

# **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

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# 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: <b>used by public sector bodies and not-for-profit bodies only</b>	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. <b>Can only be sub-allocated where a CP has the equivalent 084 number activated on IP Exchange</b>	
037	Non-Geographic Numbers: used for migrating numbers from matching 087 numbers. <b>Can only be sub-allocated where a CP has the equivalent 087 number activated on IP Exchange</b>	
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](mailto: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 routing to the customer by sending the Ofcom certificate to the IPX technical account team at [interconnect.team@bt.com](mailto:interconnect.team@bt.com).

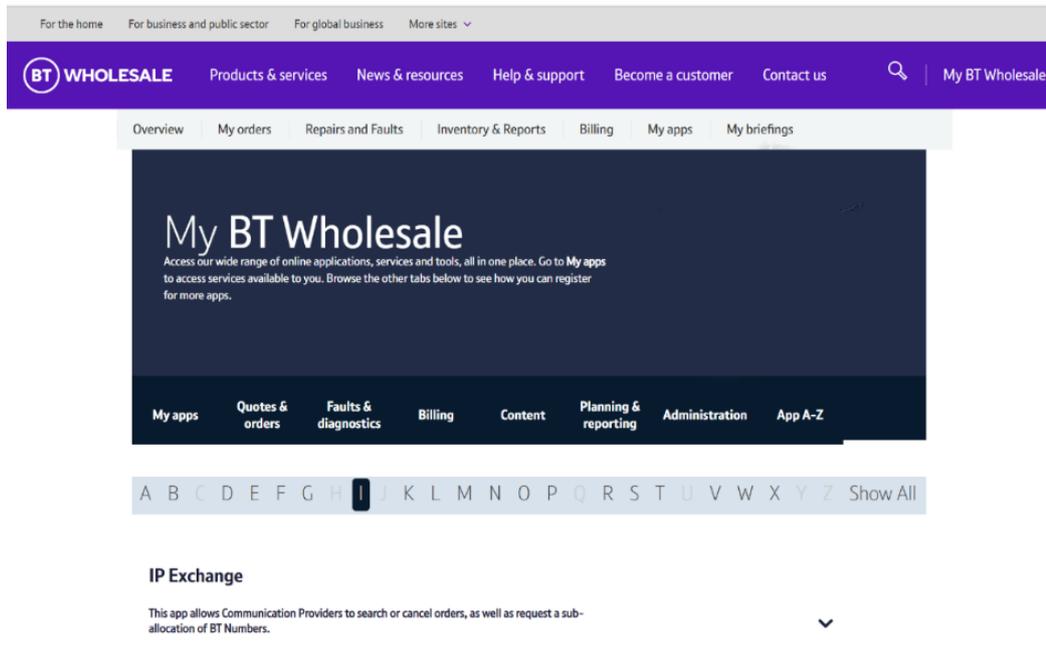
## 5 Ordering Process and Provision

Any IP Exchange customer who wishes to sub-allocate from BT's allocated ranges must first:

1. Request access to [www.btwholesale.com](http://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

**BT WHOLESALE** Products & services News & resources Help & support Become a customer Contact us My BT Wholesale

### Welcome to IP Exchange Numbering

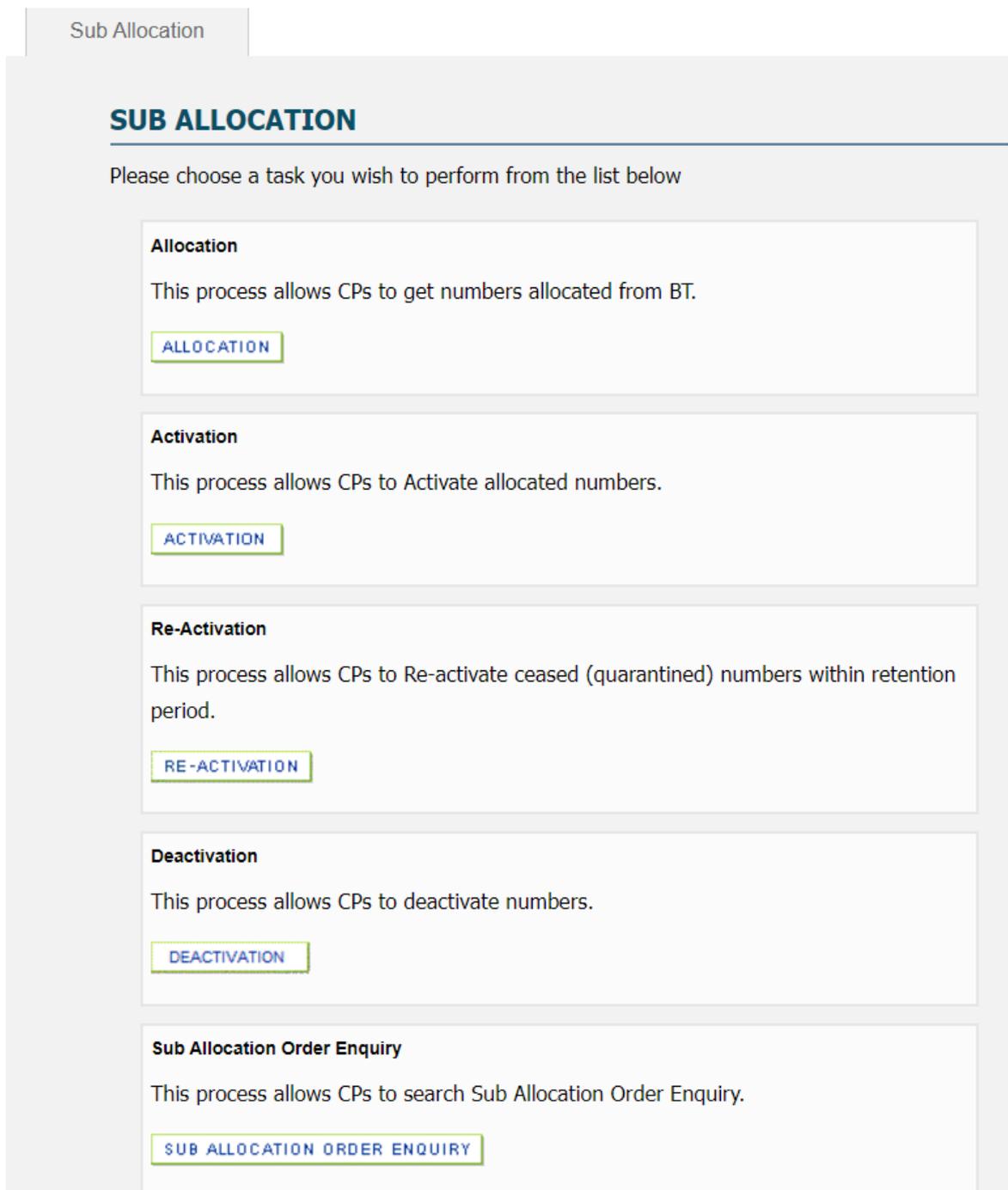
Welcome to BTW Number Management Portal. This Portal will enable you to request single line imports and exports.

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**

The screenshot shows a web interface with a tab labeled "Sub Allocation". Below the tab is a section titled "Allocation" with a horizontal line underneath. The text "Please choose the type of allocation" is displayed. There are three distinct boxes, each representing an allocation option. The first box is titled "Geographic Allocation" and contains the text "This process allows CPs to Sub Allocate geographic numbers from BT." Below this text is a button labeled "GEOGRAPHIC ALLOCATION". The second box is titled "Non-Geographic Allocation" and contains the text "This process allows CPs to Sub Allocate non-geographic numbers from BT." Below this text is a button labeled "NON-GEOGRAPHIC ALLOCATION". The third box is titled "Provide Equivalent 034/037 Number Request Option" and contains the text "This process allows CPs to obtain equivalent 034/037 non geographic numbers for the 084/087 numbers from BT". Below this text is a button labeled "EQUIVALENT 034 /037 NON GEOGRAPHIC ALLOCATION".

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

**Figure 5: Request Allocation Menu**

The screenshot shows a web interface with a tab labeled "Allocation". Below the tab is a section titled "Request Allocation" with a horizontal line underneath. The text "Please enter the CP Domain Name or Destination Group." is displayed. Below this text is a label "\* Destination Group:" followed by a text input field containing the value "ORTKING3". At the bottom of the form, there are two buttons: "BACK TO SUB-ALLOCATION HOME PAGE" and "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**

The figure consists of two screenshots of a web form titled "Request Allocation".

**Top Screenshot:**

- Section: Allocation
- Title: Request Allocation
- Text: Please enter details of the number range you are requesting below. You can get details on Locality (Area) and their codes from Ofcom by clicking [here](#)
- Fields:
  - \* Locality: Geographic Location (dropdown)
  - Dialing Code: Please Select (dropdown)
  - \* Number Of Lines(Max. 100): [Empty text input]
- Buttons: BACK TO SUB-ALLOCATION HOME PAGE, CONTINUE

**Bottom Screenshot:**

- Section: Allocation
- Title: Request Allocation
- Text: Please enter details of the number range you are requesting below. You can get details on Locality (Area) and their codes from Ofcom by clicking [here](#)
- Fields:
  - \* Locality: STANHOPE (dropdown)
  - Dialing Code: Please Select (dropdown)
  - \* Number Of Lines(Max. 100): Please Select (dropdown menu open showing 013882 and 013885)
- Buttons: BACK TO SUB-ALLOCATION HOME PAGE, CONTINUE

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**

Allocation

### Request Allocation

Please enter details of the non-geographic number range you are requesting below.

