

WHOLESALE



HOW TO CREATE A NEW PSTN SERVICE

Issue Number 2, 17 May 2011

DOCUMENT CONTROL SHEET

Contact for Enquiries and Proposed Changes

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Issue No.	Issue Date	Nature of Amendment
1	30/06/2010	First Issue
2	17/05/2011	Changes made to the contact details for enquiries and proposed changes.

The information contained in this document is accurate and correct at date of publication.

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1 How to Create a New PSTN Service

This document details the LOLIG web service calls to make in order to create a new PSTN service. The scenario outlined is for a simple case and provides an overall view of the steps involved and the order in which they need to be carried out.

For more detailed scenarios refer to the LOLIG Design Guide.

1.1 State Information

Creating a new PSTN service involves calling a sequence of web services that share information between them. At any given point in the process the information previously and currently sent is referred to as “state.” It is important that state between web service calls are maintained, as outputs from one web service call can be used as inputs into the next or subsequent web services further along the process.

1.2 Terminating the New PSTN Process

If the client decides to terminate the New PSTN creation process (prior to final submission) for whatever reason, a call to the web service `RequestService:cancelMultiStep` must be done. This is also true if there are network problems and the client times out. If it is decided to terminate the process due to network issues, a call to `RequestService:cancelMultiStep` should be attempted. Alternatively, when the network resumes, and the client wishes to start a new multi-step process, then a call should be first made to `RequestService:cancelMultiStep` to ensure that the previous request has been closed off. In this case, the client can ignore any SOAP errors that may be returned such as `Request Item does not exist`.

For more information refer to section 8.2 of the LOLIG Design Guide.

