



Telenet - Wholesale API interface

1 Table of Contents

2	Introduction	4
2.1	Purpose.....	4
2.2	Scope	4
2.3	Out of Scope	4
2.4	Assumptions	4
3	Technical Overview.....	5
3.1	Integration Architecture.....	5
3.2	Technical Details.....	5
3.3	Security.....	5
3.3.1	Access to web service endpoint.....	5
4	Product model.....	6
4.1	Basic TV	6
4.2	Basic TV	6
4.3	Internet.....	7
5	Online interactions	8
5.1	retrieveAddressIdentifier	8
5.2	FeasibilityCheck	8
5.3	PortfolioChange.....	10
5.4	CancelOrder.....	12
5.5	RetrieveOrder	12
5.6	RetrieveProductInstance.....	14
5.7	createInstallAppointmentTicket	15
5.8	createRepairAppointmentTicket.....	16
5.9	createAdminTicket	16
5.10	RetrieveTicket.....	17
5.11	updateTicket.....	18
5.12	activateCPEforCommercialOrder (This section is not relevant for ATV only).	18
5.13	Common structures.....	21
5.13.1	FeasibilityCheckResultType	21
5.13.2	CharacteristicType	21
5.13.3	CustomerOrderItemType	21
5.13.4	DtvInfoType.....	23
5.13.5	IdtvInfoType	23
5.13.6	BroadBandInfoType.....	23
5.13.7	NoteType.....	23
5.13.8	ContactInfoType	23
5.13.9	NotificationInfoType.....	24
5.13.10	NotificationContactInfoType	24

5.13.11	<i>AdditionalContactInfoListType</i>	24
5.13.12	<i>RequestedDateListType</i>	25
5.13.13	<i>GeographicAddressInfoType</i>	25
6	Whitelist upload	26
6.1	File format	26
6.1.1	<i>Header</i>	26
6.1.2	<i>Data</i>	28
6.2	File name	29
6.3	Example	29
7	Error Handling	31
7.1	WholesaleChannelService	31
7.2	WholesalePipelineService	31

Glossary

Term	Interpretation
SOAP	Simple Object Access Protocol, here some more details: http://en.wikipedia.org/wiki/SOAP
WSDL	Web Services Description Language: http://en.wikipedia.org/wiki/Web_Services_Description_Language
Xsd	XML Schema file(s), here is more information: http://en.wikipedia.org/wiki/XML_Schema_(W3C)
ESB	Enterprise Service Bus
AO	Alternative operator
SOM	Service Order Management
TLN	Telenet

2 Introduction

2.1 Purpose

This document describes the technical interactions and details between wholesale operators and telenet conform to the telenet reference offer.

This document should be used as a directive by the wholesale operators on how to use the interfaces from telenet in order to perform proper intakes and activations of new wholesale products and manage product portfolios and operations.

2.2 Scope

The scope of this document is limited to the interfaces (API) exposed by telenet towards the wholesale operators, and that allow registration of new orders, tickets, etc.

2.3 Out of Scope

This document does not serve the purpose to document the business processes in detail, nor will it describe the interactions between telenet and the wholesale operators on an engineering level (backbone configurations, interconnects, streaming, ...)

2.4 Assumptions

#	Table
1	Reader is familiar with Wholesale business scenarios (not documented in this deliverable)

3 Technical Overview

3.1 Integration Architecture

Telenet will expose its functionality for AO's on a standard web service endpoint. Access is over HTTPS with client certificate authentication.

All the services are synchronous, although some of the processes triggered by these services run asynchronously. In this case a technical ACK is returned, while the process itself is run in the background. It's the responsibility of the calling party to poll at regular intervals to check the status of the provisioned products.

3.2 Technical Details

Telenet uses SOAP 1.1. The services are defined in 2 WSDL's:

WholeSalePipelineService_v001	
	FeasibilityCheck
	PortfolioChange
	CancelOrder
	RetrieveOrder
	RetrieveProductInstance
WholeSaleChannelService_v001	
	createInstallAppointmentTicket
	createRepairAppointmentTicket
	createAdminTicket
	updateTicket
	retrieveTicket
	retrieveAddressIdentifier
	activateCpeForCommercialOrder

3.3 Security

3.3.1 Access to web service endpoint

The calling party has the responsibility to request a client certificate with a recognized Certificate Authority. After having received the certificate it needs to be sent to Telenet who can then register it to enable access.

The calling party has the responsibility to check the validity of Telenet's server certificate associated with the web service endpoint.

4 Product model

This section describes the product catalogue available to and orderable by the AO. The XML examples are fragments of what the product (or customer order item) will resemble within the complete XML input on calling an interface function.

For an ATV-only AO, there's only 1 product available.

4.1 Basic TV

To order Basic TV, the "BASIC_TV" offername is the only product parameter available. The Basic TV product can't have any other options or specifications when ordering it on a given location.

```
<v001:customerOrderItem>
  <v001:offerName>BASIC_TV</v001:offerName>
</v001:customerOrderItem>
```

For other AO's, there are two types of products that can be ordered through the API: Basic TV products & Internet products.

4.2 Basic TV

For a single Basic TV product instance, up to four STB's can be registered to enable digital tv services. A Basic TV product contains an 'interactivity' option that can be enabled and disabled. These specifications can be a part of the XML input when ordering a product. Basic TV is available to an AO in a particular flavor, COAX or DSL return path. This determines the offer name in the XML input.

For "BASIC_TV_COAX":

```
<v001:customerOrderItem>
  <v001:offerName>BASIC_TV_COAX</v001:offerName>
  <v001:characteristics>
    <v001:characteristic>
      <v001:name>INTERACTIVITY</v001:name>
      <v001:value>YES</v001:value>
    </v001:characteristic>
  </v001:characteristics>
  <v001:components>
    <v001:component>
      <v001:name>STB</v001:name>
      <v001:characteristics>
        <v001:characteristic>
          <v001:name>STB_SEQUENCE_NUMBER</v001:name>
          <v001:value>1</v001:value>
        </v001:characteristic>
      </v001:characteristics>
    </v001:component>
  </v001:components>
</v001:customerOrderItem>
```

For "BASIC_TV_DSL":

```
<v001:customerOrderItem>
  <v001:offerName>BASIC_TV_DSL</v001:offerName>
  <v001:characteristics>
    <v001:characteristic>
      <v001:name>INTERACTIVITY</v001:name>
      <v001:value>YES</v001:value>
    </v001:characteristic>
  </v001:characteristics>
```

```
<v001:component>
  <v001:name>STB</v001:name>
  <v001:characteristics>
    <v001:characteristic>
      <v001:name>STB_SEQUENCE_NUMBER</v001:name>
      <v001:value>1</v001:value>
    </v001:characteristic>
  </v001:characteristics>
</v001:component>
</v001:components>
</v001:customerOrderItem>
```

4.3 Internet

Internet products are available in three tiers: BasicNet, FiberNet & FiberNet XL. An internet product can only be ordered in combination with a Basic TV product, or if a Basic TV product is already provisioned on the same location. As a result, the order intake XML of an internet product (*customerOrderItem*) can be with or without input for Basic TV (another *customerOrderItem*). The latter case will fail if no BasicTV is active or allocated on the same location. The offer name in the XML input determines the tier of the internet product.