*Please refer to the Annex A rate card for charge band details*

\* Dialing Code

\* Number Of Lines(Max. 100)

- IPX Dial Code 030 [Public Sector "Not for Profit" use only],g21
- IPX Dial Code 0330,g21
- IPX Dial code 0871,SC012
- IPX Dial code 0871,SC011
- IPX Dial code 0871,SC010
- IPX Dial code 0871,SC009
- IPX Dial code 0871,SC013
- IPX Dial Code 0843,SC007
- IPX Dial Code 0843,SC005
- IPX Dial Code 0843,SC004
- IPX Dial Code 0843,SC003
- IPX Dial Code 0844,SC007
- IPX Dial Code 0844,SC005
- IPX Dial Code 0844,SC004
- IPX Dial Code 0844,SC003
- IPX Dial Code 0844,SC008
- IPX Dial code 0845,SC006
- IPX Dial code 0870,SC002
- IPX Dial Code 0800,Z

**Figure 8 : Request Equivalent 034 / 037 Number Allocation Menu**

Allocation

### Request Equivalent 034/037 Number Allocation

Please enter the non-geographic 084/087 number for which you are requesting an equivalent 034/037 number.

\* Directory Number

[BACK TO SUB-ALLOCATION HOME PAGE](#) [CONTINUE](#)

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**

Confirm Allocation	
Billing Account Number	0455816081
CUG ID	5005957122
CUG Name	ORTKING3
Area Code:	ABERDEEN
Dialing Code	01224
Number Of Lines(Max. 100)	2
Destination Group	ORTKING3

Clicking on the Submit button will confirm your sub allocation request

[BACK](#) [SUBMIT](#)

You will receive an Acknowledgement screen.

**Figure 10: Allocation Acknowledgement Screen**

**Allocation Acknowledgement**

**Please take a screen shot of this page.**

Your Sub Allocation order was submitted successfully. Numbers will be allocated starting from **01905347275** to **01905347275**. Your order number is **BTWP-2186112**. Please wait for the Allocation confirmation email before placing an Activation request.

[BACK TO SUB-ALLOCATION HOME PAGE](#)

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**

Sub Allocation

### Activation

Please choose the type of activation

**Geographic Activation**  
This process allows CPs to activate geographic numbers.  
[GEOGRAPHIC ACTIVATION](#)

**Non-Geographic Activation**  
This process allows CPs to activate non-geographic numbers.  
[NON-GEOGRAPHIC ACTIVATION](#)

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**

The screenshot shows a web interface with a tab labeled 'Sub Allocation'. Below the tab is a section titled 'Activation' with a horizontal line underneath. The text reads: 'Please choose a task you wish to perform from the list below.' There are two main sections, each in a light grey box. The first is 'Single Number Activation' with the text: 'This process allows Single Number Activation requests for geographic numbers. Please click link below to get started.' Below this text is a button labeled 'SINGLE NUMBER ACTIVATION'. The second section is 'Multiple Number Activation' with the text: 'This process allows Multiple Number Activation requests for geographic numbers. Please click link below to get started.' Below this text is a button labeled 'MULTIPLE NUMBER ACTIVATION'.

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 inaccurate 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 accurate and up to date to ensure the safety of endusers.

**Figure 13: Activation Menus – Name/Number Details**

The screenshot shows a web interface with a tab labeled 'Activation'. Below the tab is a section titled 'REQUEST ACTIVATION' with a horizontal line underneath. The text reads: 'Please enter details of the Geographic number to be activated (Maximum 100)'. There are five rows of form fields. The first row is '\* Number to be Activated:' with a text input field containing '01562702899'. The second row is '\* Destination Group:' with a text input field containing 'ORTKING3'. The third row is 'Customer Title & Initials:' with a dropdown menu showing 'Selec' and an empty text input field. The fourth row is 'Customer Name:' with an empty text input field. The fifth row is 'Business Name:' with a text input field containing 'TEST'. Below the form fields is a horizontal line and the text: 'Clicking on the Continue button will present the next step in this process'. At the bottom right are two buttons: 'BACK TO SUB-ALLOCATION HOME PAGE' and 'CONTINUE'.

**Figure 14: Activation Menus – Address Details**

Activation

### REQUEST ACTIVATION - Get Address Details

\* Current Post Code:

House Number:

House Name:

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.

Waterloo Street, Kidderminster, DY10 2ED

---

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.

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

Activation

### REQUEST ACTIVATION - Enter Address Details

**Important:** The end user name and address you supply via this portal is used by the Emergency Services to ensure a speedy and correct response to a 999 call and it must be accurate and complete. Errors or omissions could result in a delayed response with possibly tragic consequences.

