in the carrying out of its functions is set out in section 3(1) of the Act as the duty:

a) "to further the interests of citizens in relation to communications matters; and

b) to further the interests of consumers in relevant markets, where appropriate by promoting competition."

Duties for the purpose of fulfilling Community obligations

A3.4 In addition to our general duties and our duty regarding telephone numbers, Ofcom must also take into account the six Community requirements in carrying out its functions, as set out in section 4 of the Act. These include the requirement to promote competition in the provision of electronic communications networks and services, as well as the requirement to promote the interests of European citizens.

Number application forms

A3.5 The Numbering Condition (GC17) contains provisions relating to the allocation, adoption and use of telephone numbers.

A3.6 Paragraph 17.9 (a) of GC17 states that:

"When applying for an Allocation or reservation of Telephone Numbers, the Communications Provider shall:

a) use an appropriate application form as directed by Ofcom from time to time as it thinks fit;....”

A3.7 Section 49(1) of the Act provides that:

“This section applies where:

a) a condition set under section 45 has effect by reference to directions, approvals or consents given by a person (whether OFCOM themselves or another); and

b) that person (referred to in this section and sections 49A to 49C as “the responsible person”) is proposing to give a direction, approval or consent that affects the operation of that condition or to modify or withdraw a direction, approval or consent so as to affect the condition’s operation.”

A3.8 Section 49(2) further provides that:

“The responsible person must not give, modify or withdraw the direction, approval or consent unless he is satisfied that to do so is -

a) objectively justifiable in relation to the networks, services, facilities, apparatus or directories to which it relates (but this paragraph is subject to subsection (2A));

b) not such as to discriminate unduly against particular persons or against a particular description of persons;

c) proportionate to what it is intended to achieve; and

d) in relation to what is intended to achieve, transparent.”

A3.9 Section 49(2A) states:

“Subsection (2)(a) does not apply in relation to a direction, approval or consent affecting a general condition.”

A3.10 According to section 49(4), where section 49A applies, the applicable requirements of that section and section 49B must be complied with before the direction, approval or consent is given, modified or withdrawn.

A3.11 Section 49A applies, among other things, where the responsible person proposes to give, modify or withdraw a direction approval or consent for the purposes of:

“(1)...b) any other condition set under section 45 where what is proposed would, in OFCOM’s opinion, have a significant impact on a market for any of the services, facilities, apparatus or directories in relation to which they have functions under this Chapter.”

A3.12 Where section 49A applies, section 49A(3) provides that responsible person must publish a notification:

“a) stating that there is a proposal to give, modify or withdraw the direction, approval or consent;

b) identifying the responsible person;

c) setting out the direction, approval or consent to which the proposal relates;

d) setting out the effect of the direction, approval or consent or of its proposed modification or withdrawal;

e) giving reasons for the making the proposal; and

f) specifying the period within which representations may be made about the proposal to the responsible person.”

A3.13 The consultation period must be no less than one month after the day of the publication of the notification (section 49A(4)), unless there are exceptional circumstances (section 49A(5)). Section 49C(1) provides that Ofcom must send to the Secretary of State a copy of every notification published under section 49A(3).

Annex 4

Direction in respect of the number application form

Direction under paragraph 17.9(a) of General Condition 17 relating to the number application form

WHEREAS:

- A. Paragraph 17.9(a) of General Condition 17 provides that, when applying for an Allocation or reservation of Telephone Numbers, the Communications Provider shall use an appropriate application form as directed by Ofcom from time to time as it thinks fit;
- B. For the reasons set out in the explanatory Statement accompanying this Direction, Ofcom shall:
- (i) withdraw the Direction made on 22 November 2012³⁷ (and the Direction made on 3 June 2014³⁸) requiring Communication Providers to use the set of application forms in the schedule to that Direction; and
 - (ii) give this Direction requiring Communications Providers to use the application form appended to this Direction and which will be made available on Ofcom's online number portal,.
- C. For the reasons set out in the explanatory Statement accompanying this Direction, Ofcom is satisfied that, in accordance with section 49(2) of the Act, this Direction is:
- (i) not such as to discriminate unduly against particular persons or against a particular description of persons;
 - (ii) proportionate to what it is intended to achieve; and
 - (iii) in relation to what is intended to achieve, transparent.

Ofcom is further satisfied that the matters set out in paragraph B above (including revisions to the application forms) are objectively justified.

³⁷ Direction in Annex 4 of the Ofcom Statement *Telephone numbering: Modifications to the National Telephone Numbering Plan, General Condition 17 and telephone number applications forms within existing numbering policy*, published 22 November 2012 and available on our website here:

<http://stakeholders.ofcom.org.uk/binaries/consultations/telephone-numbering-modification/statement/statement.pdf>.

³⁸ Direction in Annex 2 of the Ofcom Statement *The 0500 Number Range: Decision to withdraw 0500 telephone numbers*, published 3 June 2014 and available on our website here:

http://stakeholders.ofcom.org.uk/binaries/consultations/re-consultation-0500-freephone/statement/0500_statement.pdf.