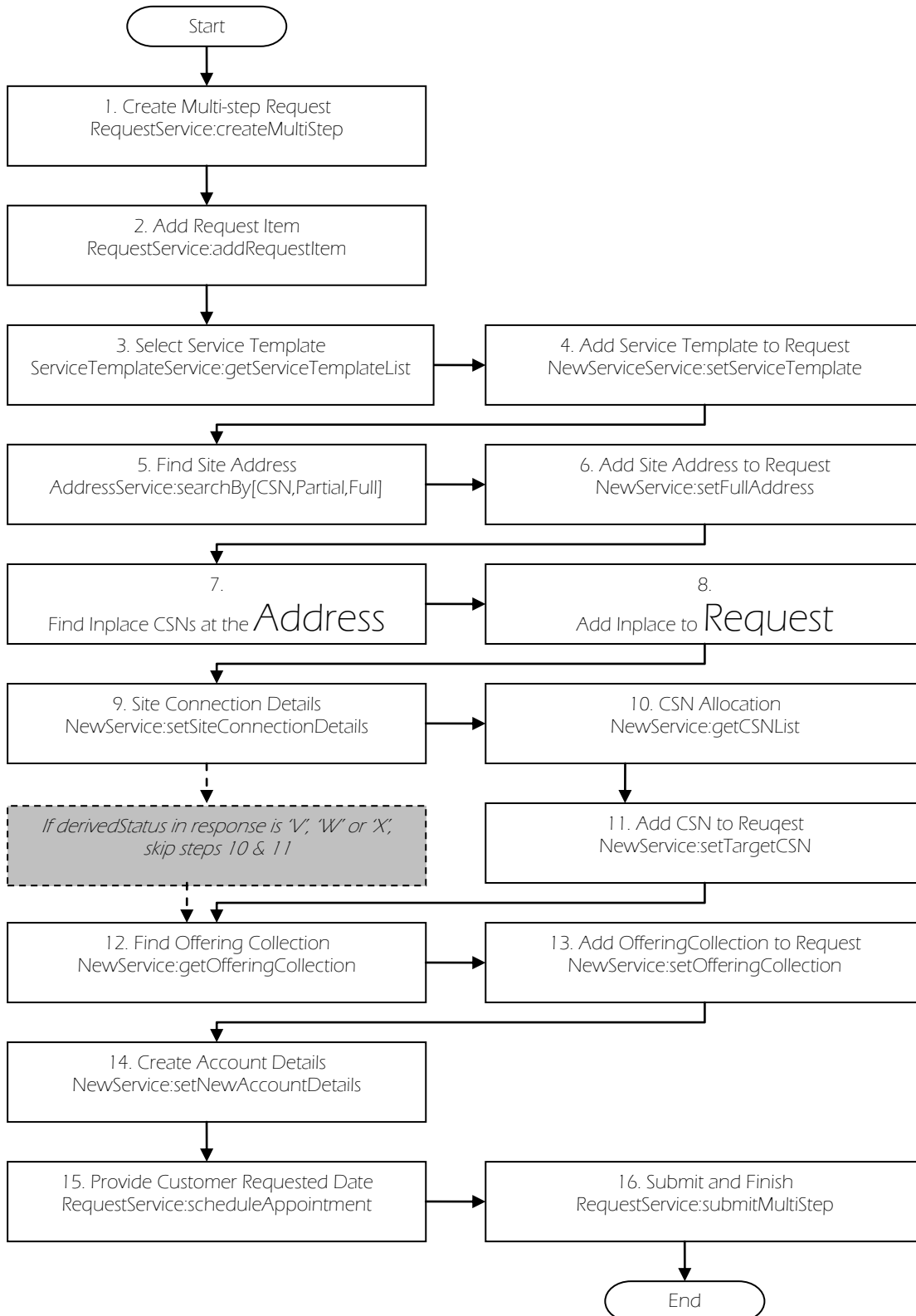
1.3 Re-Entering the Multi-step Process

In some situations the multi-step process may halt or pause, or may need to go back several steps (for example, obtaining more information or details from the end user). In such a case it is important that re-entering the multi-step process flow occur at the appropriate point.

For detailed information on the re-entry process, refer to section 8.3 in the LOLIG Design Guide.

2 Web Service Transaction Flow

To create a new PSTN service, several multi-step conversational LOLIG transactions are used. A simple scenario is shown below (warnings, errors, etc are not shown).



3 Descriptions & XML Examples

3.1 Create Multi-step Request

Web Service:	RequestService:createMultiStep
Description:	This initialises LOLIG for a multi-step process (i.e. creates space for state data, creates timers etc). Contact details of the SP and end user are submitted in this step. Returns <telstraRef>, which needs to be saved and sent in Step 2.
Example Request:	
<pre> <RCreateMultiStepRequest xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10"> <request> <spReferenceNumber>1234</spReferenceNumber> <spContactName>Homer Simpson</spContactName> <spPhoneNumber>0399991111</spPhoneNumber> <projectID>123</projectID> <customerContactName>Marge Simpson</customerContactName> <customerPhoneNumber>0388638002</customerPhoneNumber> <mediumEntry>I</mediumEntry> </request> </RCreateMultiStepRequest> </pre>	
Example Response:	
<pre> <RCreateMultiStepResponse xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10"> <telstraRef>12345679</telstraRef> <nextOperation>RequestService:cancelMultiStep</nextOperation> <nextOperation>RequestService:addRequestItem</nextOperation> </RCreateMultiStepResponse> </pre>	

3.2 Add Request Item

Web Service:	RequestService:addRequestItem
Description:	<p>All information for an order is encapsulated in a high level structure called a Request Item. This step creates an initial request item for the order and returns <requestItemId>, which needs to be saved and sent in subsequent calls</p> <p>Only two parameters required in this call: The telstraRef as received in Step 1. The work type description: New Service.</p>
Example Request:	
<pre> <RAddRequestItemRequest xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10"> <telstraRef>12345679</telstraRef> <workTypeDescription>New Service</workTypeDescription> </RAddRequestItemRequest> </pre>	

Example Response:

```
<RAddRequestItemResponse
xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10">
  <requestItemId>10000006</requestItemId>
  <nextOperation>RequestService:cancelMultiStep</nextOperation>
  <nextOperation>NewServiceService:setServiceTemplate</nextOperation>
</RAddRequestItemResponse>
```

3.3 Select Service Template

Web Service:	ServiceTemplateService:getServiceTemplateList
Description:	This will return available service templates for you to choose from. Select a service template and save its Npold which will be sent in Step 4.
Example Request:	
<pre><STGetServiceTemplateListRequest xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10" /></pre>	
Example Response:	
<pre><STGetServiceTemplateListResponse xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10"> <serviceTemplateList> <npoId>123456</npoId> <networkName>Voice</networkName> <networkProductName>Residential</networkProductName> <npoName>Standard</npoName> <virtualFlag>1</virtualFlag> </serviceTemplateList> </STGetServiceTemplateListResponse></pre>	

3.4 Add Service Template to Request

Web Service:	NewServiceService:setServiceTemplate
Description:	This will assign a service template as the base for the new service. Two parameters are required: the requestItemId from Step 2, and the Npold from Step 3.
Example Request:	
<pre><NSSetServiceTemplateRequest xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10"> <requestItem> <requestItemId>10000006</requestItemId> <npoId>123456</npoId> </requestItem> </NSSetServiceTemplateRequest></pre>	

