BT WHOLESALE

IP EXCHANGE

NUMBER SUB-ALLOCATION HANDBOOK

July 2023

Version History

Version History			
Version 19	Product Team	July 2023	Include Premises Move section
Version 18	Product Team	March 2023	Re-write
Version 17		February 2019	Issued

Contents

1   Outline of the Service

IP Exchange connects IP Communications Providers (CPs) to support VoIP to VoIP calling, and calls to and from the PSTN, mobile, and international networks.

The IP Exchange number sub-allocation facility is available to IPX A CPs, enabling them to utilise numbers from ranges that have been allocated to BT.

2   Scope

Table 1: Numbers available for sub-allocation

Number Starting	Usage	Ofcom Applicable Tariff Principles
01,02	Geographic Numbers	Not Applicable
030	Non-Geographic Numbers: **used by public sector bodies and not-for-profit bodies only**	Calls charged at a geographic rate: calls charged at up to the same rate the customer would pay to call a UK Geographic Number, with calls to 03 numbers counting towards inclusive call minutes if the customer has remaining inclusive minutes to UK Geographic Numbers, and included in any discount structures that apply to UK Geographic Numbers
033	Non-Geographic Numbers	
034	Non-Geographic Numbers: used for migrating numbers from matching 084 numbers. **Can only be sub-allocated where a CP has the equivalent 084 number activated on IP Exchange**	
037	Non-Geographic Numbers: used for migrating numbers from matching 087 numbers. **Can only be sub-allocated where a CP has the equivalent 087 number activated on IP Exchange**	
080	Non-Geographic Numbers	Free to caller
0843, 0844, 0845	Non-Geographic Numbers	Retail charge to a Consumer of a call calculated by reference to the applicable Access Charge and Service Charge and in accordance with the tariff principles in paragraphs B1.21 – B1.27 of the Ofcom General Conditions of Entitlement.
0870, 0871, 0872, 0873	Non-Geographic Numbers	

3   Pricing

Refer to the IP Exchange contract, Schedule 3 Annex A for pricing information, this is available at,
https://www.btwholesale.com/pages/static/products-services/ip-exchange.htm#accProducts=3

When a CP requests a number or number range, the CP will be billed for the allocation of the number(s) on their next bill.

4   The Issue of Numbers

Telephone Numbers can be ordered as single numbers or in batches of up to 100 numbers per charge group per order, subject to a limit of 200 numbers per charge group within a 3-month period. Please note that when ordering a batch of numbers, contiguous numbers cannot be guaranteed.

Requests for a volume of numbers in excess of 200 per charge group can be made and will be investigated to determine if there is a sufficient volume of numbers available to meet that request. To make such a request, the following process should be used:

> An email should be sent to Interconnect.team@bt.com titled "Request for +200 sub-allocated numbers in XXXX CHARGEGROUP". E.g., *Request for +200 sub-allocated numbers in Wakefield 01924 CHARGEGROUP.*
>
> The email should contain the following information:
> - CP name
> - Volume of numbers required
> - Applicable charge group (or charge band if non-geo numbers)
> - Business requirement/justification for excess volumes of numbers

CPs will be advised if the request is successful. If the request for more than 200 numbers is unsuccessful, then the CP will be notified that there are insufficient numbers available to meet the request at this time. The CP will be advised when numbers will be available.

CPs must adopt the above process and not exceed the 200 number rule without prior agreement. The reason for the limit being set is to allow BT to ensure that numbers are available for all users and to maintain good number husbandry as required under General Conditions of Entitlement B1. Ofcom are also, on occasion, limiting the number ranges they allocate meaning not all BT requests for additional number ranges are being allocated in full.

Check the Ofcom National Telephone Numbering Plan via Telecoms numbering – Ofcom for the applicable area codes that are identified as 100-Number Block Areas (such as Langholm).

Where a CP has the equivalent 034 and/or 037 number to the 084 and/or 087 number please note these numbers are NOT to be split across different End Users. They must remain with the one End User.

If CPs prefer to obtain their own number ranges, they can request a 1k or 10k number block direct from Ofcom. These can be set up on the IP Exchange platform for onward routeing to the customer by sending the Ofcom certificate to the IPX technical account team at interconnect.team@bt.com.