- D. In making this Direction, Ofcom has considered and acted in accordance with its general duty as to telephone numbering functions under section 63 of the Act, its general duties under section 3 of the Act and the six Community requirements set out in section 4 of the Act;
- E. A notification of a proposal to give this Direction (the “Notification”) was given under section 49A(3) of the Act on 18 December 2013.³⁹
- F. In the Notification and the accompanying consultation document, Ofcom invited representations about the proposed Direction by 31 January 2014. Ofcom received 11 responses to the Notification and has considered every representation made to it in respect of its proposal to give this Direction.
- G. This Direction has not been notified to the European Commission, BEREC and the national regulatory authorities of every other Member State under section 49B of the Act on the basis that Ofcom considers that the proposal is not of EU significance.
- H. A copy of this Direction has been sent to the Secretary of State pursuant to section 49C(1) of the Act.

NOW, THEREFORE, PURSUANT TO SECTION 49 OF THE ACT AND PARAGRAPH 17.9(a) OF GENERAL CONDITION 17, OFCOM DIRECTS THAT:

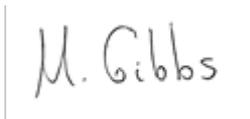
1. For the time being, the number application form referred to at paragraph B(ii) of this Direction (a paper representation of which is appended to this Direction) shall be used by Communications Providers when applying for an Allocation of Telephone Numbers.
2. The Direction made on 22 November 2012 and the Direction made on 3 June 2014 referred to at paragraph B(i) of this Direction shall be withdrawn from the date that this Direction takes effect.
3. In this Direction:
 - a. “the Act” means the Communications Act 2003;
 - b. “General Condition 17” means General Condition 17 of the General Conditions of Entitlement, set under section 45 of the Act by the Director General of Telecommunications on 22 July 2003, and amended from time to time; and
 - c. “Ofcom” means the Office of Communications.
 - d. “online number portal” means the Ofcom Number Management System accessed at: <http://stakeholders.ofcom.org.uk/telecoms/numbering/>.

³⁹ No notification was required under section 49A of the Act in relation to withdrawing the Direction of 3 June 2014 as Ofcom is of the opinion that the proposal would not have a significant impact on a market for any of the services, facilities, apparatus or directories in relation to which Ofcom has functions under Chapter 1 of Part 2 of the Act.

4. Words or expressions shall have the meaning assigned to them in this Direction, and otherwise any word or expression shall have the same meaning as it has in paragraph 1(Definitions) of Part 1 of the Schedule to the Notification published by the Director General of Telecommunications on 22 July 2003 under section 48(1) of the Act, and modified by Ofcom from time to time.
5. The Interpretation Act 1978 shall apply as if this Direction were an Act of Parliament.
6. Headings and titles in this Direction shall be disregarded.

Effective date

7. This Direction will take effect on **8 December 2014**.

A rectangular box containing a handwritten signature in black ink that reads "M. Gibbs".

Marina Gibbs

Competition Policy Director

1 December 2014

A person authorised by Ofcom under paragraph 18 of the Schedule to the Office of Communications Act 2002.



Telephone Number Application Form

Definitions and Interpretation

1. Words or expressions shall have the meaning assigned to them in this Application Form.

Otherwise, any word or expression shall have the same meaning as it has:

- (i) in the National Telephone Numbering Plan published by Ofcom pursuant to section 56 of the Communications Act 2003 (the 'Act') and amended from time to time;
- (ii) if it has no meaning ascribed as mentioned in (i) above, in paragraph 1 (Definitions) of Part 1 of the Schedule to the Notification published by the Director General of Telecommunications on 22 July 2003 under section 48(1) of the Act and modified by Ofcom from time to time; and
- (iii) if it has no meaning ascribed as mentioned in (i) and (ii) above, in the Act.

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

3. Main abbreviations used in the Application Form:

- (i) 'CP' means Communications Provider
- (ii) 'PECN' means Public Electronic Communications Network
- (iii) 'PECS' means Public Electronic Communications Service
- (iv) 'CUPID' means Communications Provider Identification Code
- (v) 'RID' means Reseller Identification Code
- (vi) 'NSPC' means National Signalling Point Code
- (vii) 'ISPC' means International Signalling Point Code
- (viii) 'MNC' means Mobile Network Code
- (ix) 'PCLI' means Partial Calling Line Identity
- (x) 'CPS' means Carrier Pre-Selection
- (xi) 'IDA' means Indirect Access
- (xii) 'NPPC' means Number Portability Prefix Code
- (xiii) 'TTC' means Targeted Transit Code
- (xiv) 'DQ' means Directory Enquiry

Note: Applicants should ensure that all relevant sections of the Application Form have been completed. Only complete applications will be accepted.

LAYOUT OF THE APPLICATION FORM	
Part 1. CP profile and contact details	
Table Title	To be completed by
Legal Status	All applicants
Companies	Applicants that are Companies
Unincorporated Entities and individuals	Applicants that are Unincorporated entities or individuals
Internal numbering representative	All applicants
External numbering representative	Applicants using an external adviser (e.g. consultant, solicitor, etc.) as their numbering representative
Billing representative	Applicants applying for Geographic Numbers
Confirmation that information provided in Part 1 is complete, accurate and up-to-date	All applicants
Part 2. Information on network and/or service provision	
Table Title	To be completed by
Declaration of: <ul style="list-style-type: none"> • provision of a PECS and/or PECN; or • application for CUPID/RID only 	All applicants
Service information	Applicants that provide or shall provide a PECS
Network information	Applicants that provide or shall provide a PECN
Confirmation that information provided in Part 2 is complete, accurate and up-to-date	All applicants
Part 3. Telephone numbers requested for allocation	
Table Title	To be completed by
Type of application	All applicants
Number type(s) requested in the Application Form	All applicants
Requested number blocks	Applicants to complete table(s) relevant for number type(s) applied for in this Application Form
Adoption and use of existing number blocks	Applicants to complete table(s) relevant for number type(s) applied for in this Application Form
Part 4. Declaration	
To be completed by ALL applicants	

Part 1. CP profile and contact details

Applicants using the online form for the first time, or applicants completing a paper version, are required to provide all the requested information in Part 1. Please consider your responses carefully, then complete the declaration at the end of Part 1 to confirm the information is complete, accurate and up-to-date.