For “BB_BASIC”:

```
<v001:customerOrderItem>
  <v001:offerName>BB_BASIC</v001:offerName>
</v001:customerOrderItem>
```

For “BB_FIBER”:

```
<v001:customerOrderItem>
  <v001:offerName>BB_FIBER</v001:offerName>
</v001:customerOrderItem>
```

For “BB_FIBER_XL”:

```
<v001:customerOrderItem>
  <v001:offerName>BB_FIBER_XL</v001:offerName>
</v001:customerOrderItem>
```


5 Online interactions

5.1 retrieveAddressIdentifier

The function *retrieveAddressIdentifier* allows the user to fetch a LocationID of a particular address. This locationID is required as a parameter in most function calls to identify the physical location where a product is requested. The return value is either one location ID, or a message indicating why no LocationID was returned.

Request example:

```
<v001:RetrieveAddressIdentifierRequest>
  <v0011:GeographicAddressInfo>
    <v0011:PostalCode>2800</v0011:PostalCode>
    <v0011:Municipality>Mechelen</v0011:Municipality>
    <v0011:Street>Liersesteenweg</v0011:Street>
    <v0011:HouseNumber>4</v0011:HouseNumber>
    <v0012:Country>België</v0012:Country>
  </v0011:GeographicAddressInfo>
</v001:RetrieveAddressIdentifierRequest>
```

Response example:

```
<v001:RetrieveAddressIdentifierResponse>
  <v0011:AddressId>6cc7ov007q-9yijdv05j1</v0011:AddressId>
</v001:RetrieveAddressIdentifierResponse>
```

Error messages:

See [Error Handling](#) section

5.2 FeasibilityCheck

The function *FeasibilityCheck* allows the user to determine the eligibility and feasibility of an order request, without actually creating the order. The return value indicates the result of the feasibility check and informs the user if an order can be created and what it would take to fulfill that order.

An order that is eligible (correct order request) can return three response values: feasible, feasible with intervention required & not feasible.

For an ATV-only AO:

Request example:

```
<v001:FeasibilityCheckRequest>
  <v001:locationId>6cc7yy007q-9yf8zq0ooz</v001:locationId>
  <v001:customerOrder>
    <v001:customerOrderItem>
      <v001:offerName>BASIC_TV</v001:offerName>
      <v001:action>NEW</v001:action>
    </v001:customerOrderItem>
  </v001:customerOrder>
</v001:FeasibilityCheckRequest>
```

Response example:

```
<v001:FeasibilityCheckResponse>
  <v001:feasibilityCheckResult>
    <v001:result>OK</v001:result>
    <v001:regionID>5</v001:regionId>
  </v001:feasibilityCheckResult>
  <v001:customerOrder>
    <v001:customerOrderItem>
      <v001:offerName>BASIC_TV</v001:offerName>
      <v001:action>NEW</v001:action>
    </v001:customerOrderItem>
  </v001:customerOrder>
</v001:FeasibilityCheckResponse>
```

For other AO's:

Request example:

```
<v001:FeasibilityCheckRequest>
  <v001:locationId>6cc7yy007q-9yf8zq0ooz</v001:locationId>
  <v001:customerOrder>
    <v001:customerOrderItem>
      <v001:offerName>BASIC_TV_COAX</v001:offerName>
      <v001:action>NEW</v001:action>
      <v001:characteristics>
        <v001:characteristic>
          <v001:name>INTERACTIVITY</v001:name>
          <v001:value>YES</v001:value>
        </v001:characteristic>
      </v001:characteristics>
    </v001:customerOrderItem>
    <v001:components>
      <v001:component>
        <v001:name>STB</v001:name>
        <v001:action>NEW</v001:action>
        <v001:characteristics>
          <v001:characteristic>
            <v001:name>STB_SEQUENCE_NUMBER</v001:name>
            <v001:value>1</v001:value>
          </v001:characteristic>
        </v001:characteristics>
      </v001:component>
    </v001:components>
  </v001:customerOrderItem>
  <v001:customerOrderItem>
    <v001:offerName>BB_BASIC</v001:offerName>
    <v001:action>NEW</v001:action>
  </v001:customerOrderItem>
</v001:customerOrder>
</v001:FeasibilityCheckRequest>
```

Response example:

```
<v001:FeasibilityCheckResponse>
  <v001:feasibilityCheckResult>
    <v001:result>OK</v001:result>
    <v001:regionID>5</v001:regionId>
  </v001:feasibilityCheckResult>
  <v001:customerOrder>
    <v001:customerOrderItem>
      <v001:offerName>BASIC_TV_COAX</v001:offerName>
      <v001:action>NEW</v001:action>
      <v001:characteristics>
        <v001:characteristic>
          <v001:name>INTERACTIVITY</v001:name>
```

```
<v001:value>YES</v001:value>
</v001:characteristic>
</v001:characteristics>
<v001:components>
  <v001:component>
    <v001:name>STB</v001:name>
    <v001:action>NEW</v001:action>
    <v001:characteristics>
      <v001:characteristic>
        <v001:name>STB_SEQUENCE_NUMBER</v001:name>
        <v001:value>1</v001:value>
      </v001:characteristic>
    </v001:characteristics>
  </v001:component>
</v001:components>
</v001:customerOrderItem>
<v001:customerOrderItem>
  <v001:offerName>BB_BASIC</v001:offerName>
  <v001:action>NEW</v001:action>
</v001:customerOrderItem>
</v001:customerOrder>
</v001:FeasibilityCheckResponse>
```

Error messages:

See [Error Handling](#) section

5.3 PortfolioChange

The function *PortfolioChange* allows the user to manage product instances at a specific LocationID. It can contain a combination of 'NEW', 'MODIFY' & 'DISCONNECT' action items. PortfolioChange requests that are eligible and feasible will be translated into an order in TLN systems, and the response message will contain an OrderID of the newly generated order.

For an ATV-only AO:

Request example:

```
<v001:PortfolioChangeRequest>
  <v001:customerOrder>
    <v001:customerOrderItem>
      <v001:offerName>BASIC_TV</v001:offerName>
      <v001:action>NEW</v001:action>
    </v001:customerOrderItem>
  </v001:customerOrder>
</v001:PortfolioChangeRequest>
```

Response example:

```
<v001:PortfolioChangeResponse>
  <v001:customerOrderId>9135412549513930804</v001:customerOrderId>
  <v001:locationId>6cc7yy007q-9yf8zq0ooz</v001:locationId>
  <v001:feasibilityCheckResult>
    <v001:result>OK</v001:result>
    <v001:regionID>5</v001:regionID>
  </v001:feasibilityCheckResult>
  <v001:customerOrder>
    <v001:customerOrderItem>
      <v001:offerName>BASIC_TV</v001:offerName>
      <v001:action>NEW</v001:action>
    </v001:customerOrderItem>
```

```
    </v001:customerOrder>
</v001:PortfolioChangeResponse>
```

For other AO's:

Request example:

```
<v001:PortfolioChangeRequest>
  <v001:locationId>6cc7yy007q-9yf8zq0ooz</v001:locationId>
  <v001:customerOrder>
    <v001:niuRequired>YES</v001:niuRequired>
    <v001:customerOrderItem>
      <v001:offerName>BASIC_TV_COAX</v001:offerName>
      <v001:action>NEW</v001:action>
      <v001:characteristics>
        <v001:characteristic>
          <v001:name>INTERACTIVITY</v001:name>
          <v001:value>YES</v001:value>
        </v001:characteristic>
      </v001:characteristics>
    <v001:components>
      <v001:component>
        <v001:name>STB</v001:name>
        <v001:action>NEW</v001:action>
        <v001:characteristics>
          <v001:characteristic>
            <v001:name>STB_SEQUENCE_NUMBER</v001:name>
            <v001:value>1</v001:value>
          </v001:characteristic>
        </v001:characteristics>
      </v001:component>
    </v001:components>
  </v001:customerOrderItem>
  <v001:customerOrderItem>
    <v001:offerName>BB_BASIC</v001:offerName>
    <v001:action>NEW</v001:action>
  </v001:customerOrderItem>
</v001:customerOrder>
</v001:PortfolioChangeRequest>
```

Response example:

```
<v001:PortfolioChangeResponse>
  <v001:customerOrderId>9135412619613933026</v001:customerOrderId>
  <v001:feasibilityCheckResult>
    <v001:result>OK</v001:result>
    <v001:regionId>5</v001:regionId>
  </v001:feasibilityCheckResult>
  <v001:customerOrder>
    <v001:customerOrderItem>
      <v001:offerName>BASIC_TV_COAX</v001:offerName>
      <v001:action>NEW</v001:action>
      <v001:characteristics>
        <v001:characteristic>
          <v001:name>INTERACTIVITY</v001:name>
          <v001:value>YES</v001:value>
        </v001:characteristic>
      </v001:characteristics>
    <v001:components>
      <v001:component>
        <v001:name>STB</v001:name>
        <v001:action>NEW</v001:action>
        <v001:characteristics>
          <v001:characteristic>
```

```
<v001:name>STB_SEQUENCE_NUMBER</v001:name>
<v001:value>1</v001:value>
</v001:characteristic>
</v001:characteristics>
</v001:component>
</v001:components>
</v001:customerOrderItem>
<v001:customerOrderItem>
  <v001:offerName>BB_BASIC</v001:offerName>
  <v001:action>NEW</v001:action>
</v001:customerOrderItem>
</v001:customerOrder>
</v001:PortfolioChangeResponse>
```

Error messages:

See [Error Handling](#) section

5.4 CancelOrder

The CancelOrder function allows the user to cancel an already registered order. Depending on the current progress of the 'to be cancelled' order, it will order get completely canceled or partially canceled. In this case the response is technical ack confirming that the cancel order was valid.

In case the progress of the 'to be cancelled' order is beyond a point of no return, the cancel request will return a failure.

The status of the 'to be cancelled' order can always be retrieved via the RetrieveOrder function.

Request example:

```
<v001:CancelOrderRequest>
  <v001:locationId>6cc7yy007q-9yf8zq0ooz</v001:locationId>
  <v001:customerOrderId>9135412549513930804</v001:customerOrderId>
</v001:CancelOrderRequest>
```

Response example:

```
<v001:CancelOrderResponse>
</v001:CancelOrderResponse>
```

Error messages:

See [Error Handling](#) section

5.5 RetrieveOrder

The RetrieveOrder allows the user to fetch order information, based on OrderID.

Request example:

```
<v001:RetrieveOrderRequest>
  <v001:locationId>6cc7yy007q-9yf8zq0ooz</v001:locationId>
  <v001:customerOrderId>9135412549513930804</v001:customerOrderId>
</v001:RetrieveOrderRequest>
```

For an ATV-only AO:

Response example:

```
<v001:RetrieveOrderResponse>
  <v001:customerOrderId>9135412549513930804</v001:customerOrderId>
  <v001:creationDate>2013-06-14</v001:creationDate>
  <v001:status>Process Completed</v001:status>
  <v001:customerOrder>
    <v001:customerOrderItem>
      <v001:offerName>BASIC_TV</v001:offerName>
      <v001:productInstanceId>9135412549513930805</v001:productInstanceId>
    </v001:customerOrderItem>
  </v001:customerOrder>
</v001:RetrieveOrderResponse>
```

For other AO's:

Response example:

```
<v001:RetrieveOrderResponse>
  <v001:customerOrderId>9135412619613933026</v001:customerOrderId>
  <v001:creationDate>2013-06-14</v001:creationDate>
  <v001:status>Process Started</v001:status>
  <v001:customerOrder>
    <v001:customerOrderItem>
      <v001:offerName>BASIC_TV_COAX</v001:offerName>
      <v001:action>NEW</v001:action>
      <v001:productInstanceId>9135412619613933027</v001:productInstanceId>
      <v001:characteristics>
        <v001:characteristic>
          <v001:name>INTERACTIVITY</v001:name>
          <v001:value>YES</v001:value>
        </v001:characteristic>
      </v001:characteristics>
      <v001:components>
        <v001:component>
          <v001:name>STB</v001:name>
          <v001:action>NEW</v001:action>
          <v001:characteristics>
            <v001:characteristic>
              <v001:name>STB_SEQUENCE_NUMBER</v001:name>
              <v001:value>1</v001:value>
            </v001:characteristic>
          </v001:characteristics>
        </v001:component>
      </v001:components>
    </v001:customerOrderItem>
    <v001:customerOrderItem>
      <v001:offerName>BB_BASIC</v001:offerName>
      <v001:action>NEW</v001:action>
      <v001:productInstanceId>9135645481613649404</v001:productInstanceId>
    </v001:customerOrderItem>
  </v001:customerOrder>
</v001:RetrieveOrderResponse>
```

Error messages:

See [Error Handling](#) section

5.6 RetrieveProductInstance

The RetrieveProductInstance function allows the user to fetch information about a product instance that is registered at a location, based on LocationID and optionally ProductInstanceId.

Request example:

```
<v001:RetrieveProductInstanceRequest>
  <v001:locationId>6cc7yy007q-9yf8zq0ooz</v001:locationId>
  <v001:productInstanceId>9135412549513930805</v001:productInstanceId>
</v001:RetrieveProductInstanceRequest>
```

For an ATV-only AO:

Response example:

```
<v001:RetrieveProductInstanceResponse>
  <v001:products>
    <v001:product>
      <v001:instanceId>9135412549513930805</v001:instanceId>
      <v001:status>Active</v001:status>
      <v001:offerName>BASIC_TV</v001:offerName>
      <v001:creationDate>2013-06-14</v001:creationDate>
    </v001:product>
  </v001:products>
</v001:RetrieveProductInstanceResponse>
```

For other AO's:

Response example:

```
<v001:RetrieveProductInstanceResponse>
  <v001:products>
    <v001:product>
      <v001:instanceId>9135645481613649404</v001:instanceId>
      <v001:status>Planned</v001:status>
      <v001:offerName>BB_BASIC</v001:offerName>
      <v001:creationDate>2013-07-11</v001:creationDate>
    </v001:product>
    <v001:product>
      <v001:instanceId>9135412619613933027</v001:instanceId>
      <v001:status>Planned</v001:status>
      <v001:offerName>BASIC_TV_COAX</v001:offerName>
      <v001:creationDate>2013-06-14</v001:creationDate>
      <v001:components>
        <v001:component>
          <v001:name>STB</v001:name>
          <v001:status>Planned</v001:status>
          <v001:characteristics>
            <v001:characteristic>
              <v001:name>STB_SEQUENCE_NUMBER</v001:name>
              <v001:value>1</v001:value>
            </v001:characteristic>
          </v001:characteristics>
        </v001:component>
      </v001:components>
    </v001:product>
  </v001:products>
</v001:RetrieveProductInstanceResponse>
```

Error messages:

See [Error Handling](#) section

5.7 createInstallAppointmentTicket

The *createInstallAppointmentTicket* function is used to request the creation of an install appointment ticket. The response indicates whether or not the request has been accepted. If it has been accepted then the response will include the ID of the ticket used to track the request. Note that the appointment has not been booked at this stage; all that has happened is the creation of a ticket.