5   Ordering Process and Provision

Any IP Exchange customer who wishes to sub-allocate from BT's allocated ranges must first:
1. Request access to www.btwholesale.com
2. Select REGISTER a new account – external CP

3. The email address provided will receive all notifications so a group/team address may be preferred
4. Request access to the IP Exchange App (see figure 1)

Figure 1 : App Request Menu
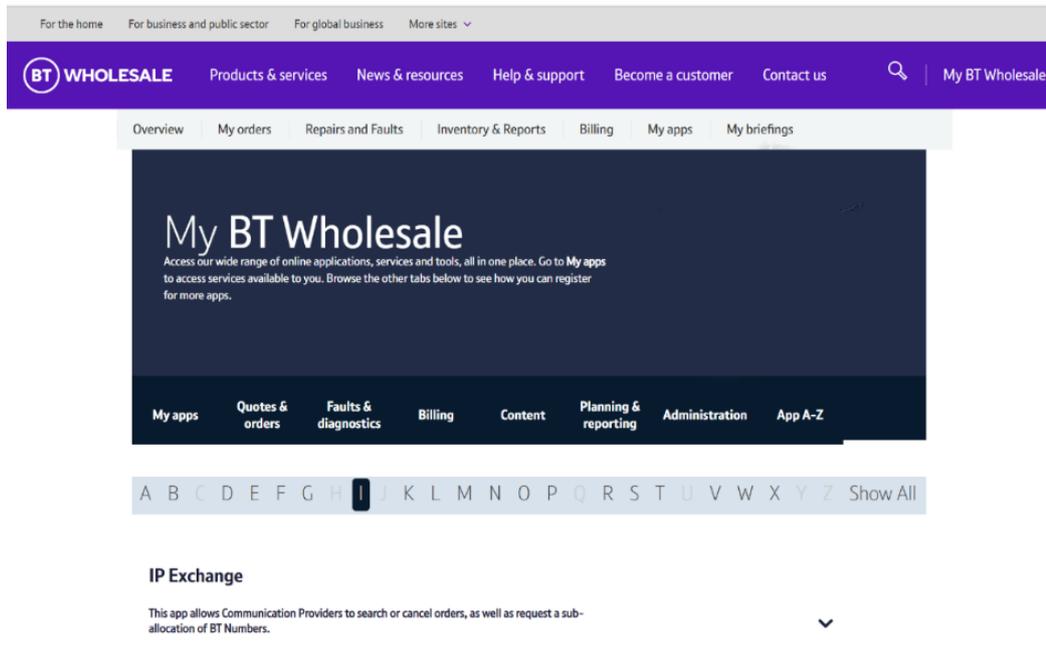
You will be kept informed via email as your request progresses and successfully completes.

6   Using the Sub-Allocation Application

6.1 Sub-Allocation Main Menu

From the IP Exchange App, select SUB-ALLOCATION

Figure 2 : IP Exchange App

Welcome to IP Exchange Numbering

Welcome to BTW Number Management Portal.This Portal will enable you to request single line imports and exports.

If you have any difficulty with using this page, please dial the 0800 number to the right of this message box, in the first instance, or please contact your account manager.

You are only able to submit one request at a time, so if you have a number of requests, please use the back button after submitting, to carry out another transaction.

Single Line Import

This process allows CPs to import a number to IP Exchange.

[SINGLE LINE IMPORT]

Multiline Import

This process allows CPs to place Multiline Import Orders

[MULTILINE IMPORT]

Non Geo Import

This process allows CPs to place Non Geo Import Orders

[NON GEO IMPORT]

Portability Order Enquiry

This allows to search orders.

[PORTABILITY ORDER ENQUIRY]

SUB-ALLOCATION

This allows CP to request a sub-allocation of BT numbers.

[SUB ALLOCATION]

Premises Moves

This process allows CPs to request Premises Moves.

[PREMISES MOVES]

Accept/Reject CP Own Number Port Request

This process allows **RH** to Accept/Reject CP Own Number Port Request.

[ACCEPT/REJECT REQUEST]