\* Current Post Code:

\*Premises

House Number:

AND/OR

House Name:

\* Street Name(Thoroughfare):

\* Town(Locality):

**It is essential that the post town and post code provided in the address are accurate. This will ensure the call is routed to the correct Emergency Assistance and that the Emergency Assistance dispatches a unit close to the locality.**

\* County:

Clicking on the Continue button will display information for review and confirmation

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

**Figure 16: Confirm Activation Menu**

Activation

### CONFIRM ACTIVATION

---

Number to be Activated:	01562702899
Destination Group:	ORTKING3
Customer Title & Initials:	
Customer Name:	
Business Name:	TEST
House Name:	British Telecom
House Number:	
Street Name:	Waterloo Street
Current Post Code:	DY10 2ED
Town:	Kidderminster
County:	

---

Clicking on the Submit button submit your activation request

[BACK](#) [SUBMIT](#)

Select "Submit".

You will then be presented with the Activation Acknowledgement screen.

**Figure 17: Activation Acknowledgement Screen**

Activation

### ACTIVATION Acknowledgement

---

Your Activation request for number **01562702899** was submitted successfully  
Your order number is **BTWP-2375640** 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](#) [ACTIVATE ANOTHER NUMBER](#)

## 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**

### 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

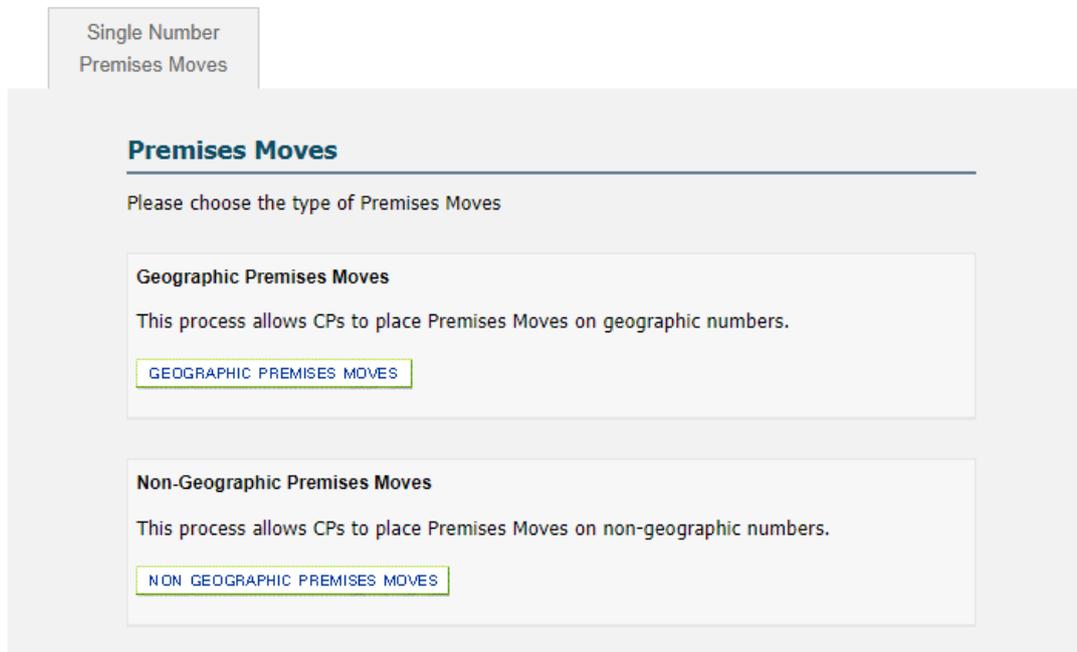
This process allows CPs to request Premises Moves.

[PREMISES MOVES](#)