Example Response:

```
<NSSetServiceTemplateResponse
xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10">
  <nextOperation>NewServiceService:cancelRequestItem</nextOperation>
  <nextOperation>NewServiceService:setFullAddress</nextOperation>
</NSSetServiceTemplateResponse>
```

3.5 Find Site Address

Web Service:	AddressService:searchBy[CSN,Partial,Full]
Description:	In order to create a new service, the end users address needs to be specified. Search for the End user address using one of the AddressService operations.
Example Request:	
<pre><ADSearchByPartialRequest xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10"> <address> <streetName>Evergreen</streetName> <locality>SYNDAL</locality> <postCode>4111</postCode> </address> </ADSearchByPartialRequest></pre>	
Example Response:	
<pre><ADSearchByPartialResponse xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10"> <address> <rangeType>ODD</rangeType> <streetNumberLower>000000101</streetNumberLower> <streetNumberLowerSuffix>A</streetNumberLowerSuffix> <streetNumberUpper>000000233</streetNumberUpper> <streetName>High</streetName> <streetType>ST</streetType> <locality>SYNDAL</locality> <postCode>3150</postCode> <exchangeServiceArea>SYRA</exchangeServiceArea> <facsRealm>33</facsRealm> </address> <address> <rangeType>EVEN</rangeType> <streetNumberLower>000000102</streetNumberLower> <streetNumberLowerSuffix>A</streetNumberLowerSuffix> <streetNumberUpper>000000264</streetNumberUpper> <streetNumberUpperSuffix>A</streetNumberUpperSuffix> <streetName>High</streetName> <streetType>ST</streetType> <locality>Syndal</locality> <postCode>3150</postCode> <exchangeServiceArea>SYRA</exchangeServiceArea> <facsRealm>33</facsRealm> </address> <address> <rangeType>EVEN</rangeType> <streetNumberLower>000000252</streetNumberLower> <streetNumberLowerSuffix>A</streetNumberLowerSuffix></pre>	

```

    <streetNumberUpper>00000502</streetNumberUpper>
    <streetNumberUpperSuffix>A</streetNumberUpperSuffix>
    <streetName>High</streetName>
    <streetType>ST</streetType>
    <locality>Syndal</locality>
    <postCode>3150</postCode>
    <exchangeServiceArea>SYRA</exchangeServiceArea>
    <facRealm>33</facRealm>
  </address>
</ADSearchByPartialResponse>

```

3.6 Add Site Address to Request

Web Service:	NewService:setFullAddress
Description:	Choose an address returned in Step 5, and add the address details to the request by specifying the <requestItemId> (from Step 2) and the address details returned from Step 5.
Example Request:	
<pre> <NSSetFullAddressRequest xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10"> <requestItemId>10000006</requestItemId> <address> <streetName>Evergreen</streetName> <streetType>Terrace</streetType> <locality>SYNDAL</locality> <postCode>4111</postCode> </address> <customerDetails> <customerName>Homer Simpson</customerName> <siteContactName>Marge Simpson</siteContactName> <siteContactPhone>0399991111</siteContactPhone> </customerDetails> </NSSetFullAddressRequest> </pre>	
Example Response:	
<pre> <NSSetFullAddressResponse xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10"> <nextOperation>NewServiceService:cancelRequestItem</nextOperation> <nextOperation>NewServiceService:getInplaceList</nextOperation> </NSSetFullAddressResponse> </pre>	

3.7 Find Inplace CSNs at the Address

Web Service:	NewService:getInplaceList
Description:	<p>This operation will retrieve all the active/inactive PSTN services at the address specified in Step 6. The only parameter is the requestItemId which Step 6 operated on.</p> <p>The data to watch for in the response are:</p> <ul style="list-style-type: none"> a) inplaceId (save it as it will be sent in Step 8). b) customerServiceNumber c) status – I for inactive
Example Request:	
<pre><NSGetInplaceListRequest xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10"> <requestItemId>10000006</requestItemId> </NSGetInplaceListRequest></pre>	
Example Response:	
<pre><NSGetInplaceListResponse xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10"> <inplaceDetails> <inplaceId>inplaceId1</inplaceId> <customerServiceNumber>0399638018</customerServiceNumber> <derivedStatus>I</derivedStatus> <status>I</status> <availability>2005-10-04</availability> <preProvisionedFlag>Y</preProvisionedFlag> <mdfId>mdfId</mdfId> <address> <subAddressType>SHOP</subAddressType> <subAddressNumber>1</subAddressNumber> <additionalAddress>VICTORIA MALL</additionalAddress> <streetNumber>1</streetNumber> <streetNumberSuffix>A</streetNumberSuffix> <streetName>BRIDGE</streetName> <streetType>RD</streetType> <streetSuffix>EAST</streetSuffix> <locality>BENDIGO</locality> <postCode>3550</postCode> </address> </inplaceDetails> <nextOperation>NewServiceService:cancelRequestItem</nextOperation> <nextOperation>NewServiceService:setInplaceList</nextOperation> </NSGetInplaceListResponse></pre>	