Figure 3: Sub Allocation Main Menu
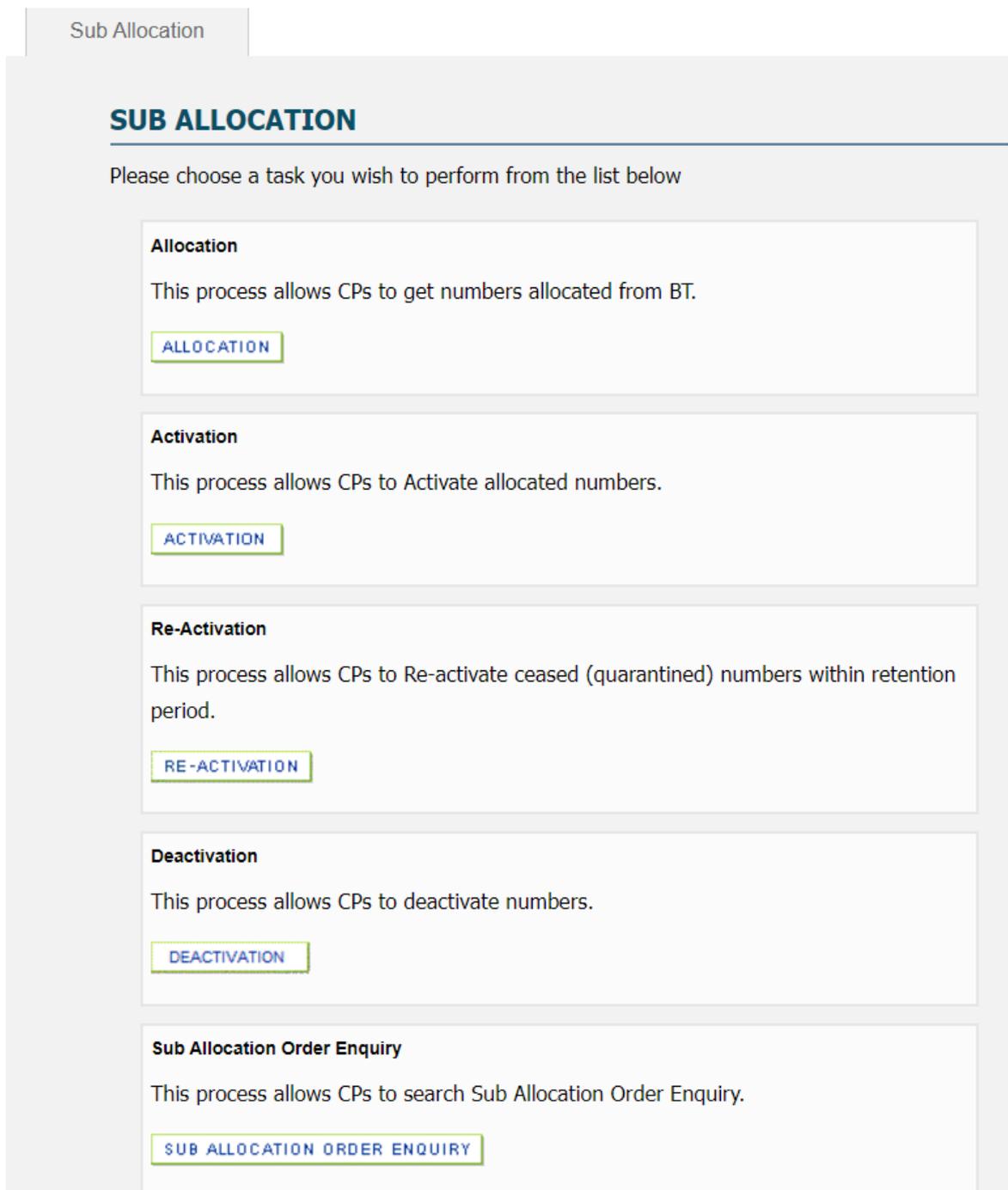
The Sub-Allocation main menu has five options:
- Allocation – use this to request new numbers
- Activation – use this to enter the name and address details of the End User to update the Emergency Services Database (ESDB) and activate the number(s) on the IP Exchange platform
- Re-Activation – use this to re-activate own ceased number(s) within 31-days
- Deactivation – use this to deactivate a number(s)
- Sub Allocation Order Enquiry – use this to track the status of your current orders

6.2 Request Allocation

From the Allocation Menu, select the type of numbers you require

Figure 4: Allocation Menu

Sub Allocation

Allocation

Please choose the type of allocation

Geographic Allocation

This process allows CPs to Sub Allocate geographic numbers from BT.

GEOGRAPHIC ALLOCATION

Non-Geographic Allocation

This process allows CPs to Sub Allocate non-geographic numbers from BT.

NON-GEOGRAPHIC ALLOCATION

Provide Equivalent 034/037 Number Request Option

This process allows CPs to obtain equivalent 034/037 non geographic numbers for the 084/087 numbers from BT

EQUIVALENT 034 /037 NON GEOGRAPHIC ALLOCATION

The Request Allocation menu will auto populate your Destination Group. Select "Continue".

Figure 5: Request Allocation Menu

Allocation

Request Allocation

Please enter the CP Domain Name or Destination Group.

* Destination Group: ORTKING3

BACK TO SUB-ALLOCATION HOME PAGE   CONTINUE

For Geographic numbers select the required Geographic Area and appropriate Geographic Area Code. For an up to date list of areas and codes, please refer to the Ofcom National Telephone Numbering Plan.

Figure 6 : Request Allocation (Geographic) Menus

NB: Some Geographic Area Codes are split between different Geographic Areas. For example, 01388 is split between Bishop Auckland (01388: 3, 4, 6, 7, 8, & 9) and Stanhope (01388: 2 & 5). In this example, CPs may choose a Bishop Auckland number(s) or a Stanhope number(s) but may not necessarily be offered numbers in all the sub levels. e.g., a request for a Stanhope number may offer 01388 2 numbers, but not 01388 5 numbers.

For Non-Geographic numbers select the required Dialling Code and Service Charge.

Figure 7 : Request Allocation (Non-Geographic) Menu

Figure 8 : Request Equivalent 034 / 037 Number Allocation Menu

The 034/037 number can only be selected if the equivalent 084/087 number is also allocated to you & is in a working status.