Applicants that have used the online form previously should see the information provided to Ofcom in the response fields in Part 1. Please review this response information carefully and make any necessary changes, then complete the declaration at the end of Part 1 to confirm the information is complete and remains accurate and up-to-date.

Legal Status		
To be completed by ALL applicants – tick to indicate applicable status		
Company: <input type="checkbox"/>	Unincorporated entity: <input type="checkbox"/> e.g. sole trader or partnership	Individual: <input type="checkbox"/>
Please describe the form/type:	Please describe the form/type:	

Companies	
To be completed by applicants that are a Company	
Company name	
Trading name(s) (if different from company name)	
Company registration number	
Date of incorporation	
Country of incorporation	
Nature of business (please describe)	
Company registered office address	
Where the Company's registered office is outside the U.K., please also provide contact details for the Company's U.K. presence (address, email and phone number).	
General office telephone number	

General office email address	
Website (if available)	
To be completed ONLY by applicants for numbers starting with 070, 087 (except 0870) or 09	
Full name, address and date of birth of each company director as listed at Companies House	
Current Companies House Appointments Report (to be attached)	

Unincorporated entities and individuals	
To be completed by applicants that are an Unincorporated entity or an individual	
Full name	
Trading name(s) (if different from full name)	
Nature of business (please describe)	
Date of commencing the business activity	
Address Where this address is outside the U.K., please also provide contact details for the applicant's UK presence (address, email and telephone number).	
Telephone number	
Email address	
Website (if available)	
To be completed ONLY by applicants for numbers starting with 070, 087 (except 0870) or 09	
Full name, address and date of birth of the person(s) responsible for the day-to-day running of the business	

Internal numbering representative	
To be completed by ALL applicants	
Full name	
Address	

Direct telephone number	
Direct email	
Mobile number (if available)	
Position in the entity	

External numbering representative	
To be completed ONLY if the applicant has authorised an external numbering representative to act on its behalf (e.g. consultant, solicitor, etc.)	
Note: the applicant must also provide details of an internal numbering representative above	
Full name	
Company name	
Company number	
Address	
Direct telephone number	
Direct email	
Mobile number (if available)	
<p>If you are acting on behalf of an applicant, please submit with the Application Form an Authorisation Letter signed by that applicant CP confirming that you are authorised to represent it. This letter should:</p> <ul style="list-style-type: none"> (a) be dated and signed by the applicant; (b) state the period of time for which you are authorised to act on behalf of the applicant; and (c) specify the actions you are authorised to carry out on behalf of that applicant. <p>Authorisation Letters which do not include the information set out above will not be accepted.</p>	

Billing representative	
To be completed ONLY by applicants for Geographic Numbers	
Required ONLY for applicants for Geographic Numbers specified in the Annex to General Condition 17	
Full name	
<i>If different from Numbering Representative, please provide contact details below</i>	
Address	
Direct telephone number	
Direct email	

Confirmation that information provided in Part 1 is complete, accurate and up-to-date	
To be completed by ALL applicants	
<p>Please review the information provided in the response fields in Part 1 carefully and complete the confirmation below by ticking the box provided.</p>	
<p><i>I have reviewed the information provided in response to Part 1 and confirm that it is complete, accurate and up-to-date.</i></p>	
	<input type="checkbox"/>

Part 2. Information on network and/or service provision

Applicants using the online form for the first time, or applicants completing a paper version, are required to provide all the requested information in Part 2 of the application form. Please carefully consider your responses, and then complete the declaration at the end of Part 2 to confirm the information is complete, accurate and up-to-date.

If you are not using the online form for the first time, the information you previously provided to Ofcom should appear in the response fields below at Part 2. Please carefully review this response information and make any necessary changes, then complete the declaration at the end of Part 2 to confirm the information is complete and remains accurate and up-to-date.

Declaration of provision of a PECS and/or PECN or application for CUPID/RID only

To be completed by ALL applicants

“Communications provider”, “electronic communications network”, “electronic communications service”, “public electronic communications network” and “public communications service” are defined in sections 405, 32 and 151 of the Communications Act 2003 (<http://www.legislation.gov.uk/ukpga/2003/21/contents>).

Please tick one or more (if applicable) of the following declarations:

(A) I declare on behalf of the applicant, that the applicant is a provider of a Public Electronic Communications Service as defined by the Communications Act 2003.

(B) I declare on behalf of the applicant, that the applicant shall commence the provision of a Public Electronic Communications Service as defined by the Communications Act 2003 within six months from the date of allocation of the numbers requested in this application.

(C) I declare on behalf of the applicant, that the applicant is a provider of a Public Electronic Communications Network as defined by the Communications Act 2003.

(D) I declare on behalf of the applicant, that the applicant shall commence the provision of a Public Electronic Communications Network as defined by the Communications Act 2003 within six months from the date of allocation of the numbers requested in this application.