3.8 Add Inplace to Request

Web Service:	NewService:setInplacePath
Description:	<p>Use this step to select which inplace CSN to use for the new PSTN service. Two parameters required: the requestItemId from Step 2, and the inplaceId from Step 7.</p> <p>If you do not want to use one of the listed inplace CSN returned in Step 7, you can create a new inplace by setting the second parameter (<inplaceSelection>) to "New Line".</p> <p>If there is some problem you can set the second parameter to "TW Assessment".</p> <p>This returns the <siteConnectionDetails> which needs to be saved and used in the next step.</p>
Example Request:	
<pre> <NSSetInplacePathRequest xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10"> <requestItem> <requestItemId>10000006</requestItemId> <inplaceSelection>New Line</inplaceSelection> </requestItem> </NSSetInplacePathRequest> </pre>	
Example Response:	
<pre> <NSSetInplacePathResponse xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10"> <siteConnectionDetails> <fieldWorkRequired>N</fieldWorkRequired> <siteConnectionPoints> <siteConnectionId>12345678</siteConnectionId> <description>PSTN Connection</description> <feeForServiceRequired xsi:type="xsd:boolean">0</feeForServiceRequired> <contractorNameRequired xsi:type="xsd:boolean">0</contractorNameRequired> <contractorPhoneRequired xsi:type="xsd:boolean">0</contractorPhoneRequired> <defaultSCP xsi:type="xsd:boolean">1</defaultSCP> </siteConnectionPoints> </siteConnectionDetails> <nextOperation>NewServiceService:cancelRequestItem</nextOperation> <nextOperation>NewServiceService:setInplacePath</nextOperation> <nextOperation>NewServiceService:setSiteConnectionDetails</nextOperation> </NSSetInplacePathResponse> </pre>	

3.9 Site Connection Details

Web Service:	NewService:setSiteConnectionDetails
Description:	Assign the <siteConnectionId> returned in Step 8 to the request. Three mandatory parameters are: <ul style="list-style-type: none"> a) requestItemId (from Step 2) b) siteConnectionId (from Step 8) c) firstLinePremises – true if this service is to be the first line at the address.
Example Request:	
<pre><NSSetSiteConnectionDetailsRequest xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10"> <requestItem> <requestItemId>10000006</requestItemId> <siteConnectionId>12345678</siteConnectionId> <firstLineinPremises>>false</firstLineinPremises> </requestItem> </NSSetSiteConnectionDetailsRequest></pre>	
Example Response:	
<pre><NSSetSiteConnectionDetailsResponse xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10"> <nextOperation>NewServiceService:cancelRequestItem</nextOperation> <nextOperation>NewServiceService:getCSNList</nextOperation> <nextOperation>NewServiceService:setFullAddress</nextOperation> </NSSetSiteConnectionDetailsResponse></pre>	

3.10 CSN Allocation

Web Service:	NewService:getCSNList
Description:	This retrieves a list of available CSNs that can be used as the CSN for the new service. There are two mandatory parameters: <ul style="list-style-type: none"> a) requestItemId (from Step 2) b) timezone (Australian State abbreviation) (Note: It is possible that no CSNs are returned).
Example Request:	
<pre><NSGetCSNListRequest xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10"> <requestItem> <requestItemId>10000006</requestItemId> <timezone>VIC</timezone> </requestItem> </NSGetCSNListRequest></pre>	
Example Response:	
<pre><NSGetCSNListResponse xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10"> <availableServices>0350000010</availableServices> <availableServices>0350000011</availableServices> <availableServices>0350000012</availableServices></pre>	

```

<availableServices>0350000013</availableServices>
<availableServices>0350000014</availableServices>
<availableServices>0350000015</availableServices>
<availableServices>0350000016</availableServices>
<availableServices>0350000017</availableServices>
<availableServices>0350000018</availableServices>
<availableServices>0350000019</availableServices>
<nextOperation>NewServiceService:cancelRequestItem</nextOperation>
<nextOperation>NewServiceService:getCSNList</nextOperation>
<nextOperation>NewServiceService:setTargetCSN</nextOperation>
</NSGetCSNListResponse>