You will be presented with the Confirm Allocation screen. Select "Submit".

Figure 9: Confirm Allocation Screen

You will receive an Acknowledgement screen.

Figure 10: Allocation Acknowledgement Screen

Numbers can be activated 15 minutes after receipt of the Number Allocation Acknowledgement email.

6.3 Request Activation

Once your number allocation request has been fulfilled, you can assign numbers from that allocation to your customers by activating them on the IP Exchange platform. The name, address and postcode of the End User must be provided.

It is the CP responsibility to obtain from their customers accurate and reliable caller location information for every telephone number. The supply of this information must be at no charge to the Emergency Organisation

handling the emergency calls and provided as frequently as is necessary to ensure that the caller location information is available to the Call Handling Agency at the time that the emergency call is answered. For further information please refer to the IP Product Handbook for 'how to get 999 service established & information on 999 audits' available at IP Exchange – Products & services | BT Wholesale.

Emergency Services Database (ESDB) data can be maintained using the 'Premises Move' transaction via the main IP Exchange menu.

Choose to activate your Geographic or Non-Geographic numbers.

Figure 11: Activation Menu – Geographic and Non-Geographic

If requesting a Multiple Number Activation, the numbers must be contiguous. You will need to enter both the first and last number of the range.

Figure 12: Activation Menu – Single and Multiple

When activating numbers it is important the correct postcode and address is entered. This information is used to keep the Emergency Services Number Database (ESDB) up to date. If a 999 call is made from the number(s) and the ESDB is inacurate it may lead to the emergency services going to the wrong address. It is the responsibility of the CP to ensure that this information is acurate and up to date to ensure the safety of endusers.

Figure 13: Activation Menus – Name/Number Details

Figure 14: Activation Menus – Address Details

Enter the current postcode and house name/number, click the required match, and select "Continue".
If a match is not found, select "Enter Address" to manually enter the full address.

Figure 15: Activation Menus – Manual Address Details

When correct address details have been entered select "Continue". You will then be presented with the Confirm Activation screen.

Figure 16: Confirm Activation Menu

Select "Submit".
You will then be presented with the Activation Acknowledgement screen.

Figure 17: Activation Acknowledgement Screen

6.4 Premises Move

A change to the end user's installation address should also be reflected in the associated Emergency Services Number Database (ESDB) data entry.
ESDB data can be maintained using the 'Premises Move' option via the main IP Exchange menu.

Figure 18: IP Exchange App Main Menu
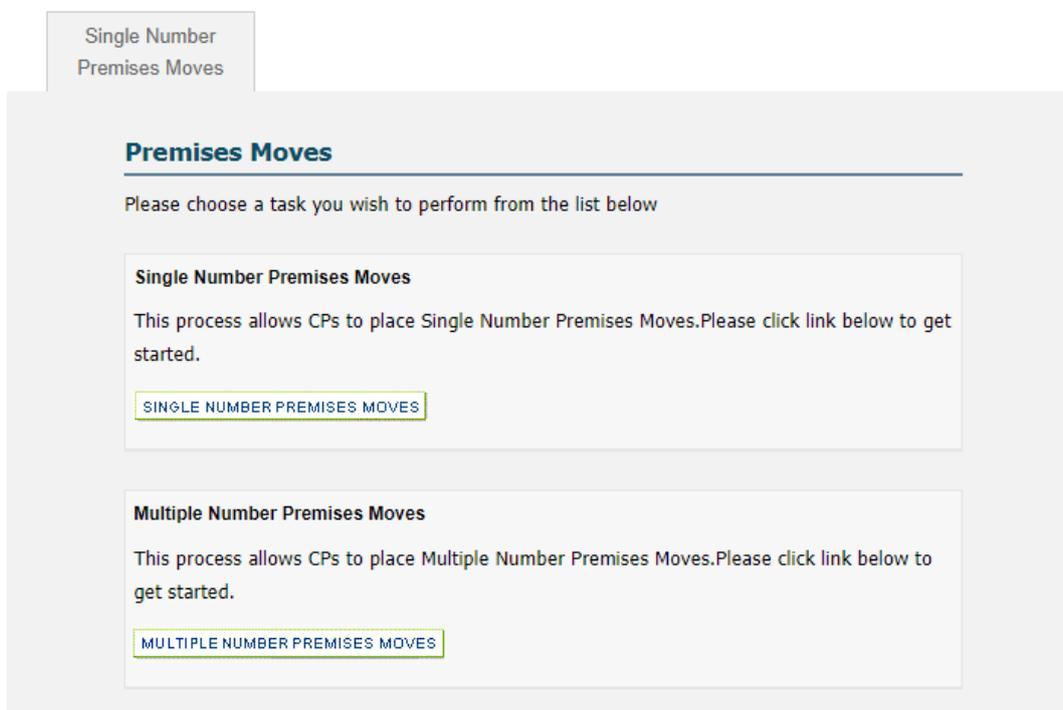

Choose to update your Geographic or Non-Geographic numbers.