(E) I declare on behalf of the applicant, that this application is only for Communications Identity (CUPID) Code(s) or Reseller Identification (RID) Code(s) and is not for any other type of code or number.

Service information			
To be completed by ALL applicants providing or intending to provide a PECS (except for applicants ONLY applying for CUPID and/or RID Code(s))			
Note: The fields below only relate to the PECS for which the requested numbers are to be adopted and used			
Type of PECS for which the requested numbers would be used (tick as applicable)	Provide details of the PECS the applicant is:	State where the PECS is/will be available	Date provision of PECS commenced or shall commence (planned or actual)
	i. providing (including a service flow diagram showing the network on which the numbers would be adopted, interconnection arrangements and how your customers access/use your service ¹); or ii. intending to provide (including documentation showing how you will activate the PECS within six months of the date of allocation of requested numbers ²)		
<u>Fixed telephony services</u> <input type="checkbox"/>	<i>Description - Attachment</i>		
<u>Mobile telephony services</u> <input type="checkbox"/>	<i>Description – Attachment</i>		
<u>VoIP services</u> <input type="checkbox"/>	<i>Description – Attachment</i>		
<u>Messaging services</u> <input type="checkbox"/>	<i>Description – Attachment</i>		
<u>Internet access services</u> <input type="checkbox"/>	<i>Description – Attachment</i>		
<u>Satellite services</u> <input type="checkbox"/>	<i>Description – Attachment</i>		
<u>Other services</u> <input type="checkbox"/>	<i>Description – Attachment</i>		

¹ Service flow diagram

Please provide a diagram illustrating the end-to-end service offered to your customers. The diagram should provide a high level view of the service, including the different networks that may be used for end-to-end connectivity.

² Documentation showing how you will activate the PECS – examples of relevant information:

- Interconnection agreement
- Hosting agreement
- Mobile Virtual Network Operator (MVNO)/ Mobile Virtual Network Enabler (MVNE) agreement
- Business plans (covering the service type(s) that you have selected above, including activation milestones and intended commencement date of service)

Network information			
To be completed by ALL applicants providing or intending to provide a PECN (except for applicants ONLY applying for CUPID and/or RID Code(s))			
Note: The fields below only relate to the PECN on which the requested numbers are to be adopted and used			
Type of PECN on which the requested numbers would be used (tick as applicable)	Provide details of the PECN the applicant is:	State where network is/will be available	Date provision of the applicant's PECN commenced or shall commence (actual or planned)
	i) providing (including a network diagram and network description ¹); or ii) intending to provide (including documentation showing how you will have access to a network within six months of the date of allocation of the requested numbers ²)		
Fixed Telephony Network (e.g. fixed network used primarily for publicly available telephony services) <input type="checkbox"/>	<i>Description - Attachment</i>		
Mobile Telephony Network (e.g. wireless network used primarily for publicly available mobile telephony services) <input type="checkbox"/>	<i>Description - Attachment</i>		
Mobile Service Network (non voice services e.g. SMS, MMS) <input type="checkbox"/>	<i>Description - Attachment</i>		
Mobile Virtual Network Operator/Enabler ('MVNO'/'MVNE') <input type="checkbox"/>	<i>Description - Attachment</i>		
Satellite Network (e.g. satellite network used for marine, aviation, remote areas) <input type="checkbox"/>	<i>Description - Attachment</i>		
Carrier Network <input type="checkbox"/>	<i>Description - Attachment</i>		

Other <input type="checkbox"/>	Description - Attachment		
<p>¹ Network diagram The network diagram should clearly identify:</p> <ul style="list-style-type: none"> • The network elements that are part of your existing network and their location. The diagram should include, as relevant: <ul style="list-style-type: none"> ○ switches; ○ subscriber databases (e.g. Home Location Register ('HLR'), Authentication Centre ('AuC')); and ○ servers used for your service offerings (e.g. IVRs); • Whether the network equipment that you are using/intend to use has network codes already allocated to it; • Interconnection with other networks (either peer or host networks); and • Identification of signalling links and the protocols used. <p>Mobile network description For mobile networks, please also include the spectrum (frequencies) used and the licensee of the spectrum allocation.</p> <p>² Documentation showing access to a network – examples of relevant information:</p> <ul style="list-style-type: none"> - Interconnection agreement - Hosting agreement - MVNE/MVNO agreement - Business plans (covering the network type/s selected above, including milestones for obtaining access and intended commencement date of network access) 			

<p>Confirmation that information provided in Part 2 is complete, accurate and up-to-date</p> <p>To be completed by ALL applicants</p> <p>Please review the information provided in the response fields in Part 2 carefully and complete the confirmation below by ticking the box provided.</p>	
<p><i>I have reviewed the information provided in response to Part 2 and confirm that is complete, accurate and up-to-date.</i></p>	<input type="checkbox"/>

Part 3. Telephone Numbers requested for allocation, transfer or return

Type of application	
To be completed by ALL applicants - Tick all types of application relevant	
Allocation – complete Part 3 and Part 4 <ul style="list-style-type: none"> • is the allocation application associated with a transfer request? 	<input style="width: 50px; height: 20px; margin-bottom: 5px;" type="checkbox"/> <input style="width: 50px; height: 20px;" type="checkbox"/>
Transfer of allocation of numbers/codes <ul style="list-style-type: none"> • number block/code <input style="width: 300px; height: 20px; margin-left: 10px;" type="text"/> • receiving CP <input style="width: 300px; height: 20px; margin-left: 10px;" type="text"/> 	<input style="width: 50px; height: 20px;" type="checkbox"/>
Return of allocated numbers/codes <ul style="list-style-type: none"> • number block/code <input style="width: 300px; height: 20px; margin-left: 10px;" type="text"/> • return date <input style="width: 300px; height: 20px; margin-left: 10px;" type="text"/> 	<input style="width: 50px; height: 20px;" type="checkbox"/>