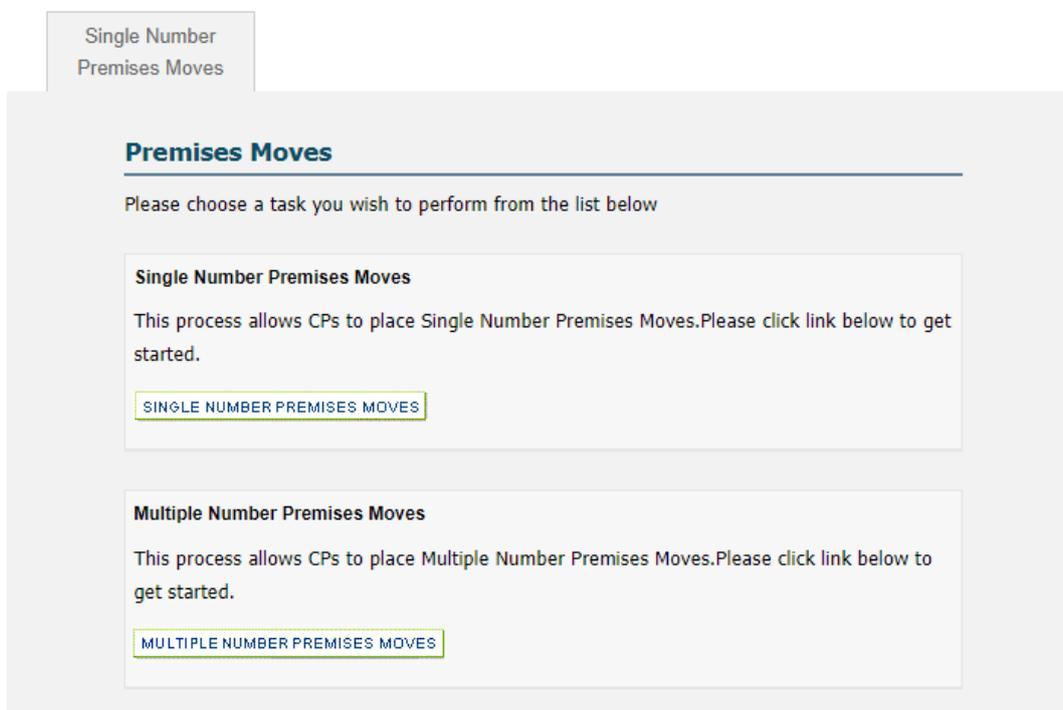
Choose to update your Geographic or Non-Geographic numbers.

**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:

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:

Customer Title & Initials:

Customer Name:

Business Name:

[BACK TO PREMISES MOVES](#) [CONTINUE](#)

Figure 23: Premises Move – Request Postcode Details

Single Number  
Premises Moves

### REQUEST PREMISES MOVE - Get Address Details

\* Current Postcode:

\* New Postcode:

New House Number:

New House Name:

[BACK](#) [ENTER ADDRESS](#) [CONTINUE](#)

Figure 24: Premises Move – Request Address Details

Single Number  
Premises Moves

### REQUEST PREMISES MOVE - Get Address Details

---

\* Current Postcode: WR1 2BE

\* New Postcode:

New House Number:

New House Name:

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.

<input checked="" type="radio"/>	Cedar Avenue, Worcester, WR4 9UE
<input type="radio"/>	Cedar Avenue, Worcester, WR4 9UE
<input type="radio"/>	Cedar Avenue, Worcester, WR4 9UE, Room 197
<input type="radio"/>	Cedar Avenue, Worcester, WR4 9UE, Room 212

---

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

Sub Allocation

### DEACTIVATION

Please choose a task you wish to perform from the list below.

**Single Number Deactivation**  
This process allows Single Number Deactivation requests. Please click link below to get started.

[SINGLE NUMBER DEACTIVATION](#)

**Multiple Number Deactivation**  
This process allows Multiple Number Deactivation requests. Please click link below to get started.

[MULTIPLE NUMBER DEACTIVATION](#)

Figure 28: Deactivation – Single Number

Deactivation

### REQUEST DEACTIVATION

Please enter details of the number to be deactivated

\* Number to be Deactivated:

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

[BACK TO SUB-ALLOCATION HOME PAGE](#) [CONTINUE](#)

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**

Deactivation

### REQUEST DEACTIVATION

Please enter the number range to be deactivated (Maximum 100)

\* Start Of Number Range:

\* End Of Number Range:

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

[BACK TO SUB-ALLOCATION HOME PAGE](#) [CONTINUE](#)

On the confirm deactivation menu select “Submit”.

**Figure 30: Confirm Deactivation Screen**

Deactivation

### CONFIRM DEACTIVATION

You are about to deactivate the number: 01905954116

Warning: By deactivating this number(s) you will be removing the associated Caller Location Information on the Emergency Services Database, which is used by the Emergency Services Call Handling Agency. If this number(s) is still a working line, removal of the Caller Location Information could impact on the handling of an Emergency Call and result in you not meeting Ofcom's General Condition 4.2 obligation.

Click on the submit button to submit your request

[BACK](#) [SUBMIT](#)

You will be presented with the Deactivation Acknowledgement screen.

**Figure 31: Deactivation Acknowledgement**

Deactivation

### DEACTIVATION ACKNOWLEDGEMENT

Your deactivation request for the number was submitted successfully.  
Your order number is **BTWP-2190313**. You can use the suballocation order enquiry link to check the status of the number.