Figure 19: Premises Move Menu – Geographic and Non-Geographic

Choose to update your Single or Multiple numbers.

Figure 20: Premises Move Menu – Single and Multiple

If requesting a Multiple Number Activation, the numbers must be contiguous. You will need to enter both the first and last number of the range.

Figure 21: Premises Move – Request Single Number Details

Single Number
Premises Moves

REQUEST Premises Move

Please enter the Directory Number

* Directory Number: 01905964006

Clicking on the Continue button will present the next step in this process

RETURN TO MAIN MENU   CONTINUE

Figure 22: Premises Move – Request Name Details

Single Number
Premises Moves

REQUEST Premises Move

Please enter the CP Domain Name or Destination Group.

* Destination Group: ORTKING3

Customer Title & Initials: Selec ∨

Customer Name:

Business Name: TEST PREMISES MOVE

BACK TO PREMISES MOVES   CONTINUE

Figure 23: Premises Move – Request Postcode Details

Single Number
Premises Moves

REQUEST PREMISES MOVE - Get Address Details

* Current Postcode: WR1 2BE

* New Postcode: WR4   9UE

New House Number:

New House Name: BT Fleet Garage

SEARCH

BACK   ENTER ADDRESS   CONTINUE

Figure 24: Premises Move – Request Address Details

Enter the current postcode and house name/number, click the required match, and select "Continue".
If a match is not found, select "Enter Address" to manually enter the full address.

Figure 25: Confirm Premises Move

Single Number
Premises Moves

CONFIRM Premise Move

Billing Account Number:	0455816081
CUG ID:	5005957122
CUG Name:	ORTKING3
Directory Number:	01905964006
Current Post Code:	WR1 2BE

Modified Address Details:

House Name:	Telephone Engineering Centre
Number:	
Street Name:	Cedar Avenue
Post Code:	WR4 9UE
Town:	Worcester
County:	Worcestershire

Clicking on the Submit button submit your premise move request

BACK   SUBMIT

Select "Submit".
You will then be presented with the Activation Acknowledgement screen.

Figure 26: Premises Move Acknowledgement

Single Number
Premises Moves

Premise Move Acknowledgement

Your Premise Move request for number **01905964006** was submitted successfully. Your order number is **BTWP-2533360**.

"Before using the search facility for this order reference, please leave 15 minutes to enable all the systems to update correctly".

RETURN TO MAIN MENU

Please leave 15 minutes to enable all systems to update with the revised address details.

6.5 Sub–Allocation Deactivation

When sub-allocated numbers are no longer required, they should be deactivated. Deactivated numbers are quarantined for a period of time before returning to BT's pool of spare numbers and becoming available for re-allocation.

It is the responsibility of CPs to ensure that their customers can export numbers in line with all current regulation. CPs should note that a customer has the right to request the export of their number(s) for up to 31 days after their service has been ceased. On ceasing a customer's service, CPs should ensure that any associated numbers are not deactivated or reallocated to other customers for a minimum period of 31 days.

Figure 27: Deactivation Menu

Figure 28: Deactivation – Single Number

When deactivating a range, enter the number at the start of the range and the number at the end of the range.

Figure 29: Deactivation – Multiple Number

On the confirm deactivation menu select "Submit".

Figure 30: Confirm Deactivation Screen

You will be presented with the Deactivation Acknowledgement screen.

Figure 31: Deactivation Acknowledgement

6.6 Sub-Allocation Re-Activation

The re-activation option allows you to recover and re-activate numbers you have previously de-activated. This option can only be selected if the number(s) was previously sub-allocated to you and was de-activated within the previous 31 calendar days.

Choose to re-activate your Geographic or Non-Geographic numbers.