Request example:

```
<v001:CreateInstallAppointmentTicketRequest>
  <v0011:CommercialOrderId>9136242485813362513</v0011:CommercialOrderId>
  <LocationId>6cc7ov007q-9x6tuq0gyz</LocationId>
  <AppointmentRequestedDate>
    <v0012:RequestedDate>2013-09-23</v0012:RequestedDate>
  </AppointmentRequestedDate>
  <v0013:ContactInfo>
    <v0014:Epithet>MR</v0014:Epithet>
    <v0014:FirstName>WHOLESALE</v0014:FirstName>
    <v0014:LastName>CUSTOMER</v0014:LastName>
    <v0015:NotificationInfo>
      <v0015:NotificationContactInfo>
        <v0015:NotificationType>VOICE</v0015:NotificationType>
        <v0015:NotificationTypeDescription>
          language="EN"?</v0015:NotificationTypeDescription>
        <v0015:NotificationLanguage>NL</v0015:NotificationLanguage>
      <v0015:ContactInfo>
        <v0016:FixedPhoneNumber>0476214136</v0016:FixedPhoneNumber>
      </v0015:ContactInfo>
    </v0015:NotificationContactInfo>
    <v0015:AdditionalContactInfoList>
      </v0015:AdditionalContactInfoList>
    </v0015:NotificationInfo>
  </v0013:ContactInfo>
  <AppointmentRemarks>Notes for the technician</AppointmentRemarks>
  <v0017:Note>
    <v0017:NoteVisibility>EXTERNAL</v0017:NoteVisibility>
    <v0017:NoteContent>Some additional information </v0017:NoteContent>
  </v0017:Note>
  <v0017:ProblemCode>WS Install</v0017:ProblemCode>
  <v0017:TenantTicketReferenceId>?</v0017:TenantTicketReferenceId>
  <v0018:TenantInfo>
    <v0018:TenantId>97</v0018:TenantId>
    <v0018:TenantName>AO-3</v0018:TenantName>
  </v0018:TenantInfo>
</v001:CreateInstallAppointmentTicketRequest>
```

Response example:

```
<v001:CreateInstallAppointmentTicketResponse>
  <TroubleTicketId> C130925_8541573</TroubleTicketId>
</v001:CreateInstallAppointmentTicketResponse>
```

Error messages:

See [Error Handling](#) section

5.8 createRepairAppointmentTicket

The *createRepairAppointmentTicket* function is used to request the creation of a repair appointment. The response indicates whether or not the request has been accepted. If it has been accepted then the response will include the ID of the ticket used to track the request. Note that the appointment has not been booked at this stage; all that has happened is the creation of a ticket.

The problem type is used to control the way the ticket is handled in the Telenet trouble ticketing system, the only values accepted are:

- Geen service
- Service degradatie

Request example:

```
<v001:CreateRepairAppointmentTicketRequest>
  <LocationId>6cc7ov007q-9x6tuq0gyz</LocationId>
  <AppointmentRequestedDate>
    <v0011:RequestedDate>2013-09-19</v0011:RequestedDate>
    <v0011:RequestedDate>2013-09-20</v0011:RequestedDate>
  </AppointmentRequestedDate>
  <v0012:ContactInfo>
    <v0013:Epithet>MR</v0013:Epithet>
    <v0013:FirstName>TEST</v0013:FirstName>
    <v0013:LastName>CUSTOMER</v0013:LastName>
    <v0014:NotificationInfo>
      <v0014:NotificationContactInfo>
        <v0014:NotificationType>VOICE</v0014:NotificationType>
        <v0014:NotificationTypeDescription>
          language="EN">VOICE</v0014:NotificationTypeDescription>
        <v0014:NotificationLanguage>NL</v0014:NotificationLanguage>
        <v0014:ContactInfo>
          <v0015:FixedPhoneNumber>036531234</v0015:FixedPhoneNumber>
        </v0014:ContactInfo>
      </v0014:NotificationContactInfo>
      <v0014:AdditionalContactInfoList>
        </v0014:AdditionalContactInfoList>
      </v0014:NotificationInfo>
    </v0012:ContactInfo>
    <v0016:ProblemCode>Service degradatie</v0016:ProblemCode>
    <v0016:TenantTicketReferenceId>Your reference</v0016:TenantTicketReferenceId>
    <ProblemRecordedDate>2013-07-10T11:00:00</ProblemRecordedDate>
  </v001:CreateRepairAppointmentTicketRequest>
```

Response example:

```
<v001:CreateRepairAppointmentTicketResponse>
  <TroubleTicketId> C130925_8541573</TroubleTicketId>
</v001:CreateRepairAppointmentTicketResponse>
```

Error messages:

See [Error Handling](#) section

5.9 createAdminTicket

The *createAdminTicket* function is used to log a request for Telenet to perform an administrative action. The problem type is used route the ticket to appropriate person in the back office, the only values accepted are:

- Order Support

- Interface Support
- Andere

The response is ID of the ticket used to track the request.

Request example:

```
<v001:CreateAdminTicketRequest>
  <v0011:TenantTicketReferenceId>Your reference</v0011:TenantTicketReferenceId>
  <v0011:ProblemCode>Adres Controle</v0011:ProblemCode>
  <v0011:Note>
    <v0011:NoteVisibility>EXTERNAL</v0011:NoteVisibility>
    <v0011:NoteContent>
      Unable to find address ID for Dorpstraat 66, 1234 MijnStad
    </v0011:NoteContent>
  </v0011:Note>
  <v0016:TenantInfo>
    <v0016:TenantId>97</v0016:TenantId>
    <v0016:TenantName>AO-3</v0016:TenantName>
  </v0016:TenantInfo>
</v001:CreateAdminTicketRequest>
```

Response example:

```
<v001:CreateAdminTicketResponse>
  <TroubleTicketId> C130925_8541573</TroubleTicketId>
</v001: CreateAdminTicketResponse >
```

Error messages:

See [Error Handling](#) section

5.10 RetrieveTicket

The retrieveTicket function is used to retrieve the current status of a trouble ticket. The same operation is used for install, repair and admin tickets.

