

# WBC Informational update on Openreach amend ORDI Process

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## Change to ORDI address correction process- New Formwize

Due to upgrades Openreach are making to their addressing databases, Openreach will change the format for submitting address corrections in the ORDI Request (Openreach Data Integrity Request) Formwize.

In addition, they are introducing an email process to request further information from you should the Addressing team need further information/clarification prior to making an address correction.

This was first notified by Openreach in March 2023 and again in November 2023.

The old format is being withdrawn for use effective from January 2024 . All CP's registered with ORDI will need to CONSUME the new Formwize format.

## Change to ORDI address correction process- New Formwize

Before a CP organisation can raise a request into the ORDI robot, they need to be registered as a new user.


To complete this task, the nominated registrar within the CP organisation needs to send in a request for new user access.

This should be in the form of an email to [ordi@openreach.co.uk](mailto:ordi@openreach.co.uk).

The subject field must contain the word registration. The email addresses of the users need to be included within the body of the email together with your DUNS ID.

An acknowledgement will be sent to the registrar when the users have been registered  
A copy of the ORDI user guide can be found at [Network addressing \(openreach.co.uk\)](https://openreach.co.uk/network-addressing)

# Change to ORDI address correction process- New Formwize.



## Openreach DI Request

This formwize is to be used by Communication Providers (CPs) to raise requests into the Openreach Data Integrity Team (ORDI) to investigate and correct data integrity issue that is impacting the ability for a CP to raise an order or fault. **Please note you must be a registered user with ORDI Robot**

**CP Name \***

**CP Contact \***

Email address of the authorised person raising the request. This is the email address that will be used for all replies.

**CC E-mail ID**

Email Address of these ORDI Requests to be notified. **Please separate multiple entries with a ;**

**Date Raised**

**Request \***

Choose from the drop down list your input

Note: WLR3 Access Line ID is NOT supported as an input parameter

SELECT ONE

**Input Details \***

Provide the details that need to be investigated. For example Address key (must be 12 characters in length, start with "A", "B" or "S" and the last 11 digits must be numeric)

**Batch Input File**

Please Upload excel file in case of Batch Requests

Browse...

**Error Description**

Write your comment within 200 characters

**CP Reference**

Please provide your reference for tracking

Send Form

Powered by openreach\_formwize

To-be format:  
DN:UPRN=12345  
Or  
DN:Addresskey=B1234567  
There should be no spaces within the details

## Change to ORDI address correction process

New Format input	Example Format
As-is format: DN:Address=AddressFields To-be format: <b>&lt;AssetID&gt;:UPRN=12345</b> Or <b>&lt;AssetID&gt;:Address key=B1234567</b> Where <b>&lt;AssetID&gt;</b> is a DN / ServiceID / MPF ID / ONT ref	<b>SGEA12345678:UPRN=98765</b>  Or <b>01473123456:AddressKey=B1234567</b>

Once validated, the request will be passed to the Openreach addressing team. If the team require further information or clarification ,they will email you (cc'ing the ORDI team).

**Please use the drop menu and choose “Amend address” option.**