Figure 32: Re-Activation Menu – Geographic and Non-Geographic
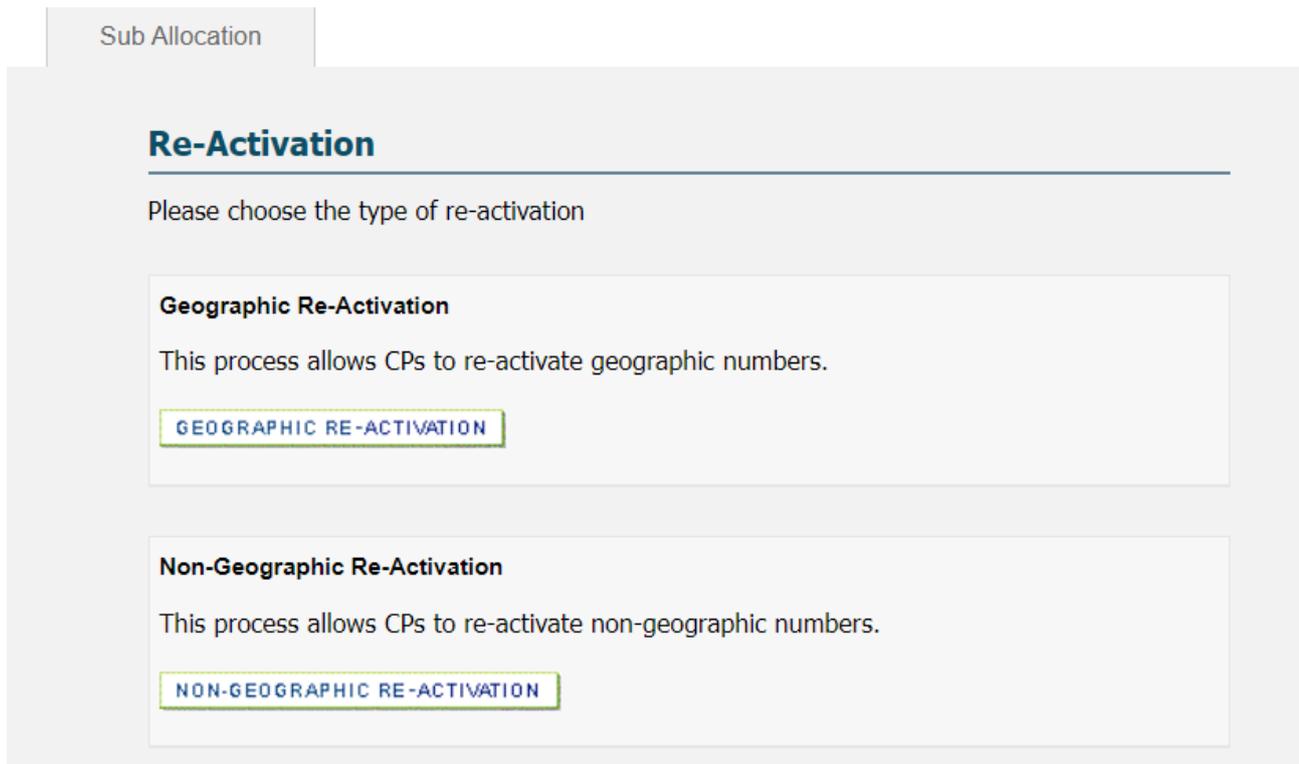
Sub Allocation

Re-Activation

Please choose the type of re-activation

Geographic Re-Activation

This process allows CPs to re-activate geographic numbers.

GEOGRAPHIC RE-ACTIVATION

Non-Geographic Re-Activation

This process allows CPs to re-activate non-geographic numbers.

NON-GEOGRAPHIC RE-ACTIVATION

Figure 33: Re– Activation – Single and Multiple

Choose to re–activate your Single or Multiple numbers.

Figure 34: Re– Activation – Single Number

If requesting a Multiple Number Activation, the numbers must be contiguous. You will need to enter both the first and last number of the range.

Figure 35: Re- Activation – Multiple Number

Re-Activation

REQUEST RE-ACTIVATION

Please enter details of the Geographic number range to be re-activated (Maximum 100)

* Start Of Number Range:
* End Of Number Range:
* Destination Group: ORTKING3
Customer Title & Initials: Selec ∨
Customer Name:
Business Name:

Clicking on the Continue button will present the next step in this process

BACK TO SUB-ALLOCATION HOME PAGE   CONTINUE

When re-activating numbers it is important the correct postcode and address is entered. This information is used to keep the Emergency Services Number Database (ESDB) up to date. If a 999 call is made from the number(s) and the ESDB is inacurate it may lead to the emergency services going to the wrong address. It is the responsibility of the CP to ensure that this information is acurate and up to date to ensure the safety of endusers.

Figure 36: Re-Activation – Name/Number Details

Re-Activation

REQUEST RE-ACTIVATION

Please enter details of the Geographic number to be re-activated (Maximum 100)

* Number to be Re-Activated: 01562702899
* Destination Group: ORTKING3
Customer Title & Initials: Selec ∨
Customer Name:
Business Name: TEST PLC

Clicking on the Continue button will present the next step in this process

BACK TO SUB-ALLOCATION HOME PAGE   CONTINUE

Figure 37: Re-Activation – Address Details

Re-Activation

REQUEST RE-ACTIVATION - Get Address Details

*Current Post Code:	DY10	1DA
House Number:	17	
House Name:		

SEARCH

Please select from one of the addresses below and click on the Continue button. Alternatively you can enter the address yourself by clicking on Enter Address button.

◉ 17 Vicar Street, Kidderminster, DY10 1DA
◯ 17 Vicar Street, Kidderminster, DY10 1DA

Clicking on the Continue button will present you with requested details, clicking on Enter Address will allow you to enter an address if you couldnt find a match.