Request example:

```
<v001:RetrieveTicketRequest>
  <v0011:TroubleTicketId> C130918_8541480</v0011:TroubleTicketId>
  <v0012:GranularityLevel>1</v0012:GranularityLevel>
</v001:RetrieveTicketRequest>
```

Response example:

```
<v001:RetrieveTicketResponse>
  <v0011:TroubleTicketId>C130918_8541480</v0011:TroubleTicketId>
  <v0011:Status>Planned</v0011:Status>
  <v0011:TroubleTicketTitle>
    AO_TEST_2/WS Install/9136243451813367210/Sophie/Test
  </v0011:TroubleTicketTitle>
  <TicketCreationDate>2013-09-18T16:01:07.000+02:00</TicketCreationDate>
  <v0011:Notes>
    <v0011:Note>
      <v0011:NoteVisibility>EXTERNAL</v0011:NoteVisibility>
      <v0011:NoteContent>Appointment booked for 2013-09-18</v0011:NoteContent>
    </v0011:Note>
    <v0011:Note>
      <v0011:NoteVisibility>EXTERNAL</v0011:NoteVisibility>
```

```
<v0011:NoteContent>Afspraak voor installatie</v0011:NoteContent>
</v0011:Note>
</v0011:Notes>
</v001:RetrieveTicketResponse>
```

Error messages:

See [Error Handling](#) section

5.11 updateTicket

The updateTicket function is used to update the notes held for a trouble ticket. The same operation is used for install, repair and admin tickets.

If the update is unsuccessful then the response will include an error message; if it is successful then the response will contain no data.

Request example:

```
<v001:UpdateTicketRequest>
  <v0011:TroubleTicketId>C130918_8541480</v0011:TroubleTicketId>
  <v0011:Note>
    <v0011:NoteVisibility>EXTERNAL</v0011:NoteVisibility>
    <v0011:NoteContent>Test</v0011:NoteContent>
  </v0011:Note>
</v001:UpdateTicketRequest>
```

Response example:

```
<v001:UpdateTicketResponse/>
```

Error messages:

See [Error Handling](#) section

5.12 activateCPEforCommercialOrder (This section is not relevant for ATV only).

The activateCPEforCommercialOrder function is used to activate devices which are being/have been installed by the alternative operator , and belonging to a certain order.

The devices that can be activated are a COAX modem or STB

Examples :

1 STB

Request :

```
<v001:ActivateCpeForCommercialOrderRequest>
  <v0011:CommercialOrderId>9135655176213764586</v0011:CommercialOrderId>
  <v0012:ActivateCpeForCommercialOrderInputList>
    <v0012:ActivateCpeForCommercialOrderInput>
      <v0012:DtvInfo>
        <v0013:SetTopBoxNumber>162304914200</v0013:SetTopBoxNumber>
        <v0014:StbSequenceNumber>1</v0014:StbSequenceNumber>
        <v0013:SmartCardNumber>24200</v0013:SmartCardNumber>
      </v0012:DtvInfo>
    </v0012:ActivateCpeForCommercialOrderInput>
  </v0012:ActivateCpeForCommercialOrderInputList>
```

```
<v0015:TenantInfo>
  <v0015:TenantId>1</v0015:TenantId>
  <v0015:TenantName>1</v0015:TenantName>
</v0015:TenantInfo>
</v001:ActivateCpeForCommercialOrderRequest>
```

Response:

```
<v001:ActivateCPEForCommercialOrderResponse>
</v001:ActivateCPEForCommercialOrderResponse>
```

2 STB

Request :

```
<v001:ActivateCpeForCommercialOrderRequest>
  <v0011:CommercialOrderId>9135655176213764586</v0011:CommercialOrderId>
  <v0012:ActivateCpeForCommercialOrderInputList>
    <v0012:ActivateCpeForCommercialOrderInput>
      <v0012:DtvInfo>
        <v0013:SetTopBoxNumber>162304914200</v0013:SetTopBoxNumber>
        <v0014:StbSequenceNumber>1</v0014:StbSequenceNumber>
        <v0013:SmartCardNumber>24200</v0013:SmartCardNumber>
      </v0012:DtvInfo>
    </v0012:ActivateCpeForCommercialOrderInput>
    <v0012:ActivateCpeForCommercialOrderInput>
      <v0012:DtvInfo>
        <v0013:SetTopBoxNumber>162304914201</v0013:SetTopBoxNumber>
        <v0014:StbSequenceNumber>2</v0014:StbSequenceNumber>
        <v0013:SmartCardNumber>24201</v0013:SmartCardNumber>
      </v0012:DtvInfo>
    </v0012:ActivateCpeForCommercialOrderInput>
  </v0012:ActivateCpeForCommercialOrderInputList>
  <v0015:TenantInfo>
    <v0015:TenantId>1</v0015:TenantId>
    <v0015:TenantName>1</v0015:TenantName>
  </v0015:TenantInfo>
</v001:ActivateCpeForCommercialOrderRequest>
```

Response:

```
<v001:ActivateCPEForCommercialOrderResponse>
</v001:ActivateCPEForCommercialOrderResponse>
```

COAX Modem

Request :

```
<v001:ActivateCpeForCommercialOrderRequest>
  <v0011:CommercialOrderId>9135655176213764586</v0011:CommercialOrderId>
  <v0012:ActivateCpeForCommercialOrderInputList>
    <v0012:ActivateCpeForCommercialOrderInput>
      <v0012:BroadBandInfo>
        <v0013:ModemMacId>22:22:26:61:01:2D</v0013:ModemMacId>
      </v0012:BroadBandInfo>
    </v0012:ActivateCpeForCommercialOrderInput>
  </v0012:ActivateCpeForCommercialOrderInputList>
```

```
<v0015:TenantInfo>  
  <v0015:TenantId>1</v0015:TenantId>  
  <v0015:TenantName>1</v0015:TenantName>  
</v0015:TenantInfo>  
</v001:ActivateCpeForCommercialOrderRequest>
```

Response:

```
<v001:ActivateCPEForCommercialOrderResponse>  
</v001:ActivateCPEForCommercialOrderResponse>
```

Error messages:

See [Error Handling](#) section

5.13 Common structures

5.13.1 FeasibilityCheckResultType

Element	Type	Mandatory	Specification	Comment
result	String	Y	Possible values: OK, NOK, INTERVENTION	OK – feasible NOK – not feasible INTERVENTION – intervention required
reasonWhyNotFeasible	String			Reason why is not feasible

5.13.2 CharacteristicType

Used to specify a custom parameter for Customer Order Items or their Components

Element	Type	Mandatory	Specification	Comment
name	String	Y		Characteristic name
value	AnyType			Characteristic value

5.13.3 CustomerOrderItemType

Element	Type	Mandatory	Specification	Comment
offerName	String	Y		Offering name
action	String	(Y)	Possible values: NEW, MODIFY, DISCONNECT	Mandatory for Portfolio Change and Feasibility Check requests.
productInstanceId	Number	(Y)		Product Instance Identifier. Mandatory for Portfolio Change request with action MODIFY and DISCONNECT.
characteristics				Multiple container
characteristic[name='INTERACTIVITY']	String		Possible values: YES, NO	Interactivity flag for a TV product. Only possible for BASIC_TV_DSL, BASIC_TV_COAX offers. Default value is NO
components				Multiple container for offer components
components/component		Y		Single item container
component/name	String	Y		Component name

component/action	String	(Y)	Possible values: NEW, MODIFY, DISCONNECT	Component action. Mandatory for STB component in Feasibility Check and Portfolio Change requests.
component/characteristics				Multiple container
characteristics/characteristic[name=' STB_SEQUENCE_NUMBER']	String	(Y)	Possible values: 1,2,3,4 Uniqueness within a quotations is enforced.	Mandatory for STB. Only possible for STB component

Represents a product offer as part of a customer order. An offer is identified by its name, as listed below.

