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| Colt Number Hosting  5th February 2022 Release Notes |

# Introduction

This document describes the Colt Number Hosting 5th February 2022 release.

The release will focus on:

* Improved regulatory compliance for Emergency database in the **UK and IT**
* New optional field ‘Contract’ in the **Netherlands** for porting flows
* New ‘Country’ address field in the **Netherlands** for EEA addresses
* Move of **unrated CDRs to Colt Online**
* New **Billing APIs:** Rated and (consolidated) Unrated CDRs & non-usage files
* Number on Demand & API improvements

**These changes might imply development at your end, so please read this document carefully.**

The changes in this release require your support during our test period. The Customer UAT is planned from 20th December 2021 to 14th January 2022. Please get in touch with [NumberHostingUATSupportTeam@COLT.NET](mailto:NumberHostingUATSupportTeam@COLT.NET) if you would like to participate in the UAT.

# Document change control

|  |  |
| --- | --- |
| **Version** | **Change description** |
| V1 | 29th Jan 2022 Release notes |
| V2 | Go-live date changed from 29th Jan 2022 to 5th Feb 2022  UAT start date changed from 13th Dec 2020 to 20th Dec 2020 (end date is unchanged)  NOD improvement |
| V3 | Due to issues found during early testing, the customer reports in NOD will be postponed to the April 2022 release  Appendix D added to reflect the supported EEA countries for NL 085 numbers. |

# Address Management & Validation in the UK

To ensure regulatory compliance in the UK, important changes relating to address management and validation, and directory services will be implemented as follows:

* Some validation of existing fields will be updated. Fields which are changing are marked ‘**Update’** in the table below. Other fields are marked as ‘**Remove**’ - see table below.
* UK special character restrictions – please see Appendix C.
* Update EDB address and Directory Service Update are now clubbed together in an End-customer Address Update
* Final address verification and validation will be performed with Informatica Address Doctor v4
* Current Operator field will only accept specific values as shown in Appendix B.

All changes are applicable in the UK for number Activation, new Port-In & Address Update operations. The fields are described in the table below:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Element | Description | Change | Current Type | Current Length | Updated Type | Updated Length | Customer Action |
| End customer Name and details | | | | | | | |
| endCustomerName | It is the end customer name to whom numbers will be activated. | **Update** | M | L ≤ 80 | M | L ≤ 50 | Length decrease to 50 |
| buildingName | Name of the building | **Update** | CM | L ≤ 50 | CM | L ≤ 55 | Length increase to 55 |
| premisesNumber | Number of the building | **Update** | CM | L ≤ 20 | CM | L ≤ 10 | Length decrease to 10 |
| streetName | Name of the street | No change | M | L ≤ 50 | - | - | - |
| cityTown | Name of the Town. | **Update** | M | L ≤ 50 | M | L ≤ 30 | Length decrease to 30 |
| postalZipCode | BX XAA, BBX XAA, BXX XAA, BBXX XAA, BXB XAA, BBXB XAA or BBXX AAA - A and B are alphabetical type (A to Z), X is a number type (0 to 9), always with a space between the 2 strings. | No change | M | 1 ≤ L ≤ 8 | - | - | - |
| Directory services update | | | | | | | |
| orderType |  | **Remove** | M |  | NA | NA | Field not required anymore in the DSU section. |
| qualifier | This field is used to distinguish a specific department where only one number exists for that department. This data will appear before any address data on the listing. This field is only applicable to group listing i.e. if the user enters this data then the “Listing Category” should be selected as “Group”. E.g: Sales, General Enquiries, etc. | **Update** | O | 30 | O | 50 | Length increase to 50 |
| businessSuffix | User should enter the Official business suffix abbreviations only or word(s) in full. For example, Ltd, Limited, Plc, Co LTD, Company Ltd, & Co etc. | No change | O | L ≤ 50 | - | - | - |
| businessDescription | This field is used at the customer’s request, if additional words are required to describe what a business actual does, e.g. Accountants, Solicitors, etc | No change | O | L ≤ 50 | - | - | - |
| subHeader | Text that further qualifies and groups together entries within a DMS group structure  Sub Headers are used to sub-divide groups into different departments or divisions etc, where there is more than one telephone number for that department or division, e.g. Accounts, Sales. Address details or telephone numbers are not included in Sub Headers.  Sub Headers appear below the main header (the business trading name), but above the relevant listings.    Note: Sub Header must be blank if entry format is  A (single) or C (single Cross Ref) | **Update** | O | 20 | O | 50 | Length increase to 50 |
| subSubHeader | Text that further qualifies and groups together entries within a DMS group structure.    Note: Sub Header must be blank if entry format is  A (single) or C (single Cross Ref)  Sub Sub Header must have a parent Sub Header | **Update** | O | 20 | O | 50 | Length increase to 50 |
| subSubSubHeader | Text that further qualifies and groups together entries within a DMS group structure. Note: Sub Sub Header must be blank if entry format is A (single) or C (single Cross Ref)  Sub Sub Sub Header must have a parent Sub Sub Header | **Update** | O | 20 | O | 50 | Length increase to 50 |
| endCustomerName | It is the end customer name to whom numbers will be activated. | **Remove** | M | L ≤ 80 | NA | NA | Field not required anymore in the DSU section. |
| buildingName | Name of the building | **Update** | CM | L ≤ 50 | CM | L ≤ 55 | Length increase to 55 |
| premisesNumber | Number of the building | **Update** | CM | L ≤ 20 | CM | L ≤ 10 | Length decrease to 10 |
| streetName | Name of the street | No change | M | L ≤ 50 | - | - | - |
| cityTown | Name of the Town. | **Update** | M | L ≤ 50 | M | L ≤ 30 | Length decrease to 30 |
| postalZipCode | BX XAA, BBX XAA, BXX XAA, BBXX XAA, BXB XAA, BBXB XAA or BBXX AAA - A and B are alphabetical type (A to Z), X is a number type (0 to 9), always with a space between the 2 strings. | No change | M | 1 ≤ L ≤ 8 | - | - | - |
| telephoneNumber | DSU Telephone number | **Remove** | M | 9 | NA | NA | Field not required anymore in the DSU section. |
| lineType |  | **Remove** | M | LOV | NA | NA | Field not required anymore in the DSU section. |
| tariff |  | **Remove** | M | LOV | NA | NA | Field not required anymore in the DSU section. |
| entryType | - **DE**: Directory Entry –will feed to all directory products including the local BT Phone Book if it is a Main DQ listing. Only business listings are passed to Classified products. - **DQR**: Directory Enquiry Record – listing will be available to Voice 118 services and Tele-Appenders only. Business listings only are also passed to Classified products. - **XD/NC**: Ex-Directory No Calls – listing will feed to Voice 118 services but the telephone number is withheld. | No change | M | LOV | - | - | - |
| listingType | Permitted values:  DQMain DQAdditional PB | **Update** | M | LOV | M | LOV | If Portin, the value is always as DQMain only. |
| typeface | Permitted values:  Ordinary Bold Superbold  Bold or Superbold typefaces are only applicable to PB Listing Type. Ordinary typefaces are only applicable to DQMain and DQAdditional Listing Type. | **Update** | M | LOV | M | LOV | The values defined for "Typeface" are conditional upon the selection of "Listing Type" Field values. |
| listingCategory | Permitted values:  Single  Group | No change | M | LOV | - | - | - |
| priority | Permitted values:  1. A 2. S 3. Z  - A to list first - S to list alphabetically - Z to list last  If Listing Category is Group then A,S or Z values are applicable. If Listing Category is Single then only S value is applicable. | **Update** | M | LOV | M | LOV | The values defined for "Priority" are conditional upon the selection of "Listing Category" Field values. |
| notes | User can enter any additional instruction for the DS update. | **Remove** | O | 250 | - | - | Field not required anymore in the DSU section. |
| currentOperator | Required in Portin Operation | **Update** | M | LOV | M | LOV | Use the values listed in Appendix B |

# Customer Management & Validation in Italy

To ensure regulatory compliance in Italy, important changes relating to end customer details and directory services will be implemented as follows:

* 15 new mandatory/optional fields will be introduced to better support ‘Residential’ end customer orders and both Business & Residential entries in Directory Services. Fields which are changing are marked as ‘**New**’ in the table below.
* Some validation of existing fields will be updated. Fields which are changing are marked ‘**Update**’ in the table below. Other fields are marked as ‘**Remove**’ - see table below.

All changes are applicable in Italy for number Activation, new Port-In & Address Update operations. The fields are described in the table below:

| Element | Description | Change | Current Type | Current Length | Updated Type | Updated Length | Customer Action |
| --- | --- | --- | --- | --- | --- | --- | --- |
| End Customer Details | | | | | | | |
| customerType | Permitted values:  1. Business  2. Residential | **New** | **-** | **-** | M | LOV |  |
| Customer Type: Business | | | | | | | |
| endCustomerName | Existing field | No change | M | L ≤ 80 | M | L ≤ 100 | Length increase to 100. |
| customerVATNumber | Existing field | **Remove** | M | L ≤ 11 | - | - | **Field not required anymore**  **The field is now part of Directory Services details** |
| Customer Type: Residential | | | | | | | |
| firstName | If Customer Type is Residential then First and Last Name are Mandatory. | **New** | - | - | M | L ≤ 50 |  |
| lastName | If Customer Type is Residential then First and Last Name are Mandatory. | **New** | - | - | M | L ≤ 100 |  |
| End Customer Address | | | | | | | |
| premisesNumber | Existing field | No change | M | L ≤ 10 | - | - |  |
| streetName | Existing field | No change | M | L ≤ 70 | - | - |  |
| Province |  | No change | M | 2 | - | - |  |
| cityTown | Existing field | No change | M | L ≤ 70 | - | - |  |
| postalZipCode | Existing field | No change | M | L=5 | - | - |  |
| addressExtension | This field can be used to provide a precise indication of the address (e.g. Angolo Via Roma). | No change | O | L ≤ 50 | - | - |  |
| streetType | It completes the description of the place and can identify the type of street (e.g. Street, Square, Avenue, etc.).(e.g. Via, Piazza, Viale.) | No change | M | L ≤ 30 | - | - |  |
| subLocality | The Italian name given in administrative law to a type of territorial subdivision of a ‘Comune’’, an Italian municipality | No change | O | L ≤ 70 | - | - |  |
| Directory Service Update Details (Optional) | | | | | | | |
| orderType | Permitted values:  1. New  2. Cease  3. Amend | **New** | - | - | M | LOV | Applicable only in Address Update only.  New - Additional DSU number to be published in DSU.  Cease - Existing DSU telephone number details can be ceased.  Amend - Existing DSU telephone number details can be modified. |
| telephoneNumber | DSU telephone number | **Update** | M | L ≥ 6 &  L ≤ 20 | M | L ≤ 13 | For the Directory Service, it is possible to publish a number that is part of a numbering range (that starts always with ‘0’ and end with ‘9’)  For this purpose, a short numbering range identifying an extension of the user's switchboard (e.g. the switchboard operator's desk) is acceptable.  Here is a practical example for a numbering range of 100 numbers ( range from 02 32803900 to 02 32803999 ) where are acceptable all the followings examples :  - 02 328039  - 02 3280390 or 1 or ….. 9  - 02 32803900 or 01 or … 99 |
| oldTelephoneNumber | Previously listed DSU telephone number | **New** | - | - | O | L ≤ 13 | Used if DSU telephone number needs to be changed from one number to another without changing the other DSU details.  Only used when OrderType(DSU) is Amend.  For the Directory Service, it is possible to publish a number that is part of a numbering range (that starts always with ‘0’ and end with ‘9’)  For this purpose, a short numbering range identifying an extension of the user's switchboard (e.g. the switchboard operator's desk) is acceptable.  Here is a practical example for a numbering range of 100 numbers ( range from 02 32803900 to 02 32803999 ) where are acceptable all the followings examples :  - 02 328039  - 02 3280390 or 1 or ….. 9  - 02 32803900 or 01 or … 99 |
| businesssuffix | Qualification | **New** | - | - | O | L ≤ 100 |  |
| businessDescription | Profession | **New** | - | - | O | L ≤ 100 |  |
| companyEmailAddress | Email Address | **New** | - | - | O | L ≤ 50 |  |
| additionalIinstructions | Additional Address (ULTERIORE INDIRIZZO)  It can be used for Web Site or Branch address (More than 1 address) | **New** | - | - | O | L ≤ 200 |  |
| subscriptionCategoryIndex | Identifies the category to which the customer belongs (e.g. retail, business, public or semi-public administration) | No change | O | L ≤ 29 |  |  | Values are in bold: **• 00-PrivateCustomerCategory • 01-CompanyCustomerCategory (Default) • 02-SemiPublicCustomerCategory • 03-PublicCustomerCategory** |
| paperDirectories | Customer consent to be listed in the paper version of the Telephone directories | **Remove** | M | L ≤ 3 |  |  | **Field not required anymore** |
| informationServices | Customer consent to receive information announcements | **Remove** | M | L ≤ 3 |  |  | **Field not required anymore** |
| searchOnTelephoneOnly | Customer consent for market research | No change | M | L ≤ 3 |  |  | The Type will become mandatory.  Values are in bold: • **Yes** = visible in market research • **No** = not visible in market research (Default) |
| allowAdvertisingCalls | Customer consent to receive advertising calls | No change | M | L ≤ 3 |  |  | The Type will become mandatory.  Values are in bold: • **Yes** = agree to receive advertising calls  • **No** = do not agree to receive advertising calls (Default) |
| allowAdvertisingEmails | Customer consent to receive advertising emails | No change | M | L ≤ 3 |  |  | The Type will become mandatory.  Values are in bold: • **Yes** = agree to receive advertising emails • **No** = do not agree to receive advertising emails (Default) |
| advertisementFlag | Defines the customer's willingness to receive advertising on channels other than voice (e.g. mail.) | **Update** | M | L ≤ 5 | M | L ≤ 5 | Values are in bold:  • **0-No** = do not agree to receive advertisements on other channels (Default)  **Removed** ‘1-Yes’ as accepted values |
| importAndCease | The gaining CP can choose to Import(Number Portability) and Cease all the listings associated with a particular telephone number, providing the losing CP does not Cancel Export. On successful execution of this, the telephone number ownership will be changed to that of the gaining CP, and all the associated listings for the telephone number No further actions are required from the losing operator who only have to publish the Port-out in their DSU dB  Required only in Portin Operation when DSU changes required.  If Yes then the values of below fields will be Optional  •amalgamateWithVAT  •PaperDirectories  •InformationServices  •DerivativeResearch  •ReceiveAdvertisingcalls  •ReceiveAdvertisingmails | **New** | - | - | M | LOV | Values are in bold:  • **Yes** = Import and cease all the listings.  • **No** = No Import and cease all the listings. |
| amalgamateWithVAT | Amalgamate Numbers with VAT/Tax code. | **New** | - | - | M | LOV | Values are:  • **Yes** = Grouping  • **No** = No grouping |
| customerType | Permitted values:  1. Business  2. Residential | **New** | **-** | **-** | M | LOV |  |
| Customer Type: Business | | | | | | | |
| endCustomerName | Existing field | No change | M | L ≤ 80 | M | L ≤ 100 | Length increase to 100. |
| customerVATnumber | VAT number. Numeric Only.  If Customer Type is Business then VAT number is Mandatory. | **New** | **-** | **-** | M | L = 11 |  |
| Customer Type: Residential | | | | | | | |
| firstName | If Customer Type is Residential then First and Last Name is Mandatory. | **New** | - | - | M | L ≤ 50 |  |
| lastName | If Customer Type is Residential then First and Last Name is Mandatory. | **New** | - | - | M | L ≤ 100 |  |
| fiscalCode | If Customer Type is Residential then Fiscal Code is Mandatory. | **New** | - | - | M | L=16 |  |
| DSU address | | | | | | | |
| premisesNumber |  | No change | M | L ≤ 10 |  |  |  |
| streetName |  | No change | M | L ≤ 70 |  |  |  |
| Province |  | No change | M | 2 |  |  |  |
| cityTown |  | No change | M | L ≤ 70 |  |  |  |
| postalZipCode |  | No change | M | L=5 |  |  |  |
| addressExtension | This field can be used to provide a precise indication of the address (e.g. Angolo Via Roma). | No change | O | L ≤ 50 |  |  |  |
| streetType | It completes the description of the place and can identify the type of street (e.g. Street, Square, Avenue, etc.).(e.g. Via, Piazza, Viale.) | No change | M | L ≤ 30 |  |  |  |
| subLocality | The Italian name given in administrative law to a type of territorial subdivision of a ‘Comune’, an Italian municipality | No change | O | L ≤ 70 |  |  |  |

# NL Enhancements

## New Optional Field in porting flow

In line with Regulation, a new optional field ‘Contract’ is being introduced in the NL porting process.

A subscriber will be able to keep his number based on the following process variants:

|  |  |  |
| --- | --- | --- |
|  | Process variant | New Contract field in port request  in new version REST API |
| 1 | **Standard porting and switching situation (per contract end date)** | NA |
| 2 | **Porting and transition situation with premature / early termination agreement** | ‘Early Termination’, which indicates the subscriber requests premature/early contract termination. |
| 3 | **Keeping the subscriber’s number after the date of the termination agreement** | NA |
| 4 | **Number porting without a termination agreement** | 'Continuation', which indicates that the subscriber requests number porting without terminating his agreement. |

Process variant 1 is the standard porting process in a transfer situation. The contract field is not included in the port request.

Process variant 3 is an exception process, where the agreement has already been given notice or is terminated. For example this caters for number retention requests (porting requests) where the subscriber has terminated his agreement but decides he wants to retain his number after all. The contract field is not included in the port request.

Process variants 2 and 4 are exception processes. In the port request, the contract field is included with standardized values that indicate the requirement of the subscriber with regard to his agreement(s) with the transferring provider.

### Port-In and Port-Out

Values allowed in the ‘Contract’ field:

* Early Termination
* Continuation

If this field is not sent as part of the port-in request then the system will show the value as ‘Not Applicable’.

### Port-Out

* Number on Demand and B2B API will display the ‘Contract’ field in the port request screen
* This field will be displayed for all applicable port-out transaction statuses in the relevant screens.
* If the ‘Contract’ value is “Early Termination”, these rules are applicable for the First Possible Date for porting (FPD)
  + The system will not allow you to select a FPD within the first 3 working days from the date that you accept the port request
  + If you have not responded to the port request within 48 hours, the port-out request will automatically be accepted by the system (as is the case today)
  + When the port-out request is automatically accepted, the system will not select the FPD within the first 3 working days (this is calculated from the time of automatic acceptance).
  + Existing rules for weekends and public holidays will be taken into consideration whilst calculating the working days (as is the case today)
* Existing rules for the FPD calculation will continue “as is” for the contract values other than ‘Early Termination’.

The ‘Contract’ field will be present in the getTransactionDetails response.

Please refer to Appendix A: XSD for details.

## EEA address for 085 numbers in the Netherlands

For the nomadic / location independent local area code (LAC): 085 in the Netherlands the install address and emergency address can be anywhere within the EEA (European Economic Area) region, i.e. not just within the Netherlands.

In light of this we are introducing a **new** ‘Country’ field in the installation & emergency address.

These are the proposed set of rules which we are developing to and we will notify you of any changes ahead of the release:-

* The new ‘Country’ field will be mandatory where the country = NL
* Please refer to *‘Appendix D: EEA Country Code List’* for supported EEA countries.
* For non 085 numbers, only country NL is allowed. An error will be returned if a different country is selected for non 085 numbers
* For 085 numbers + any country code listed above exc NL, the system will skip address validation of the install address and emergency address
* The Address validation (validGeographicAddress API) will only work if the install address and emergency address are in NL (when ordering NL numbers)
* For 085 numbers, the system will skip local area code (LAC) validation
* In the Regulatory / COIN specification the existing address fields that are applicable for NL will be applicable for EEA countries as well. No new fields are considered. **Field level restriction is based on NL country address format so please be aware when entering a non-Dutch address here!**

# Access to unrated CDRs via Colt Online & API

Unrated call records (CDRs) and consolidated unrated CDRs will be available to request and download under the ‘Billing’ menu in Colt Online for all registered users of Cocom Web Manager. You will also be able to download the (consolidated) unrated CDR files over API (please see next section).

The products in scope are:-

* Geographic Number Hosting
* IN services (e.g. Freephone, Shared Cost, IN Geo etc)
* Voice Line
* Voice Line (v)
* SIP Trunking

The existing CDR download functionality available in Cocom Web Manager and via FTP will continue to be available.

New Billing APIs

In this release we will support Next Gen REST CDR APIs. These will enable you to download the following via APIs:-

* Daily unrated and/or consolidated unrated CDRs for the products listed in the previous section
* monthly rated CDRs for any Colt voice product
* non-usage files (.r.cat) containing e.g. Number Hosting transactional charges

The existing rules will not change e.g. regarding the availability of the CDRs & non-usage files (e.g. unrated CDRs will continue to be available for the past 90 days only).

Our Next Gen APIs:-

* Conform to the Industry standard REST-JSON APIs
* Align with TMF conventions
* Support OAuth2 based authentication and authorisation
* Support open API specifications (earlier swagger)
* Support flexible version management (from our next release)
* Offer a standard format for numbers, date-time, etc
* Optimize fields

Industry standard authentication and authorisation mechanism will be enabled:-

* Authentication API will be implemented
* **OAuth 2.0** access token (applicable for 30 mins only) with client\_credential grant type used to authenticate clients

Below are Next Gen REST APIs planned in this release:-.

|  |
| --- |
| REST API |
| GET /ratedCallDetailRecord |
| GET /unratedCallDetailRecord |
| POST /generateConsolidatedUnratedCallDetailRecord |
| GET /consolidatedUnratedCallDetailRecord |
| GET /nonUsageReport |
| POST /oauth/authorisation (access token request) |

## API Details

### Resource name for Authorisation API

/token

### Resource names for CDR APIs

|  |  |
| --- | --- |
| Operation | Resource Name |
| Rated CDR | /ratedCallDetailRecord |
| Unrated CDR | /unratedCallDetailRecord |
| Generate consolidated unrated CDR | /generateConsolidatedUnratedCallDetailRecord |
| Consolidated unrated CDR | ​/consolidatedUnratedCallDetailRecord |
| Non usage report | ​/nonUsageReport |

## Response

The Response to the request will always be in a zipped file (Binary data).

There is no change to the unrated, or rated CDR or non-usage file contents.

## Error handling

Below is the TMF compliant error payload:

**{**

**"code": "ERR01",**

**"reason": "string",**

**"message": "string",**

**"status": "401-02"**

**}**

## OAS Specification for CDR APIs

Please click [here](https://f.hubspotusercontent10.net/hubfs/344164/NH%20Jan2022%20Release%20Notes/Call%20Detail%20Records%20API.yaml) for the OAS Specification for CDR APIs

## OAS Specification for Authorization

Please click [here](https://f.hubspotusercontent10.net/hubfs/344164/NH%20Nov2021%20Release%20Notes/Authorisation_v.1.0.0.yaml) for the OAS Specification for Authorization file

## How to get access to new REST APIs & support

Please inform your account manager to request access to the sandbox and/or production environments for the REST APIs.

Your Client ID and Client Secret for production will be shared with you by Colt’s Reseller Support Voice team.

Support for sandbox testing will be provided by the API Support team and is a chargeable service. Please contact your account manager for further information.

Please note there is no change to your existing billing information (e.g. invoice, rated CDRs & non-usage files) which you find in Colt Online.

# Numbers on Demand and B2B API improvements

Below are some improvements targeted for 5th Feb 2022.

|  |  |  |
| --- | --- | --- |
| Functionality | Improvement Description | Country Scope |
| Bulk Activation & Bulk Port-in | Bulk orders will be enabled in NoD  The option will be present under ‘Quick Links’ | All countries except AT |
| Bulk address update | Bulk address update will be introduced in NOD  This option will allow single number or full range address update for all customers and partial address update only for Premium customers.  The option will be present under ‘Quick Links’ | All countries |
| Partial address update | Partial address update will be enabled in NOD and B2B API. | All countries except DE, AT, CH and IT. |

# Appendix A: XSD

The structure is updated in the XSD in these links: [Link 1](https://f.hubspotusercontent10.net/hubfs/344164/NH%20Jan2022%20Release%20Notes/nhm_cbe_v3.11.xsd) and [Link 2](https://f.hubspotusercontent10.net/hubfs/344164/NH%20Jan2022%20Release%20Notes/NumberHostingServices_v3.11.xsd)

# Appendix B: Current Operator list for the UK

|  |  |
| --- | --- |
| Current Operator UK | |
| Affiniti (KCOM) - 029 | SKD 4 Ltd (6DG) – 159 |
| AQL Wholesale Ltd - 093 | Spitfire – 356 |
| AVCOne Ltd - 695 | Square Systems Ltd – 607 |
| Belgacom - 846 | Swiftnet Ltd – 354 |
| BT – 001 | Swisstok – 785 |
| Budget Numbers Ltd - 349 | TalkTalk – 820 |
| Buzz Networks Limited - 023 | Timico Limited – 376 |
| CenturyLink (Level 3) - 804 | Timico Partner Services Ltd – 318 |
| CORETX Protect (Aggregated/8EL) - 372 | Verizon – 025 |
| Daisy Communications Ltd - 078 | Virgin Media Ltd – 825 |
| Daisy Communications Ltd - 306 | Virgin Media Wholesale – 135 |
| DRD Communications Limited - 217 | Vodafone – 013 |
| Easynet (VIATEL) - 229 | Voiceflex Limited – 341 |
| Excell Group PLC - 361 | VoiceHost Limited – 537 |
| Fido Telecom Ltd - 779 | Voicenet Solutions Ltd – 496 |
| GAMMA - 031 | VOIP4U – 747 |
| GCI Network Solutions Ltd - 711 | Vonage Ltd – 516 |
| HighSpeed Office Ltd - 207 | Voxbone – 388 |
| Hyperoptic Ltd - 548 | Windsor(KCOM) – 223 |
| iHub 2 Limited - 138 | BSkyB – 822 |
| Inclarity Communications Ltd - 840 | COLT – 040 |
| Inet (Voipfone) - 184 | Wavecrest – 860 |
| Interoute Communications - 862 | Connaught Comms – 584 |
| Interoute Networks - 326 | NFON UK Ltd – 819 |
| IP Wholesale Ltd (SKY/BSKYB) - 751 | Sky UK Limited – 822 |
| KCOM Group PLC - 005 | Premier Voicemail Ltd – 108 |
| KDDI Europe Ltd - 253 | Six Degrees Group -159 |
| London Central Communications Ltd - 436 | VoIP-Un Limited – 367 |
| Magrathea - 102 | Commi Holdings Ltd – 208 |
| Metronet (UK) Limited - 690 | CHESS Ltd – 171 |
| Mintaka Ltd - 506 | Pulsant (Scotland) Ltd – 061 |
| Nationwide Telephone Assistance - 256 | Red Matter Limited – 615 |
| Orange Business - 030 | Redcentric Solutions Ltd – 055 |
| Orbital Net Ltd - 783 | Redcentric Solutions Ltd – 996 |
| Orbtalk Limited - 588 | Resilient Plc – 275 |
| Simwood - 498 |  |

# Appendix C: Character restrictions-GB

Below are the special characters which are not allowed in the UK.

|  |  |
| --- | --- |
| Not allowed characters | |
| ! | Exclamation mark |
| ? | Question Mark |
| / | Forward slash |
| \ | backwards slash |
| “ “ | quotation marks |
| $ | Dollar sign |
| £ | Pound sign |
| \* | Asterisk |
| ( ) | open or close brackets |
| + | plus sign |
| > or < | greater than or less than |
| ‘ | Apostrophe |
| & | ampersand should only be allowed in a Customer Name field & NOT in any other address field |

# Appendix D: EEA Country Code List

Below are the country codes for each EEA country.

|  |  |
| --- | --- |
| EEA Country | Country code |
| Austria | AT |
| Belgium | BE |
| Bulgaria | BG |
| Croatia | HR |
| Cyprus | CY |
| Czech Republic | CZ |
| Denmark | DK |
| Estonia | EE |
| Finland | FI |
| France | FR |
| Germany | DE |
| Greece | GR |
| Hungary | HU |
| Iceland | IS |
| Ireland | IE |
| Italy | IT |
| Latvia | LV |
| Liechtenstein | LI |
| Lithuania | LT |
| Luxembourg | LU |
| Malta | MT |
| Netherlands | NL |
| Norway | NO |
| Poland | PL |
| Portugal | PT |
| Romania | RO |
| Slovakia | SK |
| Slovenia | SI |
| Spain | ES |
| Sweden | SE |
| Switzerland | CH |
| United Kingdom | GB |