**Before using the facility for this order reference, please leave 15 minutes for all of the systems to update correctly.**

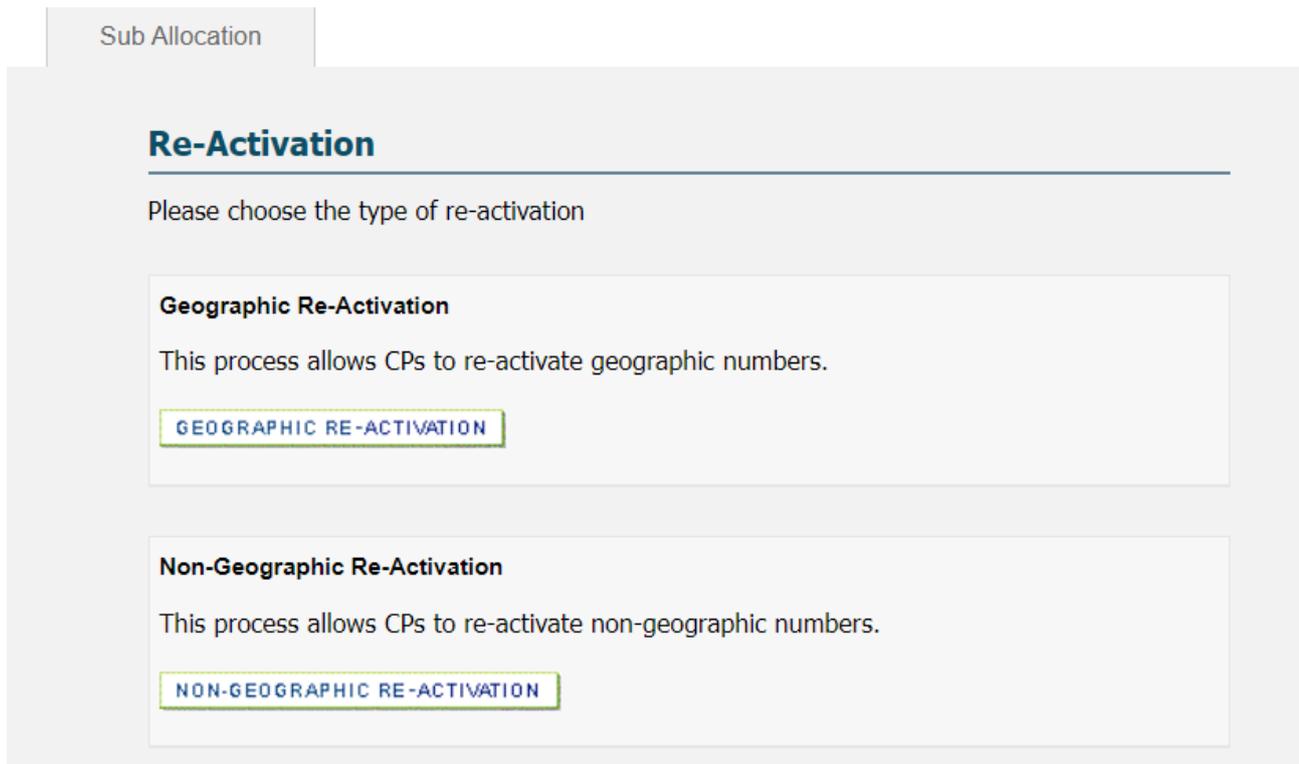
[BACK TO SUB-ALLOCATION HOMEPAGE](#)

## 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**



The screenshot shows a web interface for re-activating sub-allocated numbers. At the top, there is a tab labeled "Sub Allocation". Below the tab, the main heading is "Re-Activation" in a bold, dark blue font. Underneath the heading, a horizontal line separates it from the instruction "Please choose the type of re-activation". There are two main sections, each in a light gray box. The first section is titled "Geographic Re-Activation" and contains the text "This process allows CPs to re-activate geographic numbers." followed by a button labeled "GEOGRAPHIC RE-ACTIVATION". The second section is titled "Non-Geographic Re-Activation" and contains the text "This process allows CPs to re-activate non-geographic numbers." followed by a button labeled "NON-GEOGRAPHIC RE-ACTIVATION".

**Figure 33: Re- Activation – Single and Multiple**

Choose to re-activate your Single or Multiple numbers.

The screenshot shows a web interface with a 'Sub Allocation' tab. The main heading is 'Re-Activation'. Below it, a message says 'Please choose a task you wish to perform from the list below.' There are two main sections: 'Single Number Re-Activation' and 'Multiple Number Re-Activation'. Each section contains a brief description and a button to get started. The 'Single Number Re-Activation' section says 'This process allows Single Number Re-Activation requests for geographic numbers. Please click link below to get started.' and has a button labeled 'SINGLE NUMBER RE-ACTIVATION'. The 'Multiple Number Re-Activation' section says 'This process allows Multiple Number Re-Activation requests for geographic numbers. Please click link below to get started.' and has a button labeled 'MULTIPLE NUMBER RE-ACTIVATION'.