```

3.11 Add CSN to Request

Web Service:	NewService:setTargetCSN
Description:	Use this step to select a CSN from the list returned in Step 10 (the selected CSN <u>must</u> be in the list). Two parameters: the requestItemId from Step 2 (mandatory), and a targetCSN from Step 10 (optional). If no CSNs were returned in Step 10, then omit the second parameter.
Example Request:	
<pre> <NSSetTargetCSNRequest xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10"> <requestItem> <requestItemId>10000006</requestItemId> <targetCSN>0399991111</targetCSN> </requestItem> </NSSetTargetCSNRequest> </pre>	
Example Response:	
<pre> <NSSetTargetCSNResponse xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10"> <nextOperation>NewServiceService:cancelRequestItem</nextOperation> <nextOperation>NewServiceService:setFullAddress</nextOperation> <nextOperation>NewServiceService:getOfferingCollection</nextOperation> </NSSetTargetCSNResponse> </pre>	

3.12 Find Offering Collection

Web Service:	NewService:getOfferingCollection
Description:	This step is used to retrieve an initial set of products which are to be placed on the new service. One parameter: the requestItemId from Step 2 (mandatory),
Example Request:	
<pre> <NSGetOfferingCollectionRequest xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10"> <requestItemId>10000006</requestItemId> </NSGetOfferingCollectionRequest> </pre>	

Example Response:

```
<NSGetOfferingCollectionResponse
xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10">
  <product>
    <productName>PSTN Line</productName>
    <systemAction>Add</systemAction>
    <validActions>Add</validActions>
    <settings>
      <settingName>Line Type</settingName>
      <settingValue>Residential</settingValue>
    </settings>
  </product>
  <product>
    <productName>Long Distance Carrier Settings</productName>
    <systemAction>Add</systemAction>
    <validActions>Add</validActions>
    <settings>
      <settingName>Provider</settingName>
      <settingValue>ComTel</settingValue>
    </settings>
  </product>
  <product>
    <productName>Network Access</productName>
    <systemAction>Add</systemAction>
    <validActions>Add</validActions>
    <settings>
      <settingName>Access Level</settingName>
      <settingValue>NA0: LOCAL, TK OP, STD, VAS &
0011</settingValue>
    </settings>
  </product>
  <product>
    <productName>IceCream Residential</productName>
    <systemAction>Add</systemAction>
    <validActions>Add</validActions>
  </product>
  <nextOperation>NewServiceService:cancelRequestItem</nextOperation>
<nextOperation>NewServiceService:setOfferingCollection</nextOperation>
</NSGetOfferingCollectionResponse>
```

3.13 Add OfferingCollection to Request

Web Service:	NewService:setOfferingCollection
Description:	Step 12 returned the products that are to be placed on the new service, but if you wish to add/change/delete any of these products, then this step can do it. Two parameters: the requestItemId from Step 2 (mandatory), and a list of products and their settings.
Example Request:	
<pre> <NSSetOfferingCollectionRequest xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10"> <requestItemId>10000006</requestItemId> <product> <productName>Silent Number</productName> <action>Add</action> <settings> <settingName>Type</settingName> <settingValue>Residential</settingValue> </settings> </product> <product> <productName>Caller ID</productName> <action>Add</action> <settings> <settingName>Override Setting</settingName> <settingValue>With Override</settingValue> </settings> </product> </NSSetOfferingCollectionRequest> </pre>	
Example Response:	
<pre> <NSSetOfferingCollectionResponse xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10"> <product> <productName>Directory Details</productName> <action>Add</action> <settings> <settingName>Listing Type</settingName> <newSettingValue>List Entry</newSettingValue> </settings> <settings> <settingName>Directory Type</settingName> <newSettingValue>Residential</newSettingValue> </settings> <settings> <settingName>Contact Name</settingName> <newSettingValue>Con Tact</newSettingValue> </settings> <settings> <settingName>ContactNumber</settingName> <newSettingValue>0332222222</newSettingValue> </settings> <settings> <settingName>Subsequent</settingName> </settings> <settings> <settingName>Listing Name</settingName> <newSettingValue>Con Tact</newSettingValue> </settings> </product> </pre>	

```

    </settings>
  </product>
  <nextOperation>NewServiceService:cancelRequestItem</nextOperation>
  <nextOperation>NewServiceService:setfullAddress</nextOperation>
  <nextOperation>NewServiceService:setAccountCSN</nextOperation>
  <nextOperation>NewServiceService:setNewAccountDetails</nextOperation>
</NSSetOfferingCollectionResponse>