Offer name	Description	Available Characteristics	Possible components
BASIC_TV	Basic TV		
BASIC_TV_DSL	Basic TV DSL RP	INTERACTIVITY (YES,NO)	STB[0..4]
BASIC_TV_COAX	Basic TV Coax RP	INTERACTIVITY (YES,NO)	STB[0..4] SWAP_MODEM
BB_BASIC	Broadband Basic		SWAP_MODEM
BB_FIBER	Broadband Fibernet		SWAP_MODEM
BB_FIBER_XL	Broadband FibernetXL		SWAP_MODEM

Basic TV offers that include the interactivity option, have a Boolean characteristic indicating that interactivity is switched on or off. These offers also have optional STB components (max. 4) representing the set-top boxes that can be registered with the offer. All products requiring a modem connecting with the Telenet network also have the SWAP_MODEM component to initiate a swap modem operation.

Component	Description	Available Characteristics
STB	STB configuration	STB_SEQUENCE_NUMBER
SWAP_MODEM	Swap modem required if this component is presented	

5.13.4 DtvInfoType

Element	Type	M/O	Specification	Example	Comment
SetTopBoxNumber	String	M		1234567 89632	The STB ID
StbSequenceNumber	String	M	Possible values: 1, 2, 3, 4	1	The sequence number of the STB (this is needed to identify the actual STB (fe in disconnect scenarios)
SmartCardNumber	String	M		2255447 78896	The id of the smartcard

5.13.5 IdtvInfoType

Element	Type	M/O	Specification	Example	Comment
StbSequenceNumber	String	M		1	The sequence number of the STB (this is needed to identify the actual STB (fe in disconnect scenarios)
ModemMacId	String	M		00:22:11 :33:66:5 5	The mac address of the cable modem

5.13.6 BroadBandInfoType

Element	Type	M/O	Specification	Example	Comment
ModemMacId	String	M		00:22:11 :33:66:5 5	The mac address of the cable modem

5.13.7 NoteType

Element	Type	M/O	Specification	Example	Comment
NoteVisibility	String				
NoteContent	String				

5.13.8 ContactInfoType

Element	Type	M/O	Specification	Example	Comment
---------	------	-----	---------------	---------	---------

Epithet	String	M		Mr	
FirstName	String	M		Jan	First name of the AO customer
LastName	String	M		Janssens	Last name of the AO customer
NotificationInfo	NotificationInfoType	M			See NotificationInfoType

5.13.9 NotificationInfoType

Element	Type	M/O	Specification	Example	Comment
NotificationContactInfo	NotificationContactInfoType	M			See NotificationContactInfoType
AdditionalContactInfoList	AdditionalContactInfoList	O			See AdditionalContactInfoListType

5.13.10 NotificationContactInfoType

Element	Type	M/O	Specification	Example	Comment
NotificationType					
NotificationTypeDescription					
NotificationLanguage					
ContactInfo					Contact info to be provided depending on how the AO customer wants to be notified
ContactInfo/FixedPhoneNumber				015/223 355	Fixed phone number of the AO customer
ContactInfo/MobilePhoneNumber				0499/11 2244	Mobile number of the AO customer
ContactInfo/EmailAddress				Jan.Janssens@telenet.be	Emailaddress of the AO customer

5.13.11 AdditionalContactInfoListType

Element	Type	M/O	Specification	Example	Comment
ContactInfo					
ContactInfo/FixedPhoneNumber				015/223 355	Fixed phone number of the AO customer
ContactInfo/MobilePhoneNumber				0499/11 2244	Mobile number of the AO customer

ContactInfo/EmailAddress				Jan.Jans sens@te lenet.be	Emailadress of the AO customer
--------------------------	--	--	--	---------------------------------	-----------------------------------

5.13.12 RequestedDateListType

Element	Type	M/O	Specification	Example	Comment
RequestedDate	string				The list of possible dates that are feasible and negotiated between AO and customer for a TLN technician to be booked (should be 0..5)

5.13.13 GeographicAddressInfoType

Element	Type	M/O	Specification	Example	Comment
PostalCode	string	M		2800	
Municipality	string	M		Mechele n	
Street	string	M		Kerkstra at	
HouseNumber	int	M		1	
HouseSubNumber	string	O		1	
FloorNumber	String	O		A	
AppartmentNumber	String	O		1	
BoxNumber	String	O		B	
Country	string	M		Belgie	

6 Whitelist upload

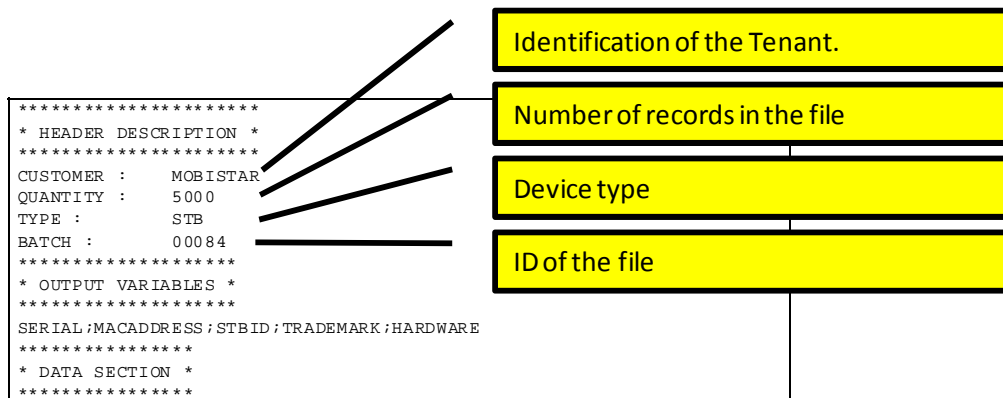
6.1 File format

6.1.1 Header

6.1.1.1 STB and Modem

```
*****
*  HEADER DESCRIPTION  *
*****
CUSTOMER :    MOBISTAR
QUANTITY  :    5000
TYPE      :    STB
BATCH     :    00084
*****
*  OUTPUT VARIABLES  *
*****
SERIAL;MACADDRESS;STBID;TRADEMARK;HARDWARE
*****
*  DATA SECTION  *
*****
```

Above is a sample of the header of the whitelist.