General Condition 17.5 provides that “where Telephone Numbers have been allocated to the Communications Provider, that provider shall secure that such Telephone Numbers are adopted or otherwise used effectively and efficiently.” Ofcom has a general duty under section 63(1) of the Communications Act 2003 in carrying out its numbering functions:

- (a) to secure that what appears to Ofcom to be the best use is made of the numbers that are appropriate for use as telephone numbers; and*
- (b) to encourage efficiency and innovation for that purpose.*

Consistent with the duty above, Ofcom requires justification from CPs applying for numbers where they already hold allocations of the same number type that are relevant to the application. Applicants must provide details of relevant existing allocations where requested in support of their application for additional numbers.

Applicants should complete the following table stating the types of numbers/codes applied for in the Application Form. Applicants applying online will be given access to the relevant table(s) for the types of numbers/codes indicated. Applicants completing a paper version are required to identify the relevant table(s) for completion below.

Number type(s) requested in this Application Form	
To be completed by ALL applicants - Tick all types of numbers/codes the applicant is applying for	
Geographic Numbers (01/02)	<input type="checkbox"/>
Non-Geographic Numbers starting 03	<input type="checkbox"/>
Non-Geographic Numbers starting 055 or 056	<input type="checkbox"/>
Non-Geographic Numbers starting 08	<input type="checkbox"/>
Non-Geographic Numbers starting 09	<input type="checkbox"/>
Mobile Numbers (071-075 and 077-079); Personal Numbers (070); Radiopaging Numbers (076)	<input type="checkbox"/>
Access Code(s) for Indirect Access (IDA)	<input type="checkbox"/>
Access Code(s) for Directory Enquiries (DQ)	<input type="checkbox"/>
Access Code for Harmonised numbers for harmonised services of social value (116)	<input type="checkbox"/>
Network Code(s) of the following type: National Signalling Point Code (NSPC)	<input type="checkbox"/>
Network Code(s) of the following type: International Signalling Point Code (ISPC)	<input type="checkbox"/>
Network Code(s) of the following type: Partial Calling Line Identity Codes (PCLI)	<input type="checkbox"/>
Network Code(s) of the following type: Mobile Network Code (MNC)	<input type="checkbox"/>
Network Code(s) of the following type: Carrier Pre-Selection (CPS)	<input type="checkbox"/>
Network Code(s) of the following type: Number Portability Prefix Code (NPPC)	<input type="checkbox"/>
Network Code(s) of the following type: Targeted Transit Code (TTC)	<input type="checkbox"/>
Administrative Code(s) of the following type: Communications Provider Identity Code (CUPID)	<input type="checkbox"/>
Administrative Code(s) of the following type: Reseller Identification Code (RID)	<input type="checkbox"/>

GEOGRAPHIC NUMBERS (numbers starting with 01/02)						
<u>Requested number block(s)</u>						
	Name of Geographic Area	Number block requested Enter first digits of block after initial '0': - SABC DE for Standard Area - SABC DE F for Conservation Area - SABC DE F G for 100-Number Block Area where a 100-number block is required	Name and NSPC of the switch on which the number block will be situated (NSPC required only for interconnection switches)	Planned in-service date (NB applications should not be submitted more than 6 months prior to in-service date)	Forecast of expected use of requested numbers within 12 months of allocation (%)	Description of the service for which the numbers applied for will be used and the market to be served
1st block 1st choice						
2nd choice						
2nd block 1st choice						
2nd choice						
<u>Use of existing number block(s)</u>						
<ul style="list-style-type: none"> For each number block applied for above, provide details of any other number blocks with the same Geographic Area Code that are currently on the same switch/processor If any blocks applied for are for a new switch, i.e. it is the first block with that Geographic Area Code on the switch, state this below. 						
Name of Geographic Area	Number block allocated Enter first digits of block after initial '0' as relevant - SABC DE / DE F / DE F G	Name and NSPC of the switch (NSPC required only for interconnection switches)	Total numbers provided to end-users, i.e. in use or ported out (enter number or %)	Total numbers not in use but contracted out (enter number or %)	Explanation as to why the applicant requires further numbers with the same Geographic Area Code	

<p style="text-align: center;"><u>Adoption of existing number block(s)</u></p> <p style="text-align: center;">Provide details of any existing blocks of Geographic Numbers that were allocated more than 6 months ago but not yet Adopted</p>			
<p>Name of Geographic Area</p>	<p>Number block allocated</p> <p>Enter first digits of block after initial '0' as relevant - SABC DE / DE F / DE F G</p>	<p>Date block allocated</p>	<p>Explanation as to why the applicant has not Adopted the number block and provision of activation milestones and intended date of Adoption</p>