**Figure 34: Re- Activation – Single Number**

The screenshot shows a web interface with a 'Re-Activation' tab. The main heading is 'REQUEST RE-ACTIVATION'. Below it, a message says 'Please enter details of the Geographic number to be re-activated (Maximum 100)'. There are several form fields: '\* Number to be Re-Activated:' with an empty text box; '\* Destination Group:' with a text box containing 'ORTKING3'; 'Customer Title & Initials:' with a dropdown menu showing 'Selec' and an empty text box; 'Customer Name:' with an empty text box; and 'Business Name:' with an empty text box. At the bottom, there is a message: 'Clicking on the Continue button will present the next step in this process'. Below this message are two buttons: 'BACK TO SUB-ALLOCATION HOME PAGE' and 'CONTINUE'.

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:

Customer Title & Initials:

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 inaccurate 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 accurate 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:

\* Destination Group:

Customer Title & Initials:

Customer Name:

Business Name:

---

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:

House Number:

House Name:

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.

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

Re-Activation

### REQUEST RE-ACTIVATION - Get Address Details

Important: The end user name and address you supply via this portal is used by the Emergency Services to ensure a speedy and correct response to a 999 call and it must be accurate and complete. Errors or omissions could result in a delayed response with possibly tragic consequences.

\* Current Post Code:

\*Premises

House Number:

AND/OR

House Name:

\* Street Name(Thoroughfare):

\* Town(Locality):

It is essential that the post town and post code provided in the address are accurate. This will ensure the call is routed to the correct Emergency Assistance and that the Emergency Assistance dispatches a unit close to the locality.

\* County:

Clicking on the Continue button will display information for review and confirmation

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.

Re-Activation

### REQUEST RE-ACTIVATION

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

**Error-IPX-INFO-1012: You are not allowed to Activate this number at this time. You can check the number status if the number has been allocated to you by using Sub-Allocation Order Enquirylink. If you are unable to find the number, please contact helpdesk**

\* Number to be Re-Activated:

\* Destination Group:

Customer Title & Initials:

Customer Name:

Business Name:

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

[BACK TO SUB-ALLOCATION HOME PAGE](#) [CONTINUE](#)

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

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

### Sub Allocation Enquiry

**Number provided does not belong to your CUG. Please verify the number and try again.**

If you want to find out the status of a number (e.g. Allocated, Working) please enter the Directory Number below and click on the Search button.

\* CUG Name:

\* Directory Number:

[SEARCH](#)

---

If you want to find out the status of your order, please enter either the Order Number or both the Order and Date Type and click on the Search button.

\* CUG Name:

\* Order Number:

[SEARCH](#)

[BACK TO SUB-ALLOCATION HOME PAGE](#)

**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.

Re-Activation

### REQUEST RE-ACTIVATION

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

Telephone number you are trying to re-activate is not in a valid state. Please check and enter a valid telephone number.

\* Number to be Re-Activated:

\* Destination Group:

Customer Title & Initials:

Customer Name:

Business Name:

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

[BACK TO SUB-ALLOCATION HOME PAGE](#) [CONTINUE](#)

**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.

Re-Activation

### REQUEST RE-ACTIVATION

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

Error-IPX-INFO-1028:Sorry, this number cannot be re-activated. The Re-Activation Period elapsed.

\* Number to be Re-Activated:

\* Destination Group:

Customer Title & Initials:

Customer Name:

Business Name:

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

[BACK TO SUB-ALLOCATION HOME PAGE](#) [CONTINUE](#)

## 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

### Sub Allocation Enquiry

---

If you want to find out the status of a number (e.g. Allocated, Working) please enter the Directory Number below and click on the Search button.

\* CUG Name: ORTKING3  
\* Directory Number:

[SEARCH](#)

---

If you want to find out the status of your order, please enter either the Order Number or both the Order and Date Type and click on the Search button.

\* CUG Name: ORTKING3  
\* Order Number:

[SEARCH](#)

---

[BACK TO SUB-ALLOCATION HOME PAGE](#)

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

### Sub Allocation Enquiry

---

#### Number Details

Directory Number: 01562702606  
Number Status: WORKING  
Maturity Date:  
Current Post Code: DY10 2ED

---

[BACK TO SUB-ALLOCATION HOME PAGE](#) [BACK TO ORDER ENQUIRY](#)

**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

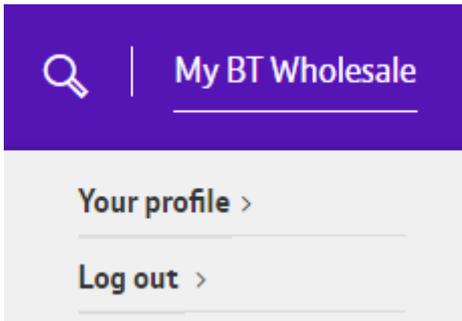
## 7 Notifications

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.