The header has the next parameters:

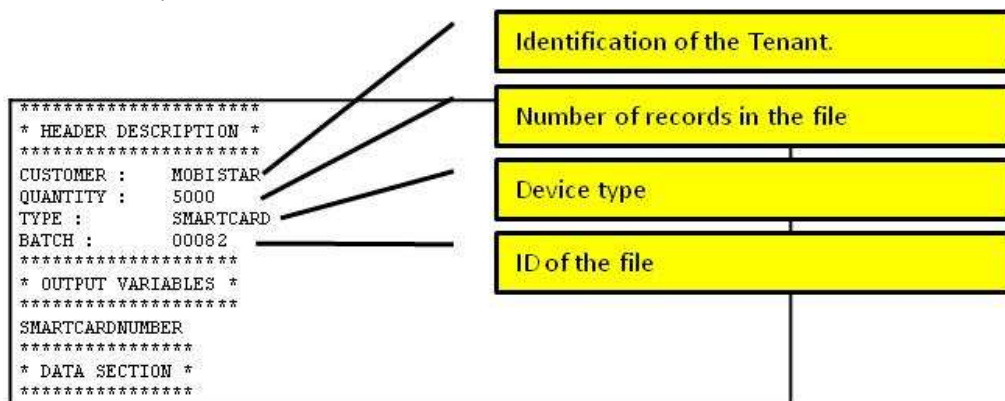
- **CUSTOMER** : this parameter identifies the Tenant. The value should be one of the entries in the table TENANT_TB.
- **QUANTITY** : this parameter indicates the number of data records in the file.
- **Type** : this parameter identifies the type of devices in the file. The value should be STB or MODEM or SMARTCARD.
- **BATCH** : this parameter uniquely identifies the whitelist file. Every subsequent file which is provided by a Tenant for a given device type should have unique and subsequent number. E.g. Tenant Mobistar will provide :
 - o File number 1 for STB on 2013-11-01
 - o File number 2 for STB on 2013-11-15
 - o File number 1 for MODEM on 2013-11-16

- File number 3 for STB on 2013-11-17
- File number 2 for MODEM on 2013-11-18

6.1.1.2 Smartcard

```
*****
* HEADER DESCRIPTION *
*****
CUSTOMER :      MOBISTAR
QUANTITY :      5000
TYPE :          SMARTCARD
BATCH :         00082
*****
* OUTPUT VARIABLES *
*****
SMARTCARDNUMBER
*****
* DATA SECTION *
*****
```

Above is a sample of the header of the whitelist.



The header has the next parameters:

- CUSTOMER : this parameter identifies the Tenant. The value should be one of the entries in the table TENANT_TB.
- QUANTITY : this parameter indicates the number of data records in the file.
- Type : this parameter identifies the type of devices in the file. The value should be STB or MODEM or SMARTCARD. If the value is "STB" or "MODEM", the file should be handled as described for whitelisting
- BATCH : this parameter uniquely identifies the smartcard file. Every subsequent file which is provided by a Tenant for a given device type should have unique and subsequent number.

6.1.2 Data

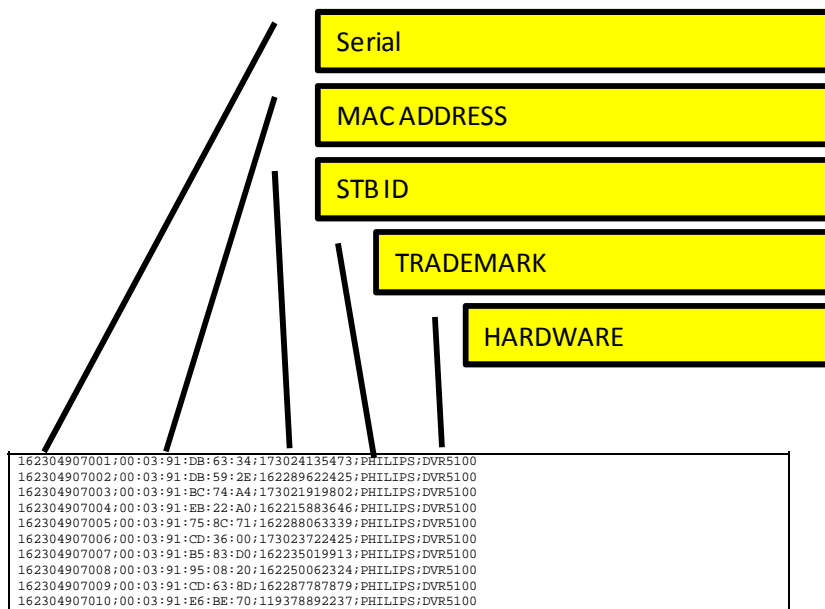
6.1.2.1 STB and Modem

```
162304907001;00:03:91:DB:63:34;173024135473;PHILIPS;DVR5100
162304907002;00:03:91:DB:59:2E;162289622425;PHILIPS;DVR5100
162304907003;00:03:91:BC:74:A4;173021919802;PHILIPS;DVR5100
162304907004;00:03:91:EB:22:A0;162215883646;PHILIPS;DVR5100
162304907005;00:03:91:75:8C:71;162288063339;PHILIPS;DVR5100
162304907006;00:03:91:CD:36:00;173023722425;PHILIPS;DVR5100
162304907007;00:03:91:B5:83:D0;162235019913;PHILIPS;DVR5100
162304907008;00:03:91:95:08:20;162250062324;PHILIPS;DVR5100
162304907009;00:03:91:CD:63:8D;162287787879;PHILIPS;DVR5100
162304907010;00:03:91:E6:BE:70;119378892237;PHILIPS;DVR5100
162304907011;00:03:91:CD:57:B0;162317753745;PHILIPS;DVR5100
162304907012;00:03:91:DF:D4:62;162307513453;PHILIPS;DVR5100
162304907013;00:03:91:DF:6F:35;162246930414;PHILIPS;DVR5100
162304907014;00:03:91:95:0C:3F;173021456973;PHILIPS;DVR5100
162304907015;00:03:91:A1:A6:D6;162277917881;PHILIPS;DVR5100
162304907016;00:03:91:DF:F5:3E;119360104365;PHILIPS;DVR5100
```

Above is a sample of the data section of the whitelist for STBs

```
162304907029;00:13:11:56:2D:A2;;ARRIS;TM402B
162304907030;00:15:A3:1C:38:E9;;ARRIS;TM402B
162304907031;00:00:CA:F6:60:61;;ARRIS;TM402B
162304907032;00:13:11:7F:00:32;;ARRIS;TM402B
162304907033;00:15:96:66:76:08;;ARRIS;TM402B
162304907034;00:13:11:7E:3C:96;;ARRIS;TM402B
162304907035;00:13:11:7E:8D:36;;ARRIS;TM402B
162304907036;00:13:11:59:35:82;;ARRIS;TM402B
162304907037;00:13:11:55:62:62;;ARRIS;TM402B
162304907038;00:13:11:7D:04:66;;ARRIS;TM402B
162304907039;00:13:11:59:CF:82;;ARRIS;TM402B
162304907040;00:00:CA:BD:F3:55;;ARRIS;TM402B
162304907041;00:13:11:81:8A:B2;;ARRIS;TM402B
162304907042;00:13:11:7E:96:6A;;ARRIS;TM402B
```

Above is a sample of the data section of the whitelist for Modems



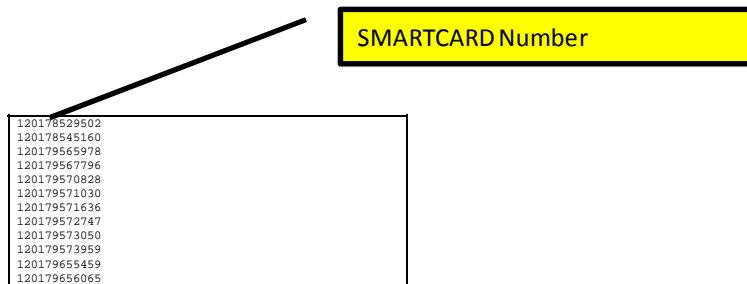
The data section will contain the next fields:

- SERIAL : Serial number of the modem or the STB. For modems, we will only use the MAC address. It's allowed to use the MAC address as the serial number of the modem. A serial should be unique for a Tenant across all devices (STB & MODEM).
- MACADDRESS : Mac address of the modem or the STB.
- STB ID : The STB ID (CAS ID) of the STB. In a whitelist file for modems, this field will be left empty.
- TRADEMARK : This field is not used in the upload and is added for information only.
- HARDWARE : Unique description of the hardware. Any of the used values should be present in the table DEVATT_DEVID_MASTER.