NON-GEOGRAPHIC NUMBERS STARTING WITH 03				
<u>Requested number block(s)</u>				
	Number block requested Enter first digits of block after initial '0' - SABC DE	Planned in-service date (NB applications should not be submitted more than 6 months prior to in-service date)	Forecast of expected use of the requested numbers within 12 months of allocation (%)	Description of the service for which the numbers applied for will be used and the market to be served
1st block 1st choice				
2nd choice				
2nd block 1st choice				
2nd choice				
<u>Use of existing number block(s)</u>				
For each number block applied for above, provide details of any other number block from the same 03X subrange				
Number block allocated Enter first digits of block after initial '0' - SABC DE	Total numbers provided to end-users, i.e. in use or ported out (enter numbers or %)	Total numbers not in use but contracted out (enter numbers or %)	Explanation as to why the applicant requires further numbers from the same 03X subrange	

NON-GEOGRAPHIC NUMBERS STARTING WITH 055 OR 056					
<u>Requested number block(s)</u>					
	Number block type e.g. Corporate Numbers	Number block requested Enter first digits of block after initial '0' - SABC DE	Planned in-service date (NB applications should not be submitted more than 6 months prior to in-service date)	Forecast of expected use of the requested numbers within 12 months of allocation (%)	Description of the service for which the numbers applied for will be used and the market to be served
1st block 1st choice					
2nd choice					
2nd block 1st choice					
2nd choice					
<u>Use of existing number block(s)</u>					
For each number block applied for above, provide details of any other number block from the same 05X range					
Number block allocated Enter first digits of block after initial '0' - SABC DE	Total numbers provided to end-users, i.e. in use or ported out (enter numbers or %)	Total numbers not in use but contracted out (enter numbers or %)	Explanation as to why the applicant requires further numbers from the same 05X range		

NON-GEOGRAPHIC NUMBERS STARTING WITH 08							
<u>Requested number block(s)</u>							
	Number block type e.g. Freephone Numbers	Number block requested Enter first digits of block after initial '0': - SABC DE for numbers allocated in 10,000-number blocks - SABC DE F for numbers allocated in 1,000-number blocks	Tariff for each number block (including VAT) (for 0843/4 and 0871/2/3 non-internet blocks, state tariff for BT customers to nearest 1p)	State 'BT Discount Scheme' or 'Non BT Discount Scheme' as applicable for block	Planned in-service date (NB applications should not be submitted more than 6 months prior to in-service date)	Forecast of expected use of the requested numbers within 12 months of allocation (%)	Description of the service for which the numbers applied for will be used and the market to be served
1 st block 1 st choice							
2 nd choice							
2 nd block 1 st choice							
2 nd choice							
<u>Use of existing number block(s)</u>							
For each number block applied for above, provide details of any other number blocks of the same type and tariff (where applicable)							
Number block type	Number block(s) allocated Enter first digits of block after initial '0' as relevant – SABC DE/DE F	Tariff (including VAT) (where applicable)	State 'BT Discount Scheme' or 'Non BT Discount Scheme' as applicable for block	Total numbers provided to end-users, ie in use or ported out (enter numbers or %)	Total numbers not in use but contracted out (enter numbers or %)	Explanation as to why the applicant requires further numbers	

Adoption of existing number block(s)

Provide details of any existing blocks of Non-Geographic Numbers starting with 08 that were allocated more than 6 months ago but not yet Adopted

Number block type	Number block(s) allocated Enter first digits of block after initial '0' as relevant - SABC DE / DE F	Date block allocated	Explanation as to why the applicant has not Adopted the number block and provision of activation milestones and intended date of Adoption

NON-GEOGRAPHIC NUMBERS STARTING WITH 09						
<u>Requested number block(s)</u>						
	Number block type e.g. Sexual Entertainment Services at a Premium Rate	Number block requested Enter first digits of block after initial '0' - SABC DE	Tariff for each number block for BT customers (including VAT)	Planned in-service date (NB applications should not be submitted more than 6 months prior to in-service date)	Forecast of expected use of the requested numbers within 12 months of allocation (%)	Description of the service for which the numbers applied for will be used and the market to be served
1 st block 1 st choice						
2 nd choice						
2 nd block 1 st choice						
2 nd choice						
<u>Use of existing number block(s)</u>						
For each number block applied for above, provide details of any other number blocks of the same type and tariff						
Number block type	Number block allocated Enter first digits of block after initial '0' - SABC DE	Tariff for BT customers (including VAT)	Total numbers provided to end-users, i.e. in use or ported out (enter numbers or %)	Total numbers not in use but contracted out (enter numbers or %)	Explanation as to why the applicant requires further numbers	

Adoption of existing number block(s)

rm

Provide details of any existing blocks of Non-Geographic Numbers starting with 09 that were allocated more than 6 months ago but not yet Adopted

Number block type	Number block(s) allocated Enter first digits of block after initial '0' as relevant - SABC DE	Date block allocated	Explanation as to why the applicant has not Adopted the number block and provision of activation milestones and intended date of Adoption

MOBILE, PERSONAL AND RADIOPAGING NUMBERS (numbers starting with 07)						
<u>Requested number block(s)</u>						
	Number block type e.g. Mobile Numbers	Number block requested Enter first digits of block after initial '0': - SABC D for numbers allocated in 100,000-number blocks - SABC DE for numbers allocated in 10,000-number blocks	Tariff and rate for each number block (including VAT) Personal and radiopaging numbers only	Planned in-service date (NB applications should not be submitted more than 6 months prior to in-service date)	Forecast of expected use of the requested numbers within 12 months of allocation (%)	Description of the service for which the numbers applied for will be used and the market to be served
1 st block 1 st choice						
2 nd choice						
2 nd block 1 st choice						
2 nd choice						
<u>Use of existing number block(s)</u>						
For each number block applied for above, provide details of any other number blocks of the same type and tariff (where applicable)						
Number block type	Number blocks allocated Enter first digits of block after initial '0' as relevant– SABC D / DE	Tariff and rate (including VAT) Personal and radiopaging numbers only	Total numbers provided to end-users, i.e. in use or ported out (enter numbers or %)	Total numbers not in use but contracted out (enter numbers or %)	Explanation as to why the applicant requires further numbers	