BACK | ENTER ADDRESS | CONTINUE

Enter the current postcode and house name/number, click the required match, and select "Continue". If a match is not found, select "Enter Address" to manually enter the full address.

Figure 38: Re-Activation – Manual Address Details

When correct address details have been entered select "Continue". You will then be presented with the Confirm Activation screen.

Figure 39: Confirm Re-Activation Menu

Re-Activation

CONFIRM RE-ACTIVATION

Number to be Re-Activated:	01562702899
Destination Group:	ORTKING3
Customer Title & Initials:	
Customer Name:	
Business Name:	TEST PLC
House Name:	
House Number:	17
Street Name:	Vicar Street
Current Post Code:	DY10 1DA
Town:	Kidderminster
County:	Worcestershire

Clicking on the Submit button submit your re-activation request

BACK   SUBMIT

Select "Submit".
You will then be presented with the Activation Acknowledgement screen.

Figure 40: Re-Activation Acknowledgement Screen

Re-Activation

RE-ACTIVATION Acknowledgement

Your Re-Activation request for number **01562702899** was submitted successfully
Your order number is **BTWP-2388505** You can use the Sub-Allocation Order Enquiry link to check the status of the number
Before using the search facility for this order reference, please leave 15 minutes to enable all the systems to update correctly.

BACK TO SUB-ALLOCATION HOMEPAGE   RE-ACTIVATE ANOTHER NUMBER

Figure 41: Re-Activation – Error Message Screen

The error message screen will be presented if the number to be re-activated is not showing as belonging to you.

Select "Sub-Allocation Order Enquiry" link to check the number.

Figure 42: Re-Activation – Sub Allocation Enquiry Message Screen

Figure 43: Re-Activation – Invalid Status Error Message Screen

The error message screen will be presented if the number to be re-activated is not showing as being in a status of 'quarantine'. Select "Sub-Allocation Order Enquiry" from the main sub allocation menu to check the number status.

Figure 44: Re-Activation – Retention Period Error Message Screen

The error message screen will be presented if the 31-day retention period has passed as the number can no longer be re-activated.

6.7 Sub–Allocation Order Enquiry

Use Sub Allocation Order Enquiry to track the status of any sub–allocation order you have placed or to see the status of your number.

Figure 45 : Sub Allocation Enquiry Menu

Figure 46: Sub Allocation Enquiry Sample Response for a Working Number

Figure 47: Sub Allocation Enquiry Sample Response for a Quarantined Number

Sub Allocation Enquiry

Number Details

Directory Number:	01562702605
Number Status:	QUARANTINED
Maturity Date:	18-09-2023
Current Post Code:	DY10 2ED

BACK TO SUB-ALLOCATION HOME PAGE   BACK TO ORDER ENQUIRY

Figure 48: Sub Allocation Enquiry Sample Response for an Allocated Number

Sub Allocation Enquiry

Number Details

Directory Number:	01562702609
Number Status:	ALLOCATED
Maturity Date:	09-01-2023
Current Post Code:	

BACK TO SUB-ALLOCATION HOME PAGE   BACK TO ORDER ENQUIRY

Figure 49: Sub Allocation Enquiry Sample Response for an Open Order

Sub Allocation Enquiry

Search Results

Previous   1   Next   Total pages 1

Order Number	Directory Number	Destination Group	Order Status	Order Date	Completion Date	Order Type:
BTWP-2309837	01905972401		Open	08/12/2022	08/12/2022	Activation

7 Notifications

Email notifications are sent throughout the number allocation, activation & deactivation journeys to acknowledge/confirm the action requested.

The btwholesale.com user login used for each order journey will be associated to the email address as provided during the creation of each individual btwholesale.com access.
Any changes to this email address can be made via My BT Wholesale / Your Profile.

Figure 50: My BTWholesale Profile
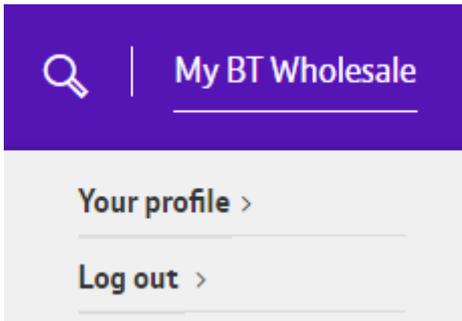
Should the above be unavailable, requests to change the notification address should be sent via email to wolverhamptonnumberportability@bt.com advising of both the existing and new email addresses, and the relevant CUGID.

Once the change has been made, all notification emails for new orders will be sent to the new email address. Any inflight orders will continue to send updates to the original email address.