6.1.2.2 Smartcard

```
120178529502
120178545160
120179565978
120179567796
120179570828
120179571030
120179571636
120179572747
120179573050
120179573959
120179655459
120179656065
```

Above is a sample of the data section of the smartcard file.



The data section will contain the next fields:

- SMARTCARDNUMBER : unique number identifying the smartcard.

6.2 File name

File name will have the next format:

WL_<Tenant Name>_<DeviceType>_<UniqueID>.IN

E.g.1: WL_MOBISTAR_STB_00001.IN

E.g.2: WL_MOBISTAR_MODEM_00002.IN

E.g.3: WL_MOBISTAR_SMARTCARD_00001.IN

6.3 Example

```
*****
* HEADER DESCRIPTION *
*****
CUSTOMER :    MOBISTAR
QUANTITY :    10
TYPE :       STB
BATCH :      00084
*****
* OUTPUT VARIABLES *
*****
SERIAL;MACADDRESS;STBID;TRADEMARK;HARDWARE
*****
* DATA SECTION *
*****
162304907001;00:03:91:DB:63:34;173024135473;PHILIPS;DVR5100
162304907002;00:03:91:DB:59:2E;162289622425;PHILIPS;DVR5100
162304907003;00:03:91:BC:74:A4;173021919802;PHILIPS;DVR5100
162304907004;00:03:91:EB:22:A0;162215883646;PHILIPS;DVR5100
162304907005;00:03:91:75:8C:71;162288063339;PHILIPS;DVR5100
162304907006;00:03:91:CD:36:00;173023722425;PHILIPS;DVR5100
162304907007;00:03:91:B5:83:D0;162235019913;PHILIPS;DVR5100
162304907008;00:03:91:95:08:20;162250062324;PHILIPS;DVR5100
162304907009;00:03:91:CD:63:8D;162287787879;PHILIPS;DVR5100
162304907010;00:03:91:E6:BE:70;119378892237;PHILIPS;DVR5100
```

A full example of the file format for a whitelist file containing STBs is displayed above.

```
*****
* HEADER DESCRIPTION *
*****
CUSTOMER :    MOBISTAR
QUANTITY :    10
TYPE :       MODEM
BATCH :      00085
*****
* OUTPUT VARIABLES *
*****
SERIAL;MACADDRESS;STBID;TRADEMARK;HARDWARE
*****
* DATA SECTION *
*****
162304907029;00:13:11:56:2D:A2; ;ARRIS;TM402B
162304907030;00:15:A3:1C:38:E9; ;ARRIS;TM402B
162304907031;00:00:CA:F6:60:61; ;ARRIS;TM402B
162304907032;00:13:11:7F:00:32; ;ARRIS;TM402B
162304907033;00:15:96:66:76:08; ;ARRIS;TM402B
162304907034;00:13:11:7E:3C:96; ;ARRIS;TM402B
162304907035;00:13:11:7E:8D:36; ;ARRIS;TM402B
162304907036;00:13:11:59:35:82; ;ARRIS;TM402B
162304907037;00:13:11:55:62:62; ;ARRIS;TM402B
162304907038;00:13:11:7D:04:66; ;ARRIS;TM402B
```

A full example of the file format for a whitelist file containing Modems is displayed above.

7 Error Handling

7.1 WholesaleChannelService

List of error codes/descriptions:



WholesaleChannelService_ErrorMessages.

7.2 WholesalePipelineService

There are two types of error possible:

- **System errors** are related to some infrastructure faults which need to be handled by Telenet IT personnel. For example, error in operational system or application, problem with database or any other runtime error.
- **Business errors** are application functionality related, and signal a violation of some business rule. For example, mandatory parameters missing, providing inconsistent data, ...

Error messages and conditions:

Scenarios	Type	Message	Condition
Feasibility Check, Portfolio Change	Business	Offer not found by ID=OFFER_ID	Offer ID in the request is not found in the database. Offer ID is not allowed for a given customer category.
Feasibility Check, Portfolio Change, Cancel Order, RetrieveOrder	Business	Order not found by ID=ORDER_ID, location=LOCATION	Non-existing order referenced, or order belongs to another AO.
Feasibility Check, Portfolio Change, Retrieve Product Instance	Business	Instance not found by ID=INSTANCE_ID, location=LOCATION, offer name=OFFER_NAME	Non-existing product instance referenced, or instance belongs to another AO.
Feasibility Check, Portfolio Change	Business	Component not found by ID=COMPONENT_ID	Offering Component ID in request is not found in the database.
Feasibility Check, Portfolio Change	Business	Service SERVICE_NAME is already activated on the subscription.	New request on the Activated item.
Feasibility Check, Portfolio Change	Business	Disconnect of the product that was never provisioned on this subscription.	Disconnection request on the never activated or disconnected item.
Feasibility Check,	Business	Modification of the product that was	Modification request on the never

Portfolio Change		never provisioned on this subscription.	activated or disconnected item.
Feasibility Check, Portfolio Change	Business	Services have not been changed since last provisioning	Modify request changing nothing.
All	System	Alternative Operator not found by ID=AO_ID	AO ID in request is not found in the database. This is considered a System error, not Business, because AO ID is not received from AO, but is injected by OSB layer.
Feasibility Check, Portfolio Change	Business	Modification components of the product that was disconnected.	Modification of the component whose parent offer is disconnected in the current request.
Feasibility Check, Portfolio Change	Business	Characteristic value VALUE not found for characteristic CHARACTERISTIC	Characteristic in the request is not found on the specified offer/component.
Portfolio Change	Business	Portfolio can't be changed due to failed Feasibility check	Feasibility check failed for portfolio changes
Feasibility Check, Portfolio Change	Business	STB names uniqueness violation	STB names being added violate name uniqueness
Feasibility Check, Portfolio Change	Business	Swap Modem should not be selected with other changes	Modification request for swap modem contains another changes
Feasibility Check, Portfolio Change	Business	AO expected to enter new order with "NIU REQUIRED" flag	Wrong or missing value
Feasibility Check, Portfolio Change	Business	Invalid State: Can not create In-flight Order because PONR is passed for Previous Order	Modification attempt for order passed PONR
Feasibility Check, Portfolio Change	Business	No STB sequence number	No STB_SEQUENCE_NUMBER characteristic supplied for STB component
Feasibility Check, Portfolio Change	Business	STB sequence number NUMBER is invalid or out of range	Invalid STB sequence number. Allowed values are {1,2,3,4}
Cancel Order	Business	Customer Order is in incorrect state for cancelling.	Canceling order is already in the final state or cancellation process is already running.