INDIRECT ACCESS CODES (IDA codes – 1XXXX)								
<u>Requested code(s)</u>								
	IDA code required	Is this Access Code to be used in conjunction with the BT Standard Interconnection Service known as Indirect Access? State 'Yes' or 'No'	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 ¹	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)	State the name and the NSPC of the switch where the Access Code will be set-up	Is this the applicant's own switch or that of another PECN provider (please state name)?	Planned in-service date (NB applications should not be submitted more than 6 months prior to in-service date)	Description of the service for which the Access Code will be adopted and the market to be served
1 st choice								
2 nd 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 PECN provider 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.								

<u>Use of existing code(s)</u>					
For each IDA code applied for above, provide details of any other IDA code(s) allocated with the same set-up					
Existing IDA code	State the set-up of the IDA code on the switch – either: - Personal Identification Number (PIN)(1 stage); or -Calling Line Identification (CLI) (2 stage); or -PIN & CLI	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)?	State the name and the NSPC of the switch where the Access Code is set up	Is this the applicant's switch, or that of another PECN provider (please state name)?	Explanation as to why the applicant requires further IDA code(s)

ACCESS CODES FOR DIRECTORY ENQUIRY (DQ) FACILITIES (118XXX)

Requested code(s)

	DQ code required	Name of sub-allocatee providing the DQ Facility (where relevant)	Name of DQ facility to be provided	Trading Name (if different from Company Name)	Description of DQ Facility ¹ to be provided behind 118XXX Code (must be in accordance with definitions for National DQ and/or International DQ)	Confirmation that this service will offer the caller the number requested if available from the database	Planned in-service date (NB applications should not be submitted more than 6 months prior to in-service date)
1 st choice							
2 nd choice							

If you are applying for DQ code(s) on behalf of a sub-allocatee(s), please attach a signed, letter-headed 'statement of intent' from each sub-allocatee you are representing

(Attachment)

¹**Description of DQ Facility:** Description of DQ 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 DQ Facility or a combination of both. The description you provide will be published on Ofcom’s website – you should ensure that the description does not contain commercially confidential information.

Use of existing codes

For each DQ code applied for above, provide details of any other DQ codes with the same service and provider

Existing DQ code	Name of sub-allocatee providing the DQ Facility (where relevant)	Name of DQ Facility provided	Trading Name (if different from Company Name)	Description of DQ Facility provided	Explanation as to why the applicant requires further DQ code(s)

ACCESS CODE FOR HARMONISED NUMBERS FOR HARMONISED SERVICES OF SOCIAL VALUE (116XXX)					
<u>Requested code</u>					
Code required	Name of service	Name of organisation(s) who will be providing the service	Description of service to be provided on the code	Planned in-service date (NB applications should not be submitted more than 6 months prior to in-service date)	Any other supporting information the applicant may wish to include
<p>The following documents must be submitted with the Application Form: <i>(Attachments)</i></p> <p><i>a)</i> a comprehensive description of the service to be provided on the code;</p> <p><i>b)</i> a statement explaining how the proposed service meets the service description and complies with the conditions attached to the use of the code set out in the National Telephone Numbering Plan;</p> <p><i>c)</i> a letter of confirmation from the organisation(s) who will provide the service; and</p> <p><i>d)</i> confirmation that the applicant(s) was found to be eligible to apply for allocation following an expression of interest in the specific code.</p>					

NATIONAL SIGNALLING POINT CODES ('NSPC')					
<u>Requested code(s)</u>					
(Note that Ofcom will select the actual code(s) allocated)					
Code required	Type of service for which the code will be used	Name of switch where the code will be located	Type of switch and manufacturer	Address of switch, i.e. the physical location	Planned in-service date (NB applications should not be submitted more than 6 months prior to in-service date)
<p>Note: If you are applying for NSPCs from Ofcom, the switch where it will be located must form part of the UK network, whether it is physically located within or outside the UK, i.e. it should not be used on a switch that forms part of an overseas network. If it does form part of an overseas network, you should apply for NSPCs from the country concerned. The name of the switch will appear on the notification of allocation.</p>					
<u>Use of existing code(s)</u>					
For each code applied for above, provide details of any existing codes of the same type					
Code allocated	Name of switch where the code is located	Type of switch and manufacturer	Address of switch, i.e. the physical location	Switch function	If you are applying for code(s) on a switch where one or more codes of the same type are already located, provide a justification