```

3.14 Create Account Details

Web Service:	NewService:setNewAccountDetails
Description:	<p>Now that the service has been configured, all that is left to do is to associate it with a billing account. Because this is a new PSTN workflow, a new account will need to be created. Two mandatory parameters: the requestItemId from Step 2, and the customer details for the new account (customerType is either Residential or Company).</p> <p>Once LOLIG has set the account details, it returns the list of appointment types for the order (and also activities). The appointmentType should be saved as it is used in Step 15.</p>
Example Request:	<pre> <NSSetNewAccountDetailsRequest xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10"> <requestItem> <requestItemId>10000006</requestItemId> <newAccountDetails> <customerType>Residential</customerType> <customerName>Homer Simpson</customerName> </newAccountDetails> </requestItem> </NSSetNewAccountDetailsRequest> </pre>
Example Response:	<pre> <NSSetNewAccountDetailsResponse xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10"> <requestItemActivities> <createdTimeStamp>2005-10-12T00:09:00.001Z</createdTimeStamp> <description>Inplace Service Selection</description> <userName>Connie ComTel</userName> <reason>Null</reason> <notes>Account Details Confirmed</notes> </requestItemActivities> <appointmentType> <component>Connection</component> <appointmentType>Exchange</appointmentType> </appointmentType> <nextOperation>RequestService:cancelMultiStep</nextOperation> <nextOperation>RequestService:deleteRequestItem</nextOperation> <nextOperation>RequestService:scheduleAppointment</nextOperation> </NSSetNewAccountDetailsResponse> </pre>

3.15 Provide Customer Requested Date

Web Service:	RequestService:scheduleAppointment
Description:	In order to finalise the order an appointment needs to be made. Two mandatory parameters: the telstraRef from Step 1, and the crdInformation. The crdInformation contains the requestItemId from Step 2, the connection date and the disconnection date.
Example Request:	
<pre><RScheduleAppointmentRequest xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10"> <request> <telstraRef>12345679</telstraRef> <crdInformation> <requestItemId>10000006</requestItemId> <connectionCRDInfo> <crd>2006-07-12</crd> <timeslot>AM</timeslot> </connectionCRDInfo> <disconnectionCRDInfo> <crd>2006-07-17</crd> <timeslot>PM</timeslot> </disconnectionCRDInfo> </crdInformation> </request> </RScheduleAppointmentRequest></pre>	
Example Response:	
<pre><RScheduleAppointmentResponse xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10"> <response> <appointment> <component>Connection</component> <commitmentReferenceNumber>300000002</commitmentReferenceNumber> <type>Exchange</type> <timeperiod> <from>2005-01-01T00:09:00.001Z</from> <to>2005-01-01T00:11:00.001Z</to> </timeperiod> <alternateTimeslot>PM</alternateTimeslot> <requestItemId>10000006</requestItemId> </appointment> <nextOperation>RequestService:cancelMultiStep</nextOperation> <nextOperation>RequestService:deleteRequestItem</nextOperation> <nextOperation>RequestService:scheduleAppointment</nextOperation> <nextOperation>RequestService:rescheduleAppointment</nextOperation> <nextOperation>RequestService:submitMultiStep</nextOperation> </response> </RScheduleAppointmentResponse></pre>	

3.16 Submit & Finish

Web Service:	RequestService:submitMultiStep
Description:	Everything is complete, so simply submit the order to LOLIG. One mandatory parameter: the telstraRef from Step 1. Notes can also be added to the order as an optional second parameter.
Example Request:	
<pre><RSubmitMultiStepRequest xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10"> <telstraRef>12345679</telstraRef> <requestNotes>this is some notes</requestNotes> <requestItemNotes> <requestItemId>10000006</requestItemId> <notes>blah blah blah</notes> </requestItemNotes> </RSubmitMultiStepRequest></pre>	
Example Response:	
<pre><RSubmitMultiStepResponse xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10"> <result>1</result> <associateRequestDetails> <requestItemId>10000006</requestItemId> <associateTelstraRef>12345679</associateTelstraRef> </associateRequestDetails> </RSubmitMultiStepResponse></pre>	