Figure 51: Example of Number Allocation email update
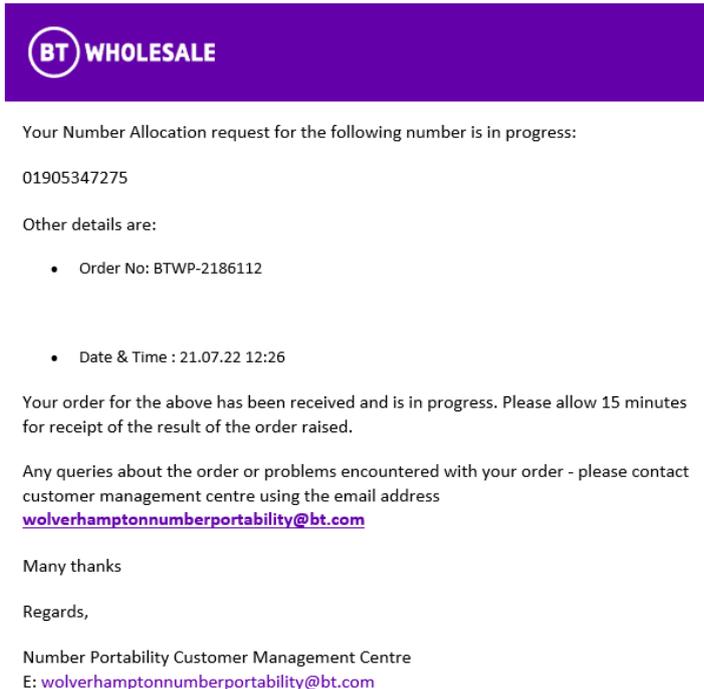
Figure 52: Example of Number Activation email update

BT WHOLESALE

Your sub-allocated number 01905347275 has been activated for use.

For further details please log into www.btwholesale.com

Many thanks

Regards,

Number Portability Customer Management Centre
E: wolverhamptonnumberportability@bt.com
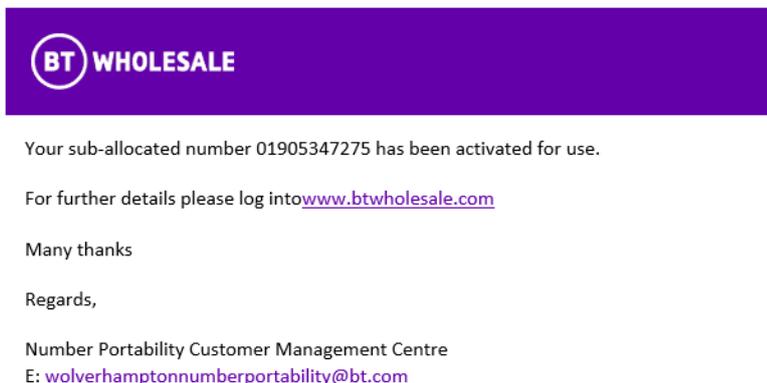
Figure 53: Example of Number De-Activation email update

BT WHOLESALE

Your Number de-activation request for the following number is in progress:

01905954116

Other details are:

- Order No: BTWP-2190313

- Date & Time : 29.07.22 13:31

Please allow 15 minutes for receipt of your confirmation email.

Should you require any further information regarding this order please contact customer management centre using the email address **wolverhamptonnumberportability@bt.com**

Many thanks

Regards,

IP Exchange Customer Management Centre
E: wolverhamptonipexchange@bt.com

8   Maturation Process

A sub-allocated number is provided to the CP requesting the number(s) and held for a period of 180 days.

If the number is not activated & allocated to an End User Customer within this time, the number will be automatically returned to the IP Exchange sub-allocation pool and is no longer for your use.

This is to make sure:
- There is efficient use of sub-allocated Numbers

- CPs don't purchase numbers without using them
- We comply with Ofcom requirements to use the numbers correctly, following allocation

To help manage this activity, IP Exchange will send reminder notifications which commence 30-days prior to the 180-day period.

For any sub allocated numbers not yet activated, the CP will receive a warning email with an attachment detailing the directory number(s) and days remaining to complete the activation.

9 Numbering Portal General Enquiries

The Portal is the point of contact for all general requests. If you are experiencing problems with the numbering portal, please contact the Porting Helpdesk

- via e-mail wolverhamptonnumberportability@bt.com
- *via eChat* Contact us | BT Wholesale *– selecting the IP Voice chat icon*

  $\bigcirc$ IP Voice

eChat is available 8:00 am to 6pm Monday to Friday, excluding UK Bank Holidays.

10 Fault Handling and Repair

All Faults should be raised via the BT Wholesale Voice Products Ordering and Support Systems app accessed via www.btwholesale.com.

Access and user guides are available within the Support & Tools / IP Exchange Repair portal guides section via IP Exchange – Products & services | BT Wholesale

Should the above app be unavailable, the IPX Repair team can also be reached via email at ipexchangesupport@bt.com or telephone number 0800 077 8247 (option 2) and from outside the UK (+44) 1473 336646.

Repair handling teams will check for known platform problems, record the fault instance, and inform operations of the problems and request a resolution. The system(s) will be updated, and the customer notified of the service restoration on completion.