INTERNATIONAL SIGNALLING POINT CODES ('ISPC')					
<u>Requested code(s)</u>					
(Note that Ofcom will select the actual code(s) allocated)					
Code required	Type of service for which the code will be used	Name of switch where the code will be located	Type of switch and manufacturer	Address of switch, i.e. the physical location	Planned in-service date (NB applications should not be submitted more than 6 months prior to in-service date)
<p>Overseas interconnection arrangements: For each of the ISPCs applied for above, confirm that it will be used on an international gateway exchange that forms part of the UK C7 network, and that it interconnects with one or more overseas international gateway exchanges that operate within the ISPC network.</p> <p>Note: If you are applying for ISPCs from Ofcom, the switch where it will be located must form part of the UK network, whether it is physically located within or outside the UK, i.e. it should not be used on a switch that forms part of an overseas network. If it does form part of an overseas network, you should apply for ISPCs from the country concerned. The name of the switch will appear on the notification of allocation.</p>				<i>To be completed</i>	
<u>Use of existing code(s)</u>					
For each code applied for above, provide details of any existing codes of the same type					
Code allocated	Name of switch where the code is located	Type of switch and manufacturer	Address of switch, i.e. the physical location	If you are applying for code(s) on a switch where one or more codes of the same type are already located, provide a justification	

PARTIAL CALLING LINE IDENTITY CODES ('PCLI')				
<u>Requested code(s)</u>				
(Note that Ofcom will select the actual code(s) allocated)				
Code required	Name of switch where the code will be located	Type of switch and manufacturer	Address of switch, i.e. the physical location	Planned in-service date (NB applications should not be submitted more than 6 months prior to in-service date)
<u>Use of existing code(s)</u>				
For each code applied for above, provide details of any existing codes of the same type				
Code allocated	Name of switch where the code is located	Type of switch and manufacturer	Address of switch, i.e. the physical location	If you are applying for code(s) on a switch where one or more codes of the same type are already located, provide a justification

MOBILE NETWORK CODES (MNC)		
<u>Requested code(s)</u>		
(Note that Ofcom will select the actual code(s) allocated)		
Code type	Planned in-service date (NB applications should not be submitted more than 6 months prior to in-service date)	Provide a justification where more than one code of the same type is requested
<u>Use of existing codes</u>		
Code allocated	Details of code use	Provide a justification for requesting a further code

CARRIER PRE-SELECTION CODES (CPS)		
<u>Requested code(s)</u>		
(Note that Ofcom will select the actual code(s) allocated)		
Code type	Planned in-service date (NB applications should not be submitted more than 6 months prior to in-service date)	Provide a justification where more than one code of the same type is requested
<u>Use of existing codes</u>		
Code allocated	Details of code use	Provide a justification for requesting a further code

NUMBER PORTABILITY PREFIX CODES (NPPC)		
<u>Requested codes</u>		
(Note that Ofcom will select the actual codes allocated) and use of existing codes)		
Type of NPPC	Indicate type of NPPC requested by stating 'Yes'	State if you have existing NPPC(s) of this type. If yes, provide details and justification for further NPPC
Geographic		
Non-Geographic		
Personal Number		
Non-Geographic Transit		
Personal Number Transit		
Mobile Numbers		

TARGETED TRANSIT CODES (TTC)						
<u>Requested codes</u>						
Note that Ofcom will select the actual codes allocated. The same code(s) will be allocated jointly to the three providers specified below.						
Number of codes required	Provider A: provider of the originating PECN (state the name of the provider)	Provider B: provider of the transiting PECN (state the name of the provider)	Provider C: provider of the terminating PECN (state the name of the provider)	Planned in-service date (NB applications should not be submitted more than 6 months prior to in-service date)	Provide a justification where more than one code is required	
<u>Use of existing codes</u>						
Provide details of any existing TTC						
Code allocated	Details of the code use			Provide a justification for requesting additional codes		

COMMUNICATIONS PROVIDER IDENTITY CODE (CUPID)		
Requested codes (note that Ofcom will select the actual codes allocated) and use of existing codes		
Number of codes requested	Provide a justification where: - more than one code is requested; and/or - you have existing CUPID(s). Provide details of any CUPID codes allocated to date	If you are not a PECN or PECS provider, state the reason why you require a CUPID code (e.g. WLR3)

RESELLER IDENTIFICATION CODE (RID)		
Requested code(s)		
(Note that Ofcom will select the actual codes allocated)		
Brand name facing the end-user to be associated with the RID Code (note - the brand name for each individual code should be different)	Contact details for use by the end-user to be associated with the brand name of the RID Code (direct telephone number, postal address, e-mail etc).	
<i>Note: The above information will appear next to the RID code(s) on the Ofcom website</i>		
Use of existing code(s)		
Code allocated	Brand name facing the End-user associated with the RID code Contact details for use by the End-user associated with the brand name of the RID Code (direct telephone number, postal address, e-mail etc)	Provide a justification for requesting a further RID code

Part 4. Declaration

To be completed by ALL applicants

I declare that all information in this Application Form and any accompanying material provided is to the best of my knowledge and belief, true, accurate and up-to-date. I further declare that no material information has been withheld with the intention of causing Ofcom to be misled.

To be completed by ALL applicants applying for the allocation of numbers

I hereby confirm on behalf of the applicant that in the event the applicant is allocated the numbers requested in this Application Form, all those allocations will be adopted within six months from the date of allocation and used in compliance with the applicable legal and regulatory framework, including that if the allocated numbers have not been adopted within six months from the date of the allocation, they may be withdrawn.

NOTE: Ofcom reserves the right to decline incomplete applications and/or an application if any material statement is found to be false and to have been made by the applicant, any party acting on its behalf, or any member or officer thereof knowing it to be false.

Please ensure that a copy of the Application Form and any accompanying material submitted is kept for your records.

Name.....

Signature

Date.....