



UK ENUM Validation Agencies  
3<sup>rd</sup> December 2008 – Nominet ENUM Day

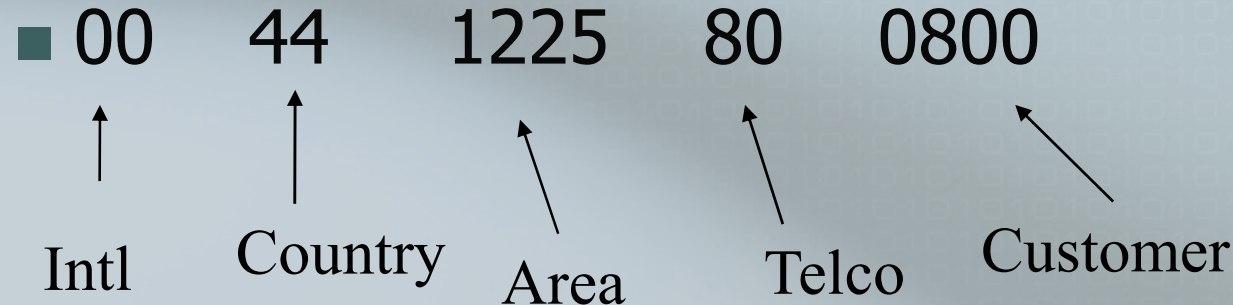
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# How does UK ENUM Work?

- What is a VA

- Some one has to confirm that you are allowed to use a phone number



- A VA confirms, to the registry, that the registrar's request is valid



## 2 Modes of Working

- You act as Registrar only, putting other peoples ENUMs into the Registry
  - Most like domain registration
  - Needs a 3<sup>rd</sup> Party VA
- You put your own phone numbers in the system
  - You gave the customer the number, so validation is easy
  - You run an internal VA + Registrar



# How to become a VA

- Talk to UKEC
  - The documents are in final draft
  - Happy to share with you
- Be a member of UKEC
- Define how you will work
- Code of Practice
- Contract (Deed Poll)
- Complaints / Sanctions

# Costs

- There is no cost to be a VA
- But, you need to be a UKEC Member
- You may also want to be a Nominet ENUM Registrar





# Define how you will work

- UKEC has to be sure that VAs will not be rogue
- But regulator with a small “r”
- Prima Facie evidence needed
- Need to show:
  - Documented Validation Process
  - Documented Complaints Procedure
  - Points of Contact
  - Technical Ability to interface with Registry



# Code of Practice

- Need to signup to Code of Practice
- End Users need to know about it
- Be Nice, have clear pricing
- Get validation right
- Agree to the dispute/complaints process





# Deed Poll

- Deed Poll is a contract without compensation
- No money required to be a VA, just UKEC membership
- Binds VAs into the complaints process





# Complaints Process

- Mechanism for resolving complaints about bad validations
- Modelled on CISAS, OTELO, etc
- Encourages corrections of mistakes, process reviews, apology
- Potential for :
  - Maximum fine (per case) of £5000.00
  - Removal as a VA
- Implemented by a standing subcommittee of UKEC Board



# Technical Stuff

- To be a VA, you have to speak EPP, and send a token requested from the registrar, to the registry
- UKEC will give you an X509 SSL Cert to prove you are a VA
- EPP docs on UKEC and Nominet Website



# Customer Interaction

- If a VA operation is rolled into a Registry service, then billing, support, order taking etc. can also be combined.
- If you become a VA separately, then you need to support those functions for your end customers



# Conclusion

- You're not allowed to steal other peoples phone numbers and miss-route them
- A VA could mess things up, so there is lots of cotton wool to enshroud the process.
- However, much of it should never be used
- The VA process can be simply hidden as part of a "put your numbers in ENUM" product