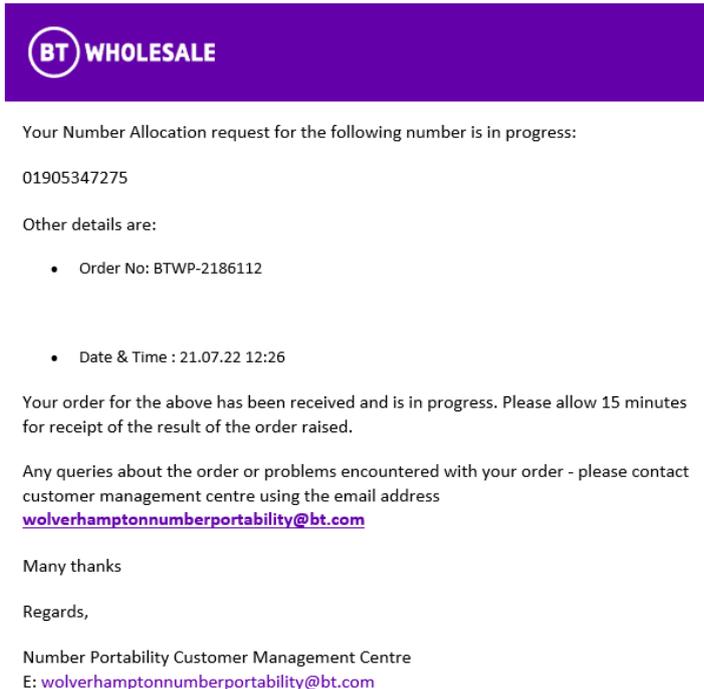
**Figure 50: My BTWholesale Profile**



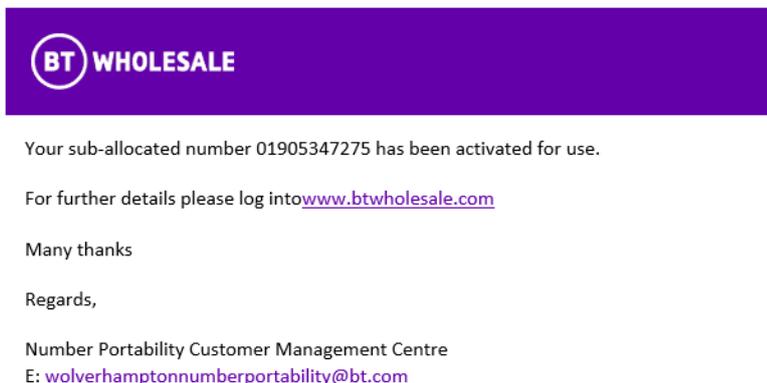
Should the above be unavailable, requests to change the notification address should be sent via email to [wolverhamptonnumberportability@bt.com](mailto:wolverhamptonnumberportability@bt.com) advising of both the existing and new email addresses, and the relevant CUGID.

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.

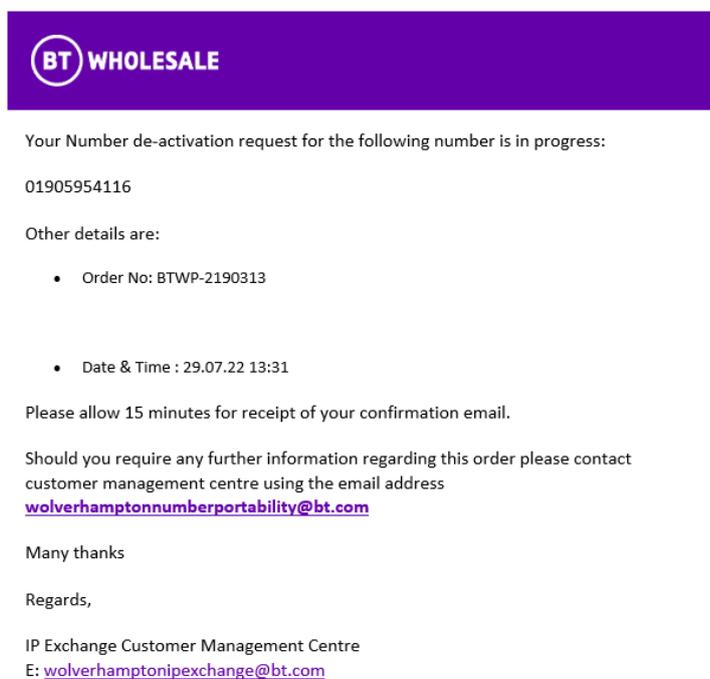
**Figure 51: Example of Number Allocation email update**



**Figure 52: Example of Number Activation email update**



**Figure 53: Example of Number De-Activation email update**



## 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](mailto:wolverhamptonnumberportability@bt.com)
- via eChat [Contact us | BT Wholesale](#) – selecting the IP Voice chat icon



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](http://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](mailto: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.