

Reference: 01859699

Information Requests
information.requests@ofcom.org.uk

14 August 2024

Freedom of Information request: Right to know request

Thank you for your request for information concerning number resellers.

We received this request on 24 July 2024 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request & our response

1. Does Ofcom have a list of 'resellers' who resell the UK phone numbers in accordance with the National Telephone Numbering Plan from March 2022 numbering plan that are based in EU ('resellers' in the meaning of paragraph 2.4 of the Ofcom Good practice guide to help prevent misuse of sub-allocated and assigned numbers)?

Ofcom does not maintain a list of resellers as per your request. However, a useful reference for resellers in the UK is the list of entities that have been assigned Reseller Identification Codes (RID codes) by Ofcom. RID codes are three-letter administrative codes used to identify resellers of fixed line and broadband services.

The list of RID code assignments is publicly available here: <https://www.ofcom.org.uk/phones-and-broadband/phone-numbers/numbering-data/>.

The list is updated weekly, usually on Wednesdays. You need to scroll down to the 'Codes' section and look for the RID link.

2. A list of 'resellers' of UK phone numbers that are based outside of EU ('resellers' in the meaning of paragraph 2.4 of the Ofcom Good practice guide to help prevent misuse of sub-allocated and assigned numbers)?

As above, we do not maintain a list of resellers. Therefore, we do not hold a list of resellers of UK phone numbers based outside of the EU (and the UK). However, using the RID code list mentioned above, you can find the address provided by each of the RID code assignees. We have found that non-UK / non-EU RID assignments have been made to two entities from the USA and one from Hong Kong.

3. What are the criteria used by Ofcom in making a split between "other providers and resellers" (in the meaning of paragraph 2.4 of the Ofcom Good practice guide to help prevent misuse of sub-allocated and assigned numbers)?

'Provider' means a communications provider, defined in section 405(1) of the [Communications Act 2003](#) (the Act) as meaning a person who (within the meaning of section 32(4) of the Act) provides an electronic communications network or an electronic communications service.

References to 'other providers' means a provider different from the range holder provider. The range holder is the provider to whom a particular number range or block has been allocated by Ofcom. (Note: Ofcom refers to 'allocation' when directly providing a communications provider with rights of use of numbers. In Belgium, this may be more commonly referred to as 'assignment').

'Resellers' are not necessarily providers of an electronic communications network or an electronic communications service.

4. Is it mandatory for a provider to obtain a UK national business registration number from a reseller when carrying out 'know your customer' checks (in the meaning of paragraph 3.5 of the Ofcom Good practice guide to help prevent misuse of sub-allocated and assigned numbers)?

Ofcom's '[Good practice guide to help prevent misuse of sub-allocated and assigned numbers](#)' (the Good Practice Guide) sets out steps we expect providers to take to help prevent valid numbers being misused.

In paragraph 3.5 of the Good Practice Guide, we make clear that providers need to know who they are sub-allocating or assigning numbers to and set out basic information that should be collected as part of any 'know your customer' checks. This includes registered company details, trading names and registered office address. This may be similar to your reference to 'UK national business registration number'.

Note that the Good Practice Guide is intended to help providers ensure they comply with their existing [obligations under our rules](#) (General Condition B1). It is guidance rather than a mandatory requirement to collect specific information in completing the 'know your customer' checks. In our investigation of cases involving misuse of numbers, we would expect to take the Good Practice Guide into account in considering whether enforcement action is appropriate.

If you have any further queries, then please send them to information.requests@ofcom.org.uk – quoting the reference number above in any future communications.

Yours sincerely,

Information Requests

Request an internal review

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress. Please email the Information Requests team (information.requests@ofcom.org.uk) to request an internal review.

Taking